

# Interviewing for Solutions: HSE 123 Interviewing Techniques

The HSE 123 Interviewing Techniques is a systematic approach to conducting interviews that focuses on uncovering solutions. This approach is based on the premise that people are more likely to be successful in solving problems if they are able to identify the root causes of those problems.



## Interviewing for Solutions (HSE 123 Interviewing Techniques) by Peter De Jong

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The HSE 123 Interviewing Techniques consists of three main steps:

1. **Establish rapport and build trust.** This is the most important step in any interview, as it sets the tone for the rest of the conversation. It is important to make the interviewee feel comfortable and at ease, so that they are more likely to open up and share their thoughts and experiences.

2. **Ask open-ended questions.** Open-ended questions are questions that cannot be answered with a yes or no. They allow the interviewee to provide more detailed information and to share their own thoughts and perspectives.
3. **Listen actively and probe for details.** It is important to listen carefully to the interviewee's responses and to ask follow-up questions to get more information. This will help you to better understand the interviewee's perspective and to identify the root causes of the problems they are facing.

The HSE 123 Interviewing Techniques can be used in a variety of settings, including job interviews, performance reviews, and customer service interactions. By following these techniques, you can increase your chances of conducting successful interviews that will lead to positive outcomes.

### **Benefits of Using the HSE 123 Interviewing Techniques**

There are many benefits to using the HSE 123 Interviewing Techniques, including:

- **Increased understanding of the interviewee's perspective.** By asking open-ended questions and listening actively, you can gain a better understanding of the interviewee's thoughts, feelings, and experiences.
- **Identification of root causes of problems.** By probing for details and asking follow-up questions, you can help the interviewee to identify the root causes of the problems they are facing.
- **Development of solutions.** Once the root causes of the problems have been identified, you can work with the interviewee to develop

solutions that will address those causes.

- **Improved communication and relationships.** By establishing rapport and building trust, you can create a more open and collaborative relationship with the interviewee.

## Tips for Using the HSE 123 Interviewing Techniques

Here are a few tips for using the HSE 123 Interviewing Techniques:

1. **Be prepared.** Before conducting an interview, take some time to prepare by reviewing the interviewee's background and identifying the key questions you want to ask.
2. **Create a comfortable and supportive environment.** Choose a location for the interview that is private and free from distractions. Make sure the interviewee has a comfortable place to sit and that they feel at ease.
3. **Be respectful and empathetic.** Remember that the interviewee is a human being with thoughts and feelings. Be respectful of their time and privacy, and show empathy for their situation.
4. **Ask open-ended questions.** Open-ended questions allow the interviewee to provide more detailed information and to share their own thoughts and perspectives.
5. **Listen actively and probe for details.** It is important to listen carefully to the interviewee's responses and to ask follow-up questions to get more information. This will help you to better understand the interviewee's perspective and to identify the root causes of the problems they are facing.

6. **Be patient.** It takes time to build rapport and trust. Be patient and allow the interviewee to share their thoughts and experiences at their own pace.

The HSE 123 Interviewing Techniques is a powerful tool that can be used to conduct successful interviews that lead to positive outcomes. By following these techniques, you can increase your chances of uncovering solutions to problems, improving communication and relationships, and achieving your goals.



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