

INTERVIEWING & COUNSELING

LESSON 12

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Interviewing Skills

- * Disclosure = Stating what is going to happen in the meeting.
- * Determine Client's View = Attending, observing & listening
- * Identify Content = Paraphrasing, rephrasing
- * Identify Feelings = Reflection of feeling
- * Identify Meaning = Encouraging statements, reflections of meaning

Influencing

Influencing	Influencing may facilitate change in the way a client chooses to think or act.	Generally used when the client is exploring alternative ways of thinking or behaving.	A young person has just started taking drugs. The counsellor discusses the possible long and short term consequences of his/her actions.
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Influencing Skills

- 1. Interpretation and reframing**
- 2. Logical consequences**
- 3. Self disclosure**
- 4. Feedback**
- 5. Information / Advice / Opinion / Instruction /
Suggestion**
- 6. Directives**

Influencing Skills

1. Interpretation/ Reframing vs. Reflection of Meaning

Reflection of meaning

- 1) Requires the client to explore their own meanings and values in more depth from their own unique perspective.
- 2) It's more about what the client discovers on their own terms.

Interpretation/Reframing

- 1) Focuses on the mental health worker and how the working provides the client with a new perspective, frame of reference, or way of thinking about issues.
- 2) The helper is attempting to guide the client.
- 3) The counselor has the ability to use their own personal experience or thoughts to provide an alternate interpretation to what the client is saying.
- 4) This can open the client's eyes to all sorts of different possibilities that can really aid them into getting to the deeper meaning of thing.
- 5) Help clients find new meaning to old stories and behaviors.

Influencing Skills

2. Logical consequences

An exploration of specific alternatives and the logical positive or negative consequence of each possibility.

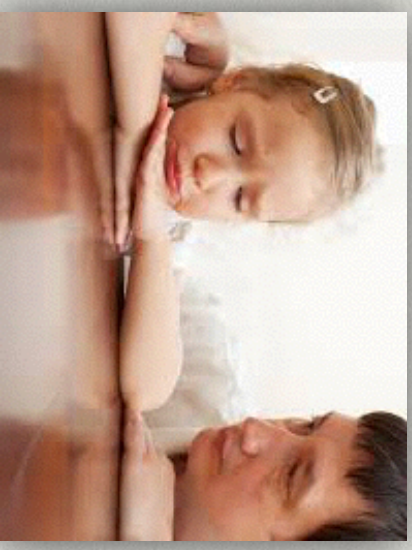
Purpose: Clients may change thoughts feelings, and behaviors through better anticipation of the consequences of their actions.

Helpful to use the words “If _____ then _____.”

Helps to clarify key decisions.

Influencing Skills

2. Logical consequences



- 1) Listen: understand how your client sees the situation.
- 2) Question: help the client think about the impact of their actions.
- 3) Disclose: provide data or possible results of the client's proposed actions.
- 4) Summarize: provide both positive and negative consequences non-judgmentally.
- 5) Counseling: encourage client decision making where possible.

Influencing Skills

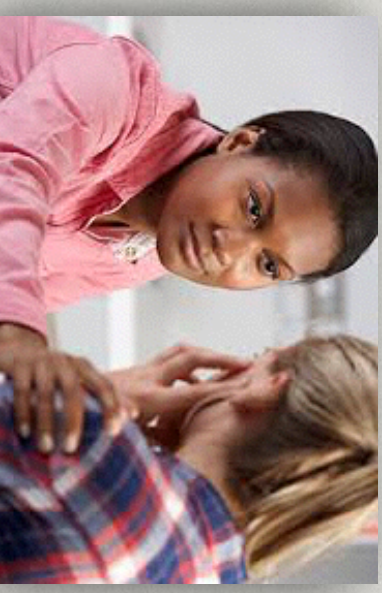
3. Self Disclosure

Sharing your related personal experience, here-and-now observations or feelings toward the client, or opinions about the future.

Purpose: Encourages client talk, creates trust between therapist and client, and establishes a more equal relationship.

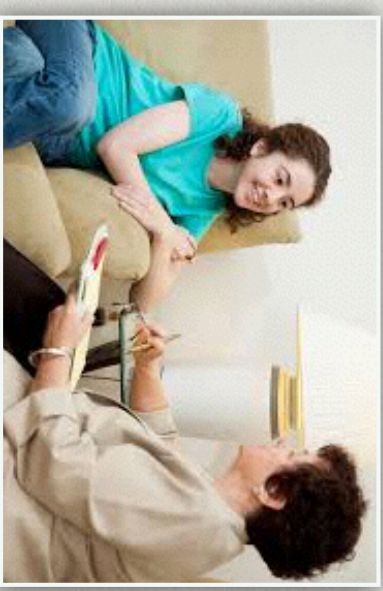
When is it appropriate to use?

Risks of too much focus on the worker and pulling attention away from the client and his/her issues.



Influencing Skills

3. Self Disclosure



- 1) Listen and note client's reaction.
- 2) Use "I" statements (use I, my, me)
- 3) Share your thoughts, feelings, or behaviors briefly. Stating "I feel...", "I think...", "I have experienced..."
- 4) Use proper immediacy (here-and-now) and tense.
- 5) Objectively describe what you think or what happened.

Influencing Skills

4. What is feedback?

Feeding back accurate data on how you or others view the client.

Purpose: Feedback can improve a client's thoughts, feelings, and behaviors.

Focus on providing positive feedback.



Influencing Skills

4. Feedback

Positive Feedback - Helps the client restory their concerns, look for "right" things about the client, helps client discover their strengths, positive assets, and useful resources.

Corrective Feedback - Is a delicate balance between negative feedback and positive suggestions, focus on behaviors that may be hurting the client or hindering growth, praise and supportive statements convey your positive thoughts.

Negative Feedback - Is necessary when the client is unwilling to hear corrective feedback.

Influencing Skills

4. Feedback

1. The client receiving the feedback should be in charge.
2. Feedback should focus on strengths or something the client can change.
3. Feedback should be concrete and specific.
4. Feedback should be nonjudgemental and interactive.
5. Here-and-now, present tense feedback can give immediacy to the session.
6. Feedback should be lean and precise.
7. Check-out how your feedback was received.

Influencing Skills

5. Psychoeducation

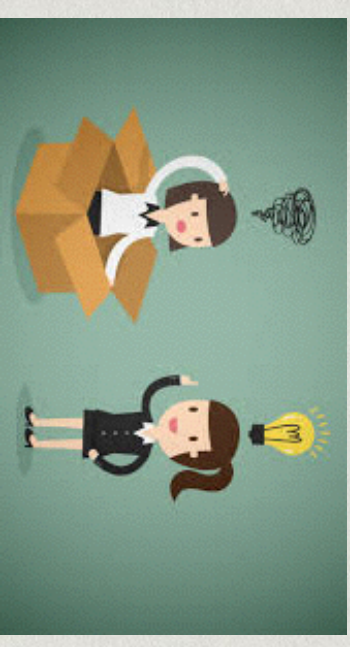
Includes offering:

Information / Advice / Opinion / Instruction / Suggestion

Can be used to provide information around specific resources such as vocational, educational, or financial resources.

Purpose: When used sparingly, the client will use the information to act in new ways.

Examples: Meditation, relaxation training, assertiveness training, dating skills, multicultural awareness, etc.



Influencing Skills

6. Directives

Directing the client to follow specific actions. "I suggest you try..."

Purpose: Clients will make positive progress when they listen to and follow directives and engage in new and more positive ways of thinking, feeling, or behaving.

- 1) Involve your client as a co-participant in the directive strategy.
- 2) Check out whether your directive was heard and understood.
- 3) Be clear and concrete in your verbal expression and time the directive to meet client need.