

CLIENT INTERVIEW QUESTIONS



A stronger Illinois begins at home

Organization

- How did you learn about us?
- What was your very first experience with us like? What did you think when you first came in?

Program

- What did you get out of this experience?
- What is one thing you're going to remember?
- What is one thing you're going to do differently now?
- What would you say to someone else thinking about doing this?

Home & Community

- What is your earliest memory of home?
- Where did you grow up? What was your home/community like? What did you think your life would be like when you were an adult?
- Where do you feel most at home? What makes a place feel like home to you?
- What kind of home/neighborhood/community would you like to live in?

Family

- Tell me about your family. How old are they? Where do they live?
- What do your children like to do? What do you do with them?

Work & Budget

- What do you do for a living? Do you like your job?
- Do you budget? What do you think about when you start a budget?
- Tell me about how you got into your line of work.
- What lessons has your work life taught you?

Goals & Future

- What goals are you working toward in life?
- What do you think your future holds? What would you like it to hold?
- If you were talking to your great-great grandchildren, what wisdom would you share with them?
- How would you like to be remembered?

General

- Who has been the biggest influence on your life? What lessons did that person teach you?
- Who has been the kindest to you in your life?
- What are the most important lessons you've learned in life?
- What are you proudest of? What regrets do you have?
- How has your life been different than what you'd imagined?

INTERVIEW TIPS

- Be patient. Allow for silence.
- Establish trust and comfort by starting with simpler, less personal questions.
- Try to get detail—ask follow up questions about what someone actually said, what something looked like, how they felt.
- It's okay to ask a question more than once.
- Think outside the box. Ask questions that get at values, ideas, identity, and goals, not just a basic outline of how someone was connected with your organization. Sometimes the best anecdotes and most personal details come from talking about something less directly related to your program.
- End with "Is there anything else you'd like to share, or something else that I should have asked?"

Thanks to StoryCorps for question inspiration.