



How to Conduct Interviews by Telephone and in Person (Survey Kit)

James H. Frey, Sabine Mertens Oishi

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This thorough guide to doing face-to-face and telephone interviews explains how to: write interview questions with structured interviewer instructions; write questions that are most effective for phone and in-person interviews; write pre-letters, scripts for a precall and organize a flowing interview script which considers possible question order effects; design an eligibility screen; and write a job description for an interviewer. The volume also shows how to develop an interviewer training manual and training session.

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