Interview Phases and Engagement Skills

INTERVIEW PHASE	PURPOSE	BEHAVIORS AND SKILLS REQUIRED
1. OPENING PHASE	**A. Establishing rapport** **1. Introduce self** **2. Provide personal expression** **B. Establishing a Working Relationship** **1. Explain purpose of visit** **2. Address immediate concerns (anything prohibiting interview from moving forward)**	**Demonstrate Core Conditions (ongoing)** **1. Genuineness** ○ **Congruence of body language, voice tone, and verbal responses** ○ **Being non-defensive** ○ **Spontaneous as appropriate** ○ **Limited self-disclosure** **2. Respect** ○ **Non-judgmental** ○ **Open-mindedness** ○ **Recognize strengths** ○ **Recognize positive-intent** **3. Empathy** ○ **Recognize person's experiences, feelings and nonverbal communication**
2. INFORMATION COLLECTION PHASE	**A. Gathering information** **B. Accuracy of Information**	**Demonstrate Interviewing Skills** **1. Use of Active Listening Skills** ○ **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** **Validation 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 PHASE	**A. Information Giving and Directions** **B. Influencing**	**Demonstrate Interviewing Skills** **1. Use of reframing** **2. Use of Motivational Interviewing**
4. CLOSING PHASE	**A. Check Family Understanding** **B. Follow-up Information Requested** **C. Expectation of Further Visits** **D. Appreciation**	**Answer Questions or Provide Clarification**