

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 interviewing skills associated with the Interaction Helping Model and the Solution-Focused Approach.**

Learning Objectives

Cont'd:

- ☐ **Apply strategies and skills from the helping model in interviewing the angry and difficult client.**
- ☐ **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.**

Competencies

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.