Funnel technique

1. Opening Question

(e.g. "Tell me", "explain", "describe")

- **Use open-ended questions to encourage detailed responses.** Examples: *"Tell me about the incident," "Explain what happened," "Describe your experience."*

2. Probe for extra information

- **Ask follow-up questions to gather more details.** Examples: *"Can you provide more details about that?" "What happened next?" "How did you feel at that moment?"*

3. Clarify

("Can I clarify my understanding?", "I think I misunderstood...", "Could you please be more specific?")

- **Ensure you understand the information correctly by asking clarifying questions.** Examples: *"Can I clarify my understanding?" "I think I misunderstood; could you please explain that again?" "Could you please be more specific about that?"*

4. Confirm using closed questions

('Yes' or 'No' response questions)

- **Use yes/no response questions to confirm specific details.** Examples: *"Did you see Jane take the items?" "Were you present during the incident?" "Did you report this to your supervisor?"*

5. Summarise

(it is helpful to repeat words that the individual used)

- **Repeat the key points the individual mentioned to ensure accuracy.** Examples: *"So, you mentioned that you saw Jane take the items on three occasions, is that correct?" "To summarise, you felt pressured to participate, correct?"*