

Introductory Skills Demonstration

The purpose of this script is to demonstrate and model the Interactional Beginning/Engagement Phase and the Skills of Focused listening, Containment, Questioning, Displaying understanding of client feelings, Complimenting, Summarizing, and Feedback. The participants in the interview are a trainer and one of the volunteer workshop participants.

Trainer: (Extending hand): Good morning, my Name is Dan Kirby. I'm the trainer for this workshop; and you are? (*Engagement*)

Participant: I'm Karen Oster.

Dan: How would you like me to address you during the training, as Ms. Oster or Karen? (*Engagement; Showing Respect*)

Karen: I prefer Karen.

Dan: Well, I'm pleased to meet you Karen. I'd like to spend a few minutes talking with you to get to know you a little better and to get an idea of what will make these two days a worthwhile training experience for you. Is that okay with you? (*Clarifying Purpose*)

Karen: Sure.

Dan: Because I want our talk and the entire workshop to be a positive experience for you, I want you to let me know if I ask you a question or say anything to you that makes you feel uncomfortable or that could be a barrier to your learning. Will you do that? (*Giving Permission for Feedback*)

Karen: You can count on that. Anyone who knows me knows I'm not shy about expressing myself.

Dan: Thanks for your honesty, Karen. Tell me where you work and what you do there. (*Compliment; Questioning*)

Karen: I'm an Intake Caseworker at Cumberland County CYS.

Dan: How long have you worked there?

Karen: Two years in August.

Dan: So you are a seasoned veteran now. What other experiences have you had in the child welfare field or in human services? (*Displaying Understanding*)

Introductory Skills Demonstration (cont'd)

Karen: I worked as a counselor in a group home for a year after I got my degree; and, then, I came to CYS.

Dan: So you know a lot about kids and families. (*Compliment; Displaying Understanding*)

Karen: The good and not so good.

Dan: Counseling and casework can be pretty stressful. What do you do to relax and cope with the stressors of the job?

Karen: For me, attitude is very important. I'm really committed to my families, but I try not to take my work home with me. I can't help others if I'm burned out.

Dan: That is really very insightful of you, and a real strength. What else do you do? (*Complimenting*)

Karen: I like to travel, do a little biking, and I visit nieces and nephews. They are a lot of fun. Yoga also helps me to stay anchored.

Dan: I'd say you have found a pretty good balance in your life. The way you lit up when you mentioned your nieces and nephews sounds like they're pretty special to you. (*Complimenting; Displaying Understanding of Client Feelings*)

Karen: They are. Watching them grow and change is a real treat.

Dan: Karen, what are the challenges you experience in interviewing clients? (*Questioning*)

Karen: I think I'm a pretty decent interviewer; however, I think my style is pretty intuitive. I'd like to do what I do more consciously. I think I'd like to learn some ways to manage the angry clients, not just the upfront angry clients, but the ones who silently dig in their heels.

Dan: So, you already have a pretty good skill-level, and you would like to be even better, especially with those difficult clients. (*Summarizing*)

Karen: Right.

Dan: Karen, what is a strength that you have that helps you to be an effective interviewer?

Karen: I think I'm a good listener and I'm generally very accepting of my clients.

Introductory Skills Demonstration (cont'd)

Dan: Those are two excellent qualities that clients really appreciate. Is there anything else you would like to tell me about yourself? (*Compliment; Questioning*)

Karen: I'm planning on getting married in three months, and going to Hawaii for the honeymoon. I am soooo excited!

Dan: Wow! Congratulations. You have a lot to look forward to. You know, I was in Hawaii two years ago. You have to take the helicopter ride. I remember my wife was so scared when the helicopter flew over the volcano. Everything was so expensive though, but I'm sure you'll have a great time. (*Displaying Understanding of Client Feelings; Containment – Trainer failed to refrain from talking about his experience in Hawaii*)

Dan: Well, Karen, you bring experience and skills with you to the training that will be useful to you and the group. You seem to have a balanced approach to life and work. In addition, you know what you want to get out of this training. Does that sound like you? (*Summarization; Reaching for Feedback*)

Karen: Yes it does.

Dan: Thank you, Karen, for sharing this information about yourself. I'm very pleased to have you in this training.

