

# Interviewing Skills

Social Service Worker Training

April 20, 2016

Pocatello, Idaho

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# Encounter Goals

- Gather necessary information
- Professionalism in the interaction
- Respect for the dignity of each individual
- Others?

# Reflect

- Recall a time when you had to ask for help.
- What feelings did you experience?

# Importance of Being Self-Aware

- Being aware of bias
- Judgments can wait
- Any discomfort in asking particular questions

# Enable as Empowerment vs. Supporting Self-Destructive Behavior

- To equip or supply with an ability
- To supply with the means, knowledge, or opportunity (to do something); make able
- To provide (someone) with adequate power, means, opportunity, or authority (to do something)
- To make possible

# Preparation

- Physical Conditions
- Role
- Structure of Interview: purpose, structure, direction, focus, time

# Establishing Rapport

- Acknowledging/Eye Contact (Do you really see the person?)
- Respect: warm, genuine (being yourself)
- Awareness of potential barriers (ex. language)
- Verbal and nonverbal messages
- Diffusing as needed

# Gathering Information

- Empathy; starting where client is
- Explore:
  - I am interested in hearing what brought you in today.
  - Can you tell me about your situation?
- Active Listening
- Clarifying
- Open-ended vs. close-ended questions

# Ending the Interview

- Summary
- Next steps? Clarity.

# Personal Check

- Compassion Satisfaction
- At the end of the day, it is not the other person's behavior that matters; it is your behavior and actions. Can you feel accomplishment that you were professional in each of your interactions today?
- Questions?