

# Agenda

## Day I

- 1 Introductions and Workshop Overview
- 1 Effective Feedback
- 1 Introductory Interview Skills & Practice
- 1 Needs and Expectations
- 1 Value & Practice Frameworks for Effective Interviewing
- 1 More Interviewing Skills & Practice
- 1 Interviewing the Angry & Resistant Client
- 1 Transfer of Learning from Day I: Action Planning

## Day II

- 2 Reviewing the Agenda for Day II
- 2 Practice Contexts and Interviewing
- 2 Culture & Cultural Competence
- 2 Assessment Skills Practice
- 2 Middle/Work Phase Helping Skills
- 2 Solution-Focused Helping Skills
- 2 A Change I Want to Make
- 2 Transfer of Learning from Day II: Action Planning
- 2 Review, Evaluation & Closing