Introduction to Interviewing Power Point Slides

Slide 1

Introduction to Interviewing

Slide 2

Module 1: Basic Interviewing Skills

Objectives

- Determine relationship between interviewing skills & outcomes
- Examine the use of authority
- Understand the 5 Essential Skills of FGDM
- Describe 3 core conditions: authenticity/genuineness, respect, & empathy
- Identify interviewee behaviors that challenge the interview.
- Describe considerations for interviews in special situations

Slide 3

Use of Authority Continuum

- Not Effective: Authoritarian, Coercive
- Most Effective: Family cooperates, becomes involved
- Not Effective: Avoidance, Lenient
- Family resists or withdraws
- Family fails to engage socially
- Family cooperates, becomes involved
- Family resists or withdraws
- Family fails to engage socially
Slide 4

The Delicate Balance

Supportive Role

Authoritative Role

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Slide 5

Using Authority Effectively

- Use authority effectively
- Demonstrate respect for the family
- Be honest about the visit's purpose
- Advise the family of your responsibility
- Base your actions on the child's best interest
- Show you're well informed & can make critical decisions regarding child's safety & well being

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Slide 6

Family Centered Practice

- Demonstrate respect and courtesy
- Demonstrate genuineness and equity
- Respond promptly
- Constantly seek to engage
- Act and respond with the family as the primary source of information
- Provide support and encouragement
- Demonstrate professionalism
- Enable and promote participation and involvement
- Provide necessary information
Slide 7

Family Group Decision Making Methodology

Essential Skills

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Slide 8

- Engagement
- Teaming
- Safety Assessment
- Safety Planning and Identification of Family Needs
- Safety Management

5 Essential Skills

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Slide 9

Observing the Interview:

Application of Skills

Video Demonstration and Group Exercise

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Establishing Relationships

Establish a relationship with the family:

- foundation for all casework practice
- sets the stage for future communication
- promotes the development of a caring relationship with families
- begins the development of a trusting relationship
Slide 13

Difficulties in Establishing Relationships

Families members may:

• resist intrusion
• find it difficult to commit to change
• not trust strangers or be open with them
• be so overwhelmed, issues are difficult to discuss
• be indifferent to your efforts, see you as the problem, or simply ignore you

Slide 14

Building Rapport

To build rapport with a family and develop a positive relationship:

• Plan your introduction/engagement
• Demonstrate genuineness, respect, & empathy
• Be responsive & respectful of the family's strengths, culture, & perspectives
• Address immediate needs

Slide 15

Three Core Helping Conditions to Build a Trusting Relationship

Genuineness/ Authenticity

Empathy

Respect
Slide 16

Self-Disclosure

- Intentionally reveal information about yourself.
- Self-disclosure responses may or may not be appropriate.
- Verbal Expressions
- Non-Verbal Behaviors (smiling, grimacing, or shaking one’s head in disbelief)

Self-Disclosure responses may or may not be appropriate depending on why you’re asking the question.

Slide 17

Self-Disclosure

- Feel free not to answer & explain why
- Provide a short, factual response
- Return focus to family member

If you are uncomfortable answering a personal question:

Slide 18

Challenging Interviewee Behaviors

- Resistance
- Manipulation
- Anger
- Hostility
- Depression

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Slide 19

**Responding Assertively**

- Make requests firm & decisive, delivered with assertive nonverbal behavior
- Don't make requests in uncertain language
  - Parents may doubt that you expect them to comply.
  - Would you mind turning the T.V. off? I'm having a hard time hearing you.
  - Would you mind asking your friends to go outside or to another room?
  - Would it be all right if I come inside?
  - If it isn't too much trouble, could I look through your house?

Provide a firm request to replace these uncertain ones:

- Firm: I'd like it if you would turn the T.V. off.
- I can't hear you.
- Firm: It's really important that we talk where we aren't interrupted.
- Firm: I'd like to come in, so we can sit down and talk.
- Firm: I would like you to show me your house.

Slide 20

**Responding Assertively**

- Express requests firmly and decisively and deliver them with assertive nonverbal behavior
- Would you mind turning the T.V. off? I'm having a hard time hearing you.
- Would you mind asking your friends to go outside or to another room?
- Would it be all right if I come inside?
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Slide 21

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