

Practical Skills for Interviewing a Relapsing Client

⇒ Helping Traits

- ✓ **Empathy – understanding client’s situation**
- ✓ **Genuineness – be yourself, don’t be fake**
- ✓ **Respect – showing care and concern**
- ✓ **Self-disclosure – sharing feelings with client**
- ✓ **Warmth – being sincere with client**
- ✓ **Immediacy – focus on the here and now**
- ✓ **Concreteness – identify specific problems and corrections**
- ✓ **Confrontation – giving the client an honest evaluation of strengths and weaknesses**

⇒ Active Listening Skills

- ✓ **Clear Listening – just listen to client, don’t think about what you are going to say**
- ✓ **Reflecting – summarizing and repeating the person’s thoughts**
- ✓ **Ask Open Ended Questions – What?, How?, Who?, When?, Where?**
- ✓ **Use Effective Body Language – Make eye contact and keep your body stance open**
- ✓ **Watch for non-verbal cues – look for tensing, shifting, hand tapping**