Requirements Interview Tips

* Be prepared.
* Be considerate of the interviewee’s time. Be on time. End on time.
* Don’t ask questions you can answer with a little research before the interview.
* Keep the interviews short – no more than 90 minutes.
* Ask permission of the interviewee’s manager before scheduling the interviews.
* Start with a few “getting to know you” questions.
* Select a few open-ended questions to kick off the interview.
* Ask open-ended questions rather than Yes/No questions.
* Do not discuss solutions.
* Do not make commitments and don’t make promises.
* Remember that silence can be helpful in getting people to continue speaking.
* Responses to your questions will often require follow-up questions.
* Don’t forget to ask, “Who else should I speak with about this functionality?
* Avoid leading questions – it is easy to coerce someone into what you want!
* Look for breadth of knowledge first, then depth of knowledge.
* Take notes or record the call. Ask permission before recording.

