

**DISABLED AMERICAN VETERANS**  
**Chapter Service Officer**

**INTERVIEW TECHNIQUES**

**I. Qualify the Issues**

- A. Effective Listening
  - 1. Listen carefully to determine what the claimant is requesting
- B. Probing Questions.
  - 1. Ask questions which will focus on the need of the claimant, i.e. "Are you currently experiencing symptoms?"
- C. Focus on the issues/benefits needed.

Notes:

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**II Control vs. Courtesy**

- A. Be patient, friendly and sympathetic.
- B. Be non-judgmental.
- C. Control the interview.
  - 1. Keep the claimant focused on the issues related to the claim.
  - 2. Ask pertinent questions.

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**III Documenting**

- A. Completeness
- B. Correctness
- C. Thoroughness

Notes:

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**IV Optimism vs. Realistic Expectations**

- A. Be confident.
- B. Do not promise.
- C. Let the VA make the decision.

1. Don't let the claimant leave with unrealistic expectations.
2. Assure the claimant that the DAV will responsibly represent him/her throughout the claims process; however, the VA will be responsible for making the decision on their claim.

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**V. Close**

- A. Reiterate the objectives.
- B. Restate the requested issues/benefits.
- C. Ask if there are any further questions.

Notes:

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