Building Interviewing Skills for a Successful Needs Assessment

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Learning Objectives

- Define key interviewing skills and approaches
- Raise awareness of professional practice
- Integrate needs assessment into caregiver practice scenario
Interviewing: Getting Started

- Introduction
  - Getting to know the caregiver
  - Learning the caregiver’s expectations for the visit
  - Sharing your role
  - Explaining the Family Caregiver Program
    - Focus on Needs Assessment
Interviewing Skills

- Open-Ended Questions
- Affirmations
- Reflections
- Summaries
Interviewing Skills: Using Open-Ended Questions

- Ask open questions – not yes/no
- Needs Assessment – ask permission
  - “If it is okay with you, I’d like to ask you about…”
  - The things that (care recipient) needs the most help with
  - What is most troublesome for you?
  - Taking time for yourself
  - Your physical health
- Conversation starters – Wisconsin Family Caregiver Program Needs Assessment
Interviewing Skills: Closed-Ended Questions

- Using closed-ended questions
  - Gathering information for ADLs and IADLs
  - Grouping topics together
    - Personal Care (e.g., bathing, dressing, toileting)
    - Help inside the home (e.g., getting around the house, household chores, meals, medications)
    - Help outside of the home (e.g., transportation, outside chores)
Interviewing Skills: Using Affirmations

- Comment positively on strengths, effort, intention
  - “You’ve researched a lot of information online.”
  - “You’re trying hard to coordinate help and communicate with your siblings.”
  - “Organizing rides to doctor appointments takes time.”
Interviewing Skills: Using Reflections

- State what the person means. Make a guess—may include emotional and factual content.
  - “So it sounds like…”
  - “If I am understanding correctly…”
  - “If I got this right…”
  - “Balancing caregiving and working is the hardest part.”
  - “Watching your dad’s decline is heartbreaking.”
  - “Your mom would rather you sit and talk with her than watch you clean her home.”
  - “The idea of having a stranger help with the things we’ve talked about is uncomfortable.”
  - “Money is a concern (worry).”
Interviewing Skills: Using Summaries

- Draw together highlights of the conversation so far
  - List what’s working and opportunities for help
  - Add… “Is there anything that I missed?”
  - Ask… “What are your thoughts?”
  - Learn a response to… “How does this sound to you?”
Interviewing Skills: Leading into Sharing Your Thoughts

- Ask permission:
  - “If it’s okay with you, there are a couple of resources (services) I’d like to tell you about.”
  - “I don’t know how you will feel about this…”
  - “You may or may not agree with this…”
  - “Tell me what your thoughts are about…”
Interviewing Skills: Discussing Next Steps

- Clarify and confirm what comes next
  - Write down key steps
  - Leave additional information for the caregiver
- Review next steps
  - Ask… “What, if anything, could get in the way of this happening?”
  - Be clear about what to do if things change
    - If caregiver is hesitant, ask “What would need to happen for you to know that it’s time to___?”
Interviewing Skills: Small Group Practice

- Review scenario
- Decide roles
  - Caregiver
  - Caregiver Coordinator
  - Observers
- Track open-ended questions, affirmations, reflections, summaries
Interviewing Skills: Wrap-Up

- Debrief
  - What stood out the most during the small group exercise?
  - What skills (open-ended questions, affirmations, reflections or summaries) do you want to focus on?
Thank you!