

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

## **Guide to Handouts**

### **Day I – A.M.**

#### **Section I:**

Handout # 1: Idea Catcher (1 page)

Handout # 2: Learning Objectives & Competencies (1 page)

Handout # 3: Agenda (1 page)

#### **Section II:**

Handout # 4: Effective Feedback (1 page)

#### **Section III:**

Handout #5: Guidelines for the Introductory Interview (1 page)

Handout #6: Introductory Skills Defined (1 page)

Handout #7: Introductory Interview Feedback Form (2 copies)

Handout #8: Introductory Skills Demonstration (script)

#### **Section IV:**

Handout #9: The Professional Interview: Elements and Requirements (1 page)

Handout #10: The Interactional Helping Model (3 pages)

#### **Section V:**

Handout #11: Skills Associated with the Interactional Model (4 pages)

### **Day I – P.M.**

#### **Section VI:**

Handout #12: Jenkins/Barlow Scenario & Preparation (2 pages)

Handout #13: Jenkins/Barlow Interview Script (5 pages)

Handout #14: Jenkins/Barlow Observation, Feedback Form (2 pages)

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## **Guide to Handouts (continued)**

### **Day I – P.M. (continued)**

#### **Section VII:**

Handout #15: Managing Client Anger: Stages, Strategies & Skills (4 pages)

Handout #16: C.J. Smith Script (4 pages)

Handout #17: Some Reasons for Client Resistance (1 page)

Handout #18: Strategies for Managing Resistance (1 page)

#### **Section VIII:**

Handout #19: TOL Action Plan for Day I (1 page)

### **Day II – A.M.**

#### **Section IX:**

None

#### **Section X:**

Handout #20: Culture & Cultural Competence (1 page)

Handout #21: Assessment vs. Helping: Differences and Skills (1 page)

Handout #22: Assessment Question Guide (5 pages)

#### **Section XI:**

Handout #23: Washington Case Scenario (2 pages)

Handout #24: Script for Exploring Washington Case Allegations (5 pages)

Handout #25: Script for Washington Case General Assessment Interview (4 pages)

Handout #26: Observation Feedback Form for General Assessment Interview Practice  
(1 page)

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## **Guide to Handouts (continued)**

### **Day II – P.M.**

#### **Section XII:**

Handout #27: Script for Washington Case: Middle/Work Phase: Service Plan (6 pages)

Handout #28: Discussion Guide for Washington Case Middle/Work Phase: Service Plan Review (1 page)

#### **Section XIII:**

Handout #29: The Solution-Focused Approach: History, Values & Principles (1 page)

Handout #30: Exception and Scaling Questions (1 page)

Handout #31: Miracle Question & Follow-up Questions (2 pages)

#### **Section XIV:**

Handout #32: A Change I Want to Make (5 pages)

#### **Section XV:**

Handout #33: TOL Action Plan for Day II (2 pages)

Handout #34: Interview Preparation Guide: Action Plan (1 page)

#### **Section XVI:**

None