

Interviewing Skills Review

MODULE 2



Interview Skills Refresher



Use your active listening skills

Let's list these...

Relationship is key



Assessment

BioPsychoSocial Spiritual

Risk/Crisis

Substance Use

MSE



Attending Skills

LISTENING AND OBSERVING

SOLER

S – Squarely face the client



O – Open posture



L – Leaning in



E – Eye contact



R - Relaxed

What to observe

Bodily behavior
(posture, body
movements, gestures)

- Hand movements may support or contradict speech
- Restlessness, fidgety, laid back
- Distance placed b/w client and counselor
- Positioning of clients in family counseling

Eye behavior (eye
contact, staring, eye
movement)

- Interpreted to indicate attention, respect, disrespect, seriousness of topics
- Cultural considerations

More Observations

Facial expressions (smiles, frowns, raised eyebrows, eye movement)

- Over 100 facial expressions
- Many have similar meanings to people all over the world – even blind children will exhibit these (cry when distressed, smile when happy)
- Fear and anger read from eyes; happiness from mouth

Voice-related behavior (tone of voice, pitch, volume, intensity, spacing of words, pauses, fluency)

Observable autonomic physiological responses (quicken breathing, blushing, paleness)

Physical characteristics (fitness, height, weight, complexion)

Space (personal space)

General appearance (grooming, dress, hygiene)

Attentive Listening

Clients talk about experiences, behaviors and feelings.. Some may be more willing to talk about one area than another.. You will need to help them tap into feelings.. you do this by listening for feelings and reflecting them.

Need to understand client through context

You need to listen for opportunities... don't only focus on problems

What is tough minded listening? (slants or spins clients view to content... ex. Coffee house – don't want sugar with that do you?)

What isn't said is often important, too.

Have to listen to yourself, as well

- are you having reactions to client?
- Is your mind wandering?
- Do you feel sorry for client?

Non-attentive Listening Skills

- Inadequate Listening
- Nonlistening – not fully engaging with client
- Partial listening – skimming the surface – not picking up the essential point
- Tape-recorder listening- parroting the client (need to be emotionally present with client)
- Rehearsing – not listening but focusing on what you will say...
- filtered listening (creates bias)
- evaluative listening (gives way to advice giving)
- stereo-typed based listening – diagnostic categories can take precedence over client's issues
- fact-centered rather than person-centered listening – details are not important
- sympathetic listening
- Interrupting

Pitfalls



- Being too stoic in facial expressions or making your face too animated (no beauty queens here)
- Using minimal encouragers too much... you don't want to seem like the bobby head dogs people have in their cars and uh huh is not a reflective statement
- Closed body language (crossing arms and legs) or being too relaxed
- Staring too much
- Matching client's expression rather than tone of content... often they will be incongruent themselves.

Minimal Encouragers

Verbal

- “uh huh”
- “go on”
- “yes....”
- “Hmmm”

Nonverbal

- Bodily movements
- Gestures
- Nods

A photograph of two women sitting at a table, engaged in a conversation. The woman on the left has curly hair and is wearing a patterned shirt. The woman on the right has short blonde hair and is wearing a light green top. In the background, there are two decorative vases on a table. The image is overlaid with text.

Basic Counseling Skills

REFLECTING
PARAPHRASING
IMMEDIACY
SUMMARIZING

Basic Counseling Tips

Do's

- Be quick to listen
- Be slow to respond
- Be brief, specific, and accurate when responding
- Be flexible

Don'ts

- Avoid giving advice
- Avoid social jargon and clichés'



Reflecting Content

Restating what the client has said

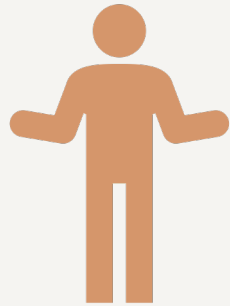
A light blue downward-pointing arrow indicating a flow from the first step to the second.

Rephrase content in your own words

A light blue downward-pointing arrow indicating a flow from the second step to the third.

Focus on the essential content

Reflecting Emotions



Do's

- Use brief statements to reflect emotion
- Use two feeling words when you are not sure
- Ask “What feelings come up for you?”



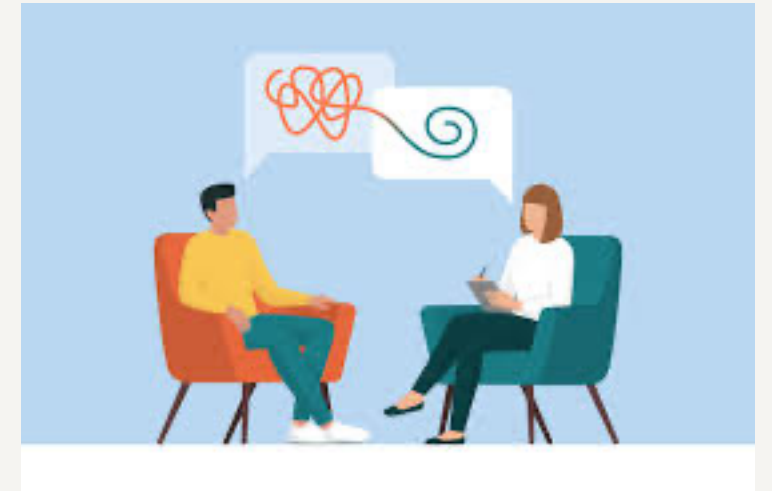
Don'ts

- Try not to overshoot or undershoot the level of emotion
- Don't confuse thinking and feeling

Accurately Reflecting Emotions

Benefits

- Builds rapport
- Increase self-awareness of emotions
- Deepens therapeutic relationship
- Provides relief from emotional pressure
- Helps the client feel seen, heard, and understood



Reflecting Meaning



Do

Identify and interpret the client's experience



Benefits

Prompts the client in exploring the situation in greater detail

Assists the client in exploring how they might benefit from or make meaning of this experience



Challenges

Meaning is based on the client's unique worldview
Challenging to detect

Tips for Reflecting Meaning



Keep reflecting emotions until the meaning emerges



“You feel _____because _____”



Ask “What did it seem like to you?”

Paraphrasing

1

Do's

- Create a short version of the client's story
- Concisely highlight essential aspects
- Use your own words and insight
- If you get lost, paraphrase and ask a clarifying question
 - “Is that correct?” or “Did I get that right?”

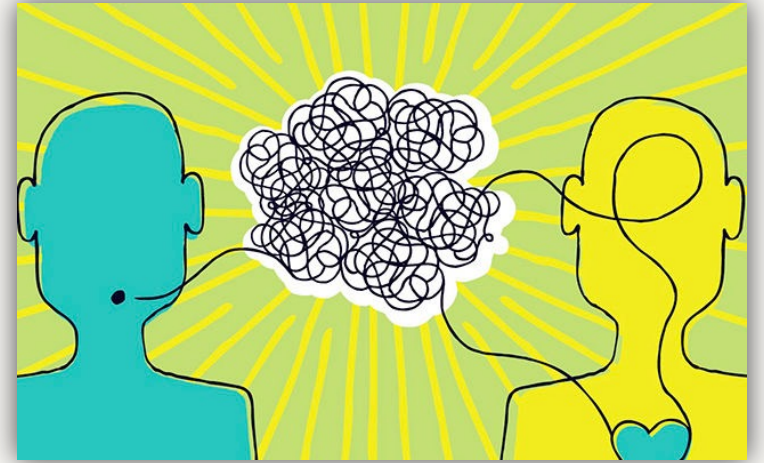
2

Don't

- Watch out for cheerleading (taking the clients side)

Why Paraphrase?

- To let the client know you're listening
- To check for understanding
- To clarify confusion
- To check your perceptions as the counselor



Immediacy



Statements about...

- What the client is saying
- What you are noticing
- Key concepts or themes

Timing

- Do you address what you are seeing now?
- Go back to it later?

Immediacy

Pros & Cons

Pros

- Can increase therapeutic rapport

Cons

- You could be wrong
- It could derail the session

Immediacy

Rational

Rational

- Be intentional
- Consider the situation
 - Address lack of progress or direction
 - Acknowledge the client's emotional response
 - Address tension (Family, Couples, Therapeutic Relationship)
 - Acknowledge culture differences

Summarizing

A summary is like a paraphrase but is used at different times.

Counselors summarize at...

- The beginning of the session
- During the session to redirect focus
- After a long client monolog
- To connect themes across session and time
- At the end of the session
 - Essential at intake session
 - Important when setting or modifying goals
 - Wraps up session and sets objectives for next time

Silence

- Counselor initiated
 - Control dialogue
 - Encourage Client to collect thoughts, reflect & speak
 - Shows conversation has ended
- Client initiated
 - Struggling to gather thoughts
 - Provides a reflection time
 - They are done with their thoughts
 - Waiting for your thoughts
 - Upset or embarrassed



Empathy



What is Empathy?



Three different types of Empathy

Cognitive
Emotional
Compassionate



Empathy in the Brain

Connection
Security/Trust



Empathy Moves People

Subjective to Objective (personal to facts)

Open Ended Questions



- When to ask questions:
 - Initially. “Where would you like to begin today?”
 - When you need specific information
 - For clarification (but you could always do a paraphrase)
 - To get things back on track. “Earlier you said... what is....”
 - To bring it in the here and now
 - When you want to make a point or a connection. “What were you thinking just now when you heard me say that?”
 - When you want to define goals.
 - When you want to motivate the client into action.

Pitfalls of Questions

- Problems with Questions
 - Bombarding client
 - Too many questions in a row
- Using questions effectively
 - If you can make it a statement, it's better!
 - Good idea to mix probes, statements, reflections



Challenging/ Confrontation

- What does it mean to challenge or confront your client?
- Why is this difficult?
- Soft skills on how to handle this
- Use humor
- Examples – Young pg. 171-173
- Challenging is a logical step in listening:
 - Attending > listening > understanding > empathy > probing > challenging
- Good way to handle discrepancies (on the one hand, on the other hand)
- Follow up denial and partial acceptance with invitational and reflecting skills to help resolve the dilemma.





**KEEP
CALM**

AND

**LET'S
PRACTICE**