



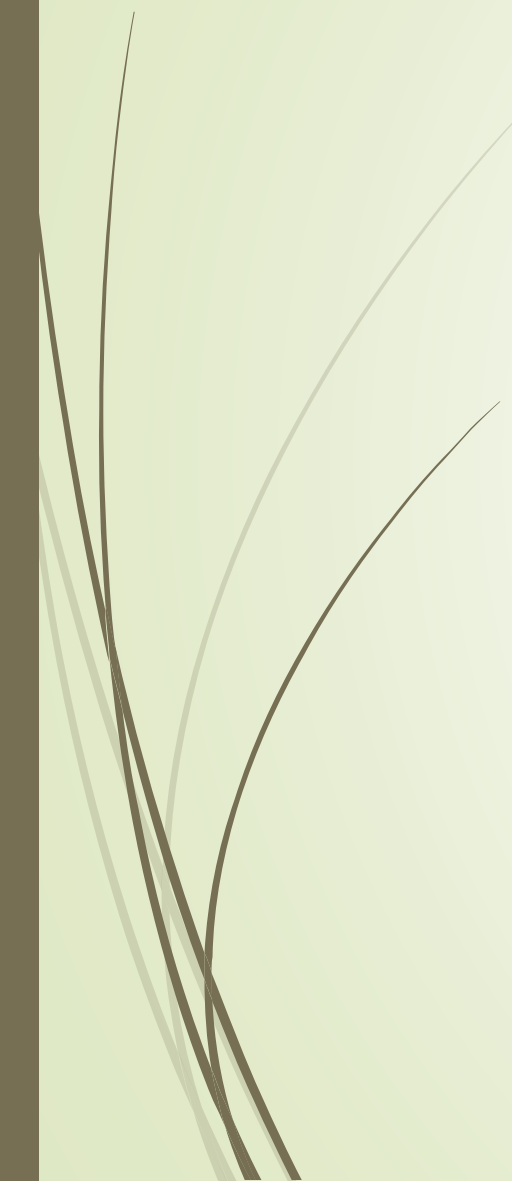
Building Interviewing Skills for a Successful Needs Assessment

Maurine Strickland, Consultant

September/October 2020

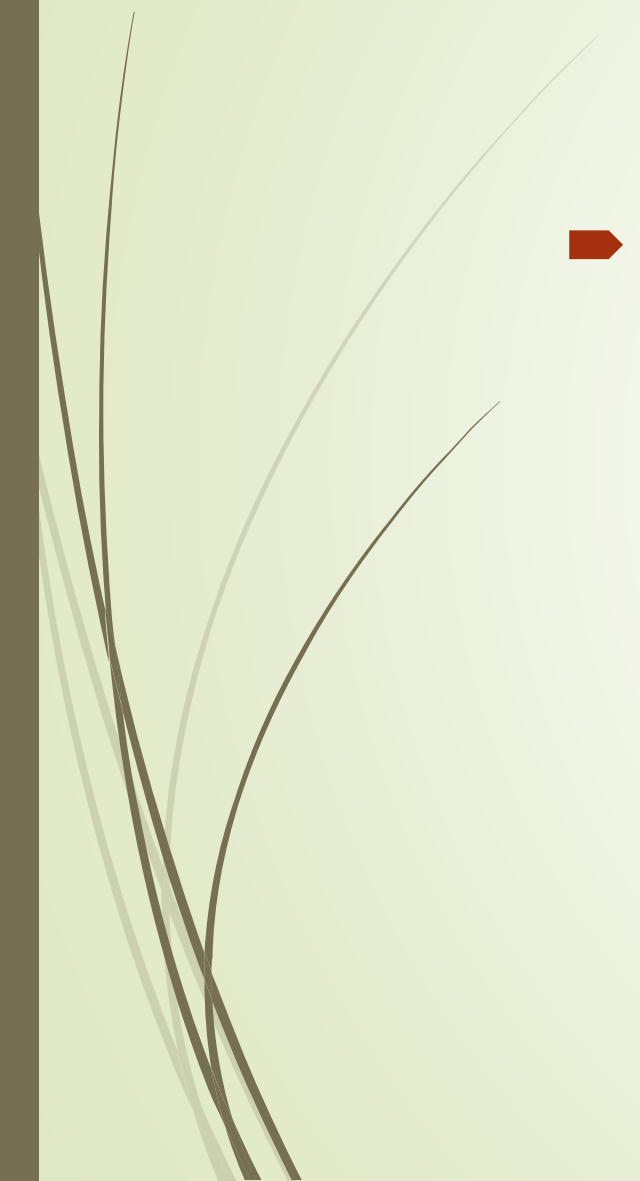


Learning Objectives

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

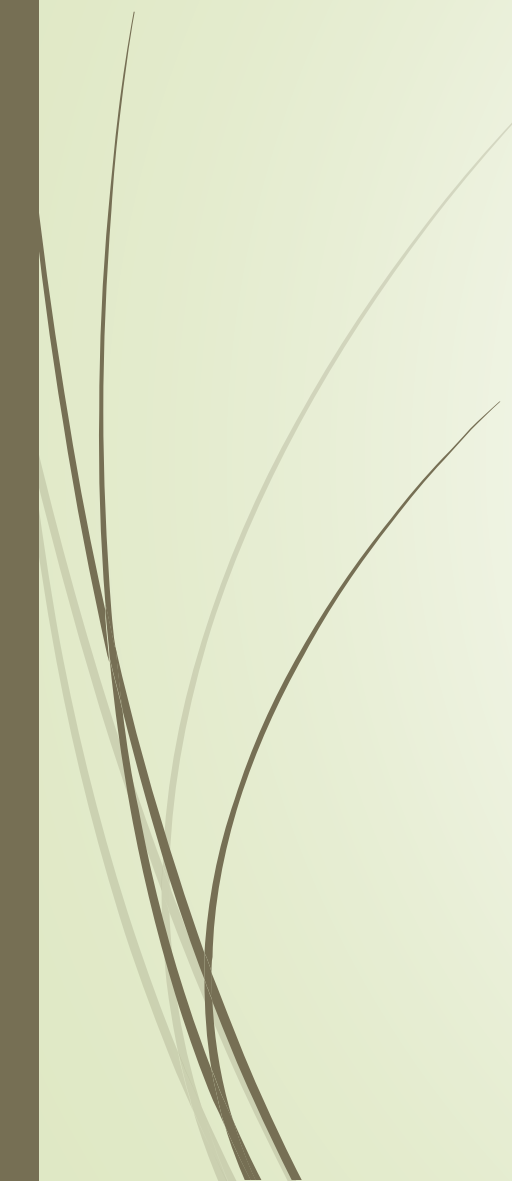


Interviewing: Getting Started

- ▶ 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!

