Interview and Observation Skills

Goal: Apply interviewing and observation skills to collect relevant client information.

Objectives:

a) Identify techniques (e.g., structuring statements, probing, reflection) that are conducive to effective interviewing).

b) Describe how observational data can be obtained and utilized.

Interview and Observation Skills

Group Activity:

Recall a time when you conducted an effective interview with a client. What made it successful?

Recall a time when you had difficulty conducting an interview with a client. What made it challenging?

Interviewing Skills

Characteristics of interviews:

1) Distinct purpose

2) Joint undertaking

3) Both art and science

Interviewing Skills: Setting the Stage

- ❑ Establishing rapport
- ❑ Structuring statements (generalize, normalize, and privatize)
- ❑ Listening

Interviewing Skills: Interpreting Non-Verbal Behavior

Over 80% of all communication is non-verbal

1. Direct eye contact
   readiness or willingness for interpersonal communication, attentiveness
2. Staring at or fixating on a person or object
   confrontational, defiant, preoccupied, possible rigidity or anxiety
3. Lips pursed together
   stress, determination, anger, hostility
4. Shaking head from left to right
   disagreement, disapproval, disbelief
5. Slouching in chair, turning away from interviewer
   sadness, discouragement, resistance to discussion
6. Trembling, fidgety hands
   anxiety, anger
7. Foot-tapping
   impatience, anxiety
8. Whispering
   difficulty in disclosing material
9. Silence
   reluctance to talk, preoccupation
10. Clammy hands, shallow breathing, pupil dilation
    fearfulness, arousal - positive (excitement, interest) or negative (anxiety, embarrassment), drug intoxication

Interviewing Skills: Facilitating Communication

- ❑ Formulating Questions
- ❑ Using Probes Effectively
- ❑ Encourage Appropriate Replies
- ❑ Accepting vs. Endorsing

Interviewing Skills: Facilitating Communication

- ❑ Reflection and Feedback
- ❑ Changing Topics
- ❑ Handling Silence
- ❑ Managing Hostility or Defensiveness
- ❑ Self-disclosure

Interviewing Skills: What to Avoid

- ❑ Interrupting
- ❑ Leading questions
- ❑ Use of jargon and "clinical" language
- ❑ Inauthentic presentation
- ❑ Improper use of questions (e.g., random probing)
- ❑ Embarrassing questions
- ❑ Drastic shifts in questioning
- ❑ Rambling questions

Observation Skills

"The results of our medical investigations appear to suggest that you have an ove in your head."

Don't overlook the importance of the obvious!

Observation Skills

- Purposes of observation
- Types of observation (e.g., naturalistic, semi-structured, structured)

Observation Skills

What to look for during an observation:

1) Setting appearance and contents

2) Setting operation

3) Setting opportunities

Interviewing and Observations Skills: Evaluation