

# Interview Protocol

Updated (9/28/14)

Updated 10/19/2020

1. When should interviews be conducted?
  - Over the phone if the location is not within a reasonable travel distance
  - During Walkthrough
  
2. Who should be interviewed?
  - Everyone who has had a paranormal experience on the property
  - Other residents on the property
  - Owners of the property
  - Previous Owners or previous occupants/guests who have had experiences
  
3. Never pressure the client for answers  
*Remember they have the right to refuse to answer any question*
  
4. Who should conduct the interviews?
  - Someone trained in Interviewing
  - If it's sensitive material, then someone the client will likely feel most comfortable with
  
5. Where should interviews be conducted?
  - In a quiet, private location where NO activity has been reported
  
6. Is there anything I need to do before conducting the interview?
  - Be familiar with the basic circumstances and the interviewee's role in the home or business
  - Have questionnaire ready
  - Be familiar with the questions

- Pen and paper to keep highlighted answers
- A recording device, such as a tape, digital, or video recorder

7. How should interviews be conducted?

- In a professional and caring way
- Don't make promises we can't keep (i.e. getting rid of a ghost), or indicate your opinions about whether or not their location is haunted.
- You can reassure them we will do our best to thoroughly measure their environment with a variety of high-end equipment, and that we will report our findings to them once we've had a chance to analyze the data.

8. What types of questions are most useful?

- Anything that helps to collect as much detail to the events as possible, including dates, times, circumstances, triggering events, patterns.
- Also have them reenact certain encounters if possible

9. What types of questions should be avoided?

- Leading questions. Never offer possible answers.

10. How do I analyze responses?

- Watch for eye contact
- Body language
- Hesitating to answer questions
- Changes in stories
- Analyze answers to see if weather conditions, personal circumstances, psychological issues, drug use, etc. may have altered their perceptions?

11. Signs someone is being dishonest

- No eye contact
- Change in voice
- Strange body language

- Sounds too good to be true or fishy
- Overly defensive
- Stories keep changing
- Changes subject

### ALWAYS

1. Make sure the client is feeling comfortable and willing to be open about their experiences
2. Record the Interview
3. Start the recorder *before* the interview begins
4. Have them speak their name, spelling it for our records, and the date/time
5. Make sure recorder is going at all times
6. Interview one person at a time, unless it's a child under 18. If interviewing a child, ensure a parent or guardian is in the room at ALL times. No exceptions.