

## 採訪小貼士

提出**開放式問題**，即使他們在採訪中途暫停回答，也不要建議他們一些答案。這可能會無意中讓他們說出符合您期望的事情，及保持中立地提問。

Ask open ended questions and don't suggest answers to your questions: Even if they pause before answering, don't help them by suggesting an answer. This can unintentionally get people to say things that agree with your expectations. Ask questions neutrally.

發問時**避免使用絕對性的字句**，如「應該」、「對錯」，**多用靈活性字句**，如「建議」、「可能」。

例：嘗試建議一些方法找到有關的資料。

例：這篇文章的作者可能有甚麼背景？

Ask about concrete instances, not about what is "usual": Tell me about the last time you..." instead of "How? When/ What do you usually....". Seek stories.

嘗試詢問**多樣化的問題**，引發多個答案。

例：你會從哪幾方面處理這個問題？可以告訴我多一點嗎？

Ask follow up questions: Even if you think you know the answer, follow up on anything that is interesting with "Can you tell me more?", "Why do you say that?", or "What is the reason for that?". Don't move to one question to the next as if it was a survey.

建議加入**情感式的問題**。

例：你當時的感覺是怎麼樣的？為什麼會有那個感覺？

Seek emotions: "What were you feeling at that point?"

如果你不贊成受訪者的談話內容，不要顯得不耐煩，盡量要**避免中止受訪者的談話**。

Don't be afraid of silence: Silences often precede deeper answers.

Don't immediately jump to the next question.

留意**肢體語言**，例如表情，語調，動作等。

Be aware of nonverbal cues: Consider body language and tone of voice.

詳細記錄資料。

Take detailed notes: Use their words

Interesting details about them:

One or two memorable quotes:



Interviewee's Name: \_\_\_\_\_

A story I heard from them:

Feelings they described: