Interview Phases and Engagement Skills

INTERVIEW PHASE	PURPOSE	BEHAVIORS AND SKILLS REQUIRED
1. OPENING PHASE	A. Establishing rapport	Demonstrate Core Conditions (ongoing)
	1. Introduce self	1. Genuineness
	2. Provide personal	• Congruence of body language, voice
	expression	tone, and verbal responses
		 Being non-defensive
	B. Establishing a Working	 Spontaneous as appropriate
	Relationship	 Limited self-disclosure
	1. Explain purpose of visit	2. Respect
	2. Address immediate	• Non-judgmental
	concerns (anything	• Open-mindedness
	prohibiting interview from	• Recognize strengths
	moving forward)	• Recognize positive-intent
		3. Empathy
		• Recognize person's experiences,
		feelings and nonverbal
		communication
2. INFORMATION	A. Gathering information	Demonstrate Interviewing Skills
COLLECTION	_	1. Use of Active Listening Skills
PHASE		 Physical attending
		 Psychological attending
		2. Use of Exploring Skills
		 Use of reflections
		 Use of silence
		 Use of Exception Finding Q's
		3. Use of Focusing Skills
		• Summarization/Clarifying Q's
		 Open, Indirect, Solution-focused
		questions
	B. Accuracy of Information	Validation of Information
	D. Accuracy of information	1. Information needing to be collaborated
		 Personal observational
		 Identify additional 2nd party sources
		(collateral contacts)
		2. Information needing to be reconciled
3. PLANNING	A. Information Giving and	Demonstrate Interviewing Skills
PHASE	Directions	
		1. Use of reframing
	B. Influencing	2. Use of Motivational Interviewing
		Anguar Quastions on Dusside Classification
4. CLOSING PHASE	A. Check Family Understanding	Answer Questions or Provide Clarification
	onuerstanding	
	B. Follow-up Information	
	Requested	
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	C. Expectation of Further	
	Visits	
	D Approxiption	
	D. Appreciation	