

Executive Summary **BASIC INTERVIEWING**

Course Description

The Basic Interviewing Training will provide an overview of the phases and steps of interviewing and the ways interviewing can be used effectively in working with families. The training will also consider cultural issues and implications as well as age appropriate questioning in conducting effective interviews about physical abuse, neglect, sexual and substance abuse, and domestic violence. The training will utilize interactive discussion and training exercises to help adult learners integrate new information regarding interviewing.

Target Audience

This training is appropriate for new workers. New workers will be exposed to new information to assist with beginning case work and build their awareness of possible case interventions.

Outcome Objectives

1. Recognize the phases of an interview (preparation, rapport building, information gathering, and closure), and typical steps and goals of the interview process.
2. Identify effective strength-based questioning strategies for gathering information and engaging family members in the interview process.
3. Write three opening interview questions to establish rapport and begin information gathering and formulate three interview questions to learn more about the family's values, beliefs or practices that relate to childrearing and parenting.
4. Value the importance of a well-conducted interview for establishing new relationships, and as a primary source of information for assessments, interventions and ongoing case management.
5. Value a respectful, empathic, and strength-based approach while learning about the interviewees' values, beliefs and behaviors and eliciting family strengths and resources.
6. Value the skillful use of power and authority in the interview process, awareness of his/her responses to interviewees, with particular attention to biases that may arise, and the importance of providing clear explanations to families about child welfare responsibilities, procedures and services that relate to interview questions and responses.

Ways that Supervisors can support the Transfer of Learning from the classroom to the job...

BEFORE the training, supervisors can:

1. Provide a summary of an effective interview from a case file for the trainee to review and discuss the importance of effective interviewing in the process of investigating an allegation and/or working with a family.
2. Ask the trainee to list all the times in working with a family in which effective interviewing can make a difference.
3. Tell the trainee you will be asking for a review of new learning after completion.

AFTER the training, supervisors can:

1. Provide opportunities to role play interviewing skills and reviewing videotapes and providing feedback on these mock interviews.
2. Have trainee list the new information they learned while at the training.
3. Enable the participant to visit and observe interviews at the county's C.A.C. (Children's Advocacy Center) or M.D.I.T. (Multi-Disciplinary Interview Team), if one exists.