

ONE THING

MEASURING INTERVIEW SUCCESS



Measuring interview success should not lie solely on the outcome of the interview. As no two people or circumstances are the same, no two interviews should be conducted the same way. While every interview requires customization to fit the dynamics of each interviewee and situation, the core of measuring success lies in consistent, objective benchmarks.

The goal of the interview is to create an environment that can help establish rapport and obtain information of evidential significance or intelligence value. This starts with an emphasis on the interviewee having control and choice in their decision whether or not to talk. The goal is to maximize all opportunities for the interviewee to provide a truthful account if they choose while preserving ethical, organizational, and professional standards.

Evaluating interview success starts with focusing on areas that recognize the interviewer's purpose and align efforts. These areas act as a roadmap, breaking down larger ambitions into manageable steps to help eliminate an outcome bias.

Substance

The information obtained during the investigative interview.

Process

How the investigator obtained the information.

Compliance

The adherence to policy, procedures, evidence-based practices, and foundational principles of effective investigative interviewing.

HIGHLIGHTS

- **Substance:** The information obtained during the investigative interview.
- **Process:** The way in which the investigator obtained the information.
- **Compliance:** The adherence to policy, procedures, evidence-based practices, and foundational principles of effective investigative interviewing.



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first Friday
of every month
at 9:00AM
Central Time



MEASURING INTERVIEW SUCCESS

Although an interviewer may be trained, it should not be a one-time occurrence. A commitment to continuous education and training in science that supports the investigative interview framework is important. These principles are ever-evolving, and it is equally important to understand why certain techniques may help or hinder the goal of obtaining complete, reliable information.

Many of these skills rely on active listening and the ability to adapt to the interviewee rather than sticking to a scripted interview plan. These focus areas are goal-directed and offer the interviewer the flexibility to adapt and be more fluid, while keeping the end goal in sight.



BENCHMARK CONSISTENCY

Measure success with consistent, objective benchmarks to ensure fairness and reliability in each interview.



INTERVIEWEE EMPOWERMENT

Respect for interviewee autonomy and the voluntary nature of the interview.



SUBSTANCE EVALUATION

Focus on the quality and relevance of the information obtained during the interview.



PROCESS ANALYSIS

Assess the methods used to gather information, ensuring they are effective and respectful.



COMPLIANCE CHECK

Ensure adherence to policies, procedures, and evidence-based practices that support ethical and effective interviewing.



CONTINUOUS EDUCATION

Commit to ongoing training and education to stay updated on evolving interviewing techniques and principles.



BUILDING CONVERSATIONAL SKILLS

Mastering conversational skills boosts confidence, improving self-assurance and assertiveness in various situations. It can also significantly impact career advancement, as refined interview skills can foster career growth.

Did you know practice isn't just for new interviewers; it benefits every professional, and there are practices that you can put into place to get the most out of your practice sessions.



PRACTICE MAKES PROGRESS

To get the most out of your practice sessions, check out [Instructor Insights Episode 15](#), in which Amanda Weaver, CFI, PHR explores the art of continuous practice and its profound impact on professional development.