

## Chapter 23

### Interviewer Training

Judith T. Lessler  
*Chatham Research Consultancy, LLC*

Joe Eyerman  
*RTI International*

Kevin Wang  
*RTI International*

#### SUGGESTIONS FOR FURTHER READING

Fowler, F. J., & Mangione, T. W. (1990). *Standardized Survey Interviewing: Minimizing Interviewer-Related Error*. Beverly Hills, CA: Sage Publications.

Gwartney, P.A. (2007). *Telephone Interviewer's Handbook: How to Conduct Standardized Conversations*. New York: Wiley.

Guenzel, P. J., Berckmans, T. R., & Cannell, C. F. (1983). *General Interviewing Techniques: A Self-Instructional Workbook for Telephone and Personal Interviewer Training*. Ann Arbor, Michigan: Institute for Social Research, Survey Research Center.

Link, M. W., Armsby, P. P., Hubal, R. C., & Guinn, C. I. (2006) "Acceptability and acceptance of responsive virtual human technology as a survey interviewer training tool." *Computers in Human Behavior* 22: 412-426.

#### INTERNET RESOURCES

Many survey organizations and sponsors provide documentation on interviewer training at a general level, including discussions of training procedures and numbers of interviewers trained. These sources provide more detailed examples of materials used in interviewer training.

The Behavioral Risk Factor Surveillance System (BRFSS) provides an online link for training at

<http://www.cdc.gov/brfss/training/interviewer/index.htm>

Community Tracking Study—Household Survey Methodology Report 2003  
(Round 4), Appendix C: Round 4 RDD Training Guide  
<http://www.hschange.com/CONTENT/758/758.pdf>

2004 National Survey on Drug Use and Health—Data Collection Final  
Report  
<http://oas.samhsa.gov/NSDUH/2k4DCFR.pdf>

Malaria Indicator Survey—Guidelines for the Malaria Indicator Survey  
Interviewer Training  
<http://www.who.int/malaria/docs/mis/cc6.pdf>