

Interviewing Methods Chart – Module VI

Strategy	Purpose	Benefits	Liabilities
<p>Closed-ended Questions</p> <p>Probing Questions</p> <p>Yes/No Questions</p>	<p>To gather information regarding a specific content area</p> <p>To obtain answers to specific questions</p>	<p>Can obtain a considerable amount of information in a short period of time</p>	<p>Limits potential responses of family members to those directed by the interviewer</p> <p>May be threatening to family members; may encourage evasiveness or lying</p>
<p>Open-ended Questions</p>	<p>To gather a lot of information about a wide range of topic areas</p> <p>To gain insight regarding a client’s feelings and perceptions about the situation</p>	<p>Worker may discover information that he/she may not have thought to ask about.</p> <p>Provides information to be used in the assessment; helps identify “process”-levels issues</p>	<p>Take considerable time</p> <p>Worker may need to sort through irrelevant information to identify pertinent issues.</p> <p>Person many use open format to digress and avoid discussion important topics.</p>
<p>Supportive Responses</p> <p>Active Listening</p>	<p>To communicate and demonstrate the caseworker's interest and concern</p> <p>To establish a positive casework relationship</p>	<p>Builds trust and communicates worker’s interest and willingness to listen and help</p> <p>May have an enabling effect on the client</p> <p>Client may feel better for having talked</p>	<p>Client has considerable control of the direction of the interview. Little change may be generated; few goals set.</p> <p>Does not always promote action</p>

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Clarification	<p>To promote insight into one’s own behaviors and actions to enable change and participation in the casework process</p> <p>To enable the worker to better understand family dynamics, needs, problems</p>	<p>Helps move to process level in interview</p> <p>Allows worker to make an accurate assessment of causal and contributing factors to family problems and family strengths</p> <p>Helps family gain insight into own situation</p>	<p>May be threatening to family members, who may be unaware of, or not want to discuss issues raised by the worker</p> <p>May increase family members’ resistance</p>
Summarization Redirection	<p>To keep the interview focused and on track</p> <p>To help the person organize his/her information</p>	<p>Make efficient use of time by keeping the discussion focused on pertinent topics</p> <p>Help family members organize thinking</p> <p>Prevents family from being overwhelmed by details</p>	<p>People who are redirected may feel cut off, as if the worker is not listening.</p> <p>Over direction by worker may lead to moving too quickly off a topic, thus missing important information.</p>
Giving Options, Advice, or Suggestions	<p>To offer a range of possible solutions to the family’s problems</p> <p>To direct family members into positive action</p>	<p>Provides family member with potential solutions they had not previously considered</p> <p>Encourages families to try new solutions</p> <p>Keeps activities goal-directed</p>	<p>May prevent family from arriving at their own solutions to problems</p> <p>Worker may be blamed for failures if solution does not work</p>

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Confrontation	To push family members to acknowledge problems, feelings or behaviors, when other less directive interventions have failed	<p>Can precipitate movement quickly</p> <p>Can cut manipulations and digressions and focus on the critical issues</p> <p>Can help family members become aware of their own resistance</p>	<p>Cannot be used without a well-established and supportive relationship</p> <p>May increase resistance if not successful</p> <p>May require considerable follow-up support from the worker, takes time and commitment</p>