

## WORKSHOP DIRECTORY PAGE

**TITLE:** Effective Interviewing in the Case Planning Process: Skills for Promoting Engagement & Change

**COMP. #:** 301

**NO. HRS:** 12

**DATE:** June 2004

**COMPETENCY:**

**301-3:** The Child Welfare Professional is skilled in a variety of interviewing and casework techniques, and can conduct individual and family interviews.

**301-4:** The Child Welfare Professional can implement problem-solving strategies, can apply these strategies to family's problems and needs, and can teach family members to use problem-solving methods to resolve family problems.

**LEARNING OBJECTIVES:** Participants will be able to:

- Identify the elements of and requirements for a professional interview.
- Demonstrate giving effective feedback to colleagues and clients.
- Identify the phases, tasks, and skills associated with the Interaction Helping Model.
- Identify the values, principles, and skills associated with the Solution-focused Approach.
- Identify how changes in work context influence the application of interviewing skills.
- Demonstrate interviewing skills associated with the investigative and helping functions in casework practice.

**CALENDAR SUMMARY:** It is through the professional interview that a child welfare practitioner conveys the mission of child welfare, gives and gathers information, engages the client in the protective partnership and helps the client-family to find solutions that promote safety, permanence, and well-being. This 12 hour, skills-focused workshop is intended to help the experienced practitioner more fully understand and use the Interactional Helping Model and Solution-focused skills to more effectively manage client resistance and perform important assessment and helping functions that promote positive change.

## **TABLE OF HANDOUTS:**

- 1: Idea Catcher (1 page)**
- 2: Learning Objectives & Competencies (1 page)**
- 3: Agenda (1 page)**
- 4: Effective Feedback (1 page)**
- 5: Guidelines for the Introductory Interview (1 page)**
- 6: Introductory Skills Defined (1 page)**
- 7: Introductory Interview Feedback Form (2 copies)**
- 8: Introductory Skills Demonstration (script)**
- 9: The Professional Interview: Elements and Requirements (1 page)**
- 10: The Interactional Helping Model (3 pages)**
- 11: Skills Associated with the Interactional Model (4 pages)**
- 12: Jenkins/Barlow Scenario & Preparation (2 pages)**
- 13: Jenkins/Barlow Interview Script (5 pages)**
- 14: Jenkins/Barlow Observation, Feedback Form (2 pages)**
- 15: Managing Client Anger: Stages, Strategies & Skills (4 pages)**
- 16: C.J. Smith Script (4 pages)**
- 17: Some Reasons for Client Resistance (1 page)**
- 18: Strategies for Managing Resistance (1 page)**
- 19: TOL Action Plan for Day I (1 page)**
- 20: Culture & Cultural Competence (1 page)**
- 21: Assessment vs. Helping: Differences and Skills (1 page)**
- 22: Assessment Question Guide (5 pages)**
- 23: Washington Case Scenario (2 pages)**
- 24: Script for Exploring Washington Case Allegations (5 pages)**
- 25: Script for Washington Case General Assessment Interview (4 pages)**
- 26: Observation Feedback Form for General Assessment Interview Practice (1 page)**
- 27: Script for Washington Case: Middle/Work Phase: Service Plan (6 pages)**
- 28: Discussion Guide for Washington Case Middle/Work Phase: Service Plan Review (1 page)**
- 29: The Solution-Focused Approach: History, Values & Principles (1 page)**
- 30: Exception and Scaling Questions (1 page)**
- 31: Miracle Question & Follow-up Questions (2 pages)**
- 32: A Change I Want to Make (5 pages)**
- 33: TOL Action Plan for Day II (2 pages)**
- 34: Interview Preparation Guide: Action Plan (1 page)**

## **CREDIT ASSIGNED:**

CWTP Credit  
CE for LSW (6.0 hours only)