

# Contact Investigation Skill Development Guide

## Reflection / Discussion Questions

Instructions: Follow these steps to review the module content:

1. **Read and reflect.** Read the Review information in the Skill Development Guide and answer the reflection/discussion questions.
2. **Discuss.** Discuss your answers with colleagues and/or members of your workgroup. Refer to the sample responses and key points in the Appendix to help focus and guide your discussion.

## Basic CI Interviewing Techniques: Reflection/Discussion Questions

1. **Be prepared.** Think about various types of diseases that require contact investigation.
  - How might you prepare for each type of interview?
  
  
  
  
  
  
  
  
  
  
  - What diagrams or documents might be useful during each type of conversation?
  
2. **Ask questions.**
  - What are some examples of open-ended questions you can ask to encourage discussion?
  
3. **Build trust.**
  - How can you build trust during your interview with the contact?
  
4. **Be assertive.**
  - When what you hear contradicts what you already know, how can you confront inconsistencies in a calm and non-judgmental manner?
  
5. **Listen actively.**
  - What specific behaviors will help you communicate that you are attentive and interested?
  
  
  
  
  
  
  
  
  
  
  - How can you verify your understanding of what the person is saying?

## CI Interviewing Principles: Reflection/Discussion Questions

### 1. **Voluntary.**

- What results are likely if you attempt to intimidate or coerce an interviewee to provide information?
- To encourage participation, what consequences can you explain to the interviewee, both for providing information and for not providing information?

### 2. **Confidential.**

- How can you gain the interviewee's confidence that all information is confidential?
- How can you remain vigilant in protecting data from inadvertent disclosure?

### 3. **Client-centered.**

- Why are "why" questions irrelevant in a contact investigation interview?
- What types of questions help you identify and solve problems that arise during a contact investigation interview?



## Field Contact Investigation: Reflection/Discussion Questions

### 1. **Prepare.**

- How can you verify that an address exists and that a contact resides there?
  
  
  
  
  
  
  
  
  
  
- How can you be confident about where you are going and how to get there?

### 2. **Protect confidentiality.**

- How can you protect the contact's confidentiality when consulting other people about a contact's residence?

### 3. **Be safe.**

- How can you avoid potential threats or confrontations during investigations in the field?