

## INTERVIEWING METHODS CHART B

STRATEGY	PURPOSE	BENEFITS	LIABILITIES
Closed-Ended Questions Probing Questions Yes/No Questions	<ul style="list-style-type: none"> <li>To gather factual information regarding a specific content area</li> <li>To obtain answers to specific questions</li> </ul>	<ul style="list-style-type: none"> <li>Can obtain a considerable amount of information in a short period of time</li> </ul>	<ul style="list-style-type: none"> <li>Limits potential responses of family members to those directed by the interviewer</li> <li>May be threatening to family members; may encourage evasiveness or lying</li> </ul>
Open-Ended Questions	<ul style="list-style-type: none"> <li>To gather a lot of information about a wide range of topic areas</li> <li>To gain insight regarding a client's feelings and perceptions about the situation</li> </ul>	<ul style="list-style-type: none"> <li>Worker may discover information that he may not have thought to ask about.</li> <li>Provides information to be used in the assessment; helps identify "process" level issues</li> </ul>	<ul style="list-style-type: none"> <li>Takes considerable time</li> <li>Worker may need to sort through irrelevant information to identify pertinent issues.</li> <li>Person may use open format to digress and avoid discussing important topics.</li> </ul>
Supportive Responses Active Listening	<ul style="list-style-type: none"> <li>To communicate and demonstrate the caseworker's interest and concern</li> <li>To establish a positive casework relationship</li> </ul>	<ul style="list-style-type: none"> <li>Builds trust and communicates worker's interest and willingness to listen and help</li> <li>May have an enabling effect on the client</li> <li>Client may feel better for having talked.</li> </ul>	<ul style="list-style-type: none"> <li>Client has considerable control of the direction of the interview. Little change may be generated; few goals set. Does not always promote action</li> </ul>
Clarification	<ul style="list-style-type: none"> <li>To promote insight into one's own behaviors and actions to enable change and participation in the casework process</li> <li>To enable the worker to better understand family dynamics, needs, and problems</li> </ul>	<ul style="list-style-type: none"> <li>Helps move to process level in interview</li> <li>Allows worker to make accurate assessment of causal and contributing factors to family problems, and family strengths</li> <li>Helps family gain insight into own situation</li> </ul>	<ul style="list-style-type: none"> <li>May be threatening to family members, who may be unaware of, or not want to discuss issues raised by the worker</li> <li>May increase family members' resistance</li> </ul>
Summarization Redirection	<ul style="list-style-type: none"> <li>To keep the interview focused and on track</li> <li>To help the person organize her information</li> </ul>	<ul style="list-style-type: none"> <li>Makes efficient use of time by keeping the discussion focused on pertinent topics</li> <li>Helps family members organize thinking</li> <li>Prevents family being overwhelmed by details</li> </ul>	<ul style="list-style-type: none"> <li>People who are redirected may feel cut off, as if the worker is not listening.</li> <li>Overdirection by worker may lead to moving too quickly off a topic, thus missing important information.</li> </ul>
Giving Options, Advice, or Suggestions	<ul style="list-style-type: none"> <li>To offer a range of possible solutions to the family's problems</li> <li>To direct family members into positive action</li> </ul>	<ul style="list-style-type: none"> <li>Provides family members with potential solutions they had not previously considered</li> <li>Encourages families to try new solutions</li> <li>Keeps activities goal-directed</li> </ul>	<ul style="list-style-type: none"> <li>May prevent family from arriving at their own solutions to problems</li> <li>Worker may be blamed for failures if solution does not work.</li> </ul>
Confrontation	<ul style="list-style-type: none"> <li>To push family members to acknowledge problems, feelings, or behaviors, when other less directive interventions have failed</li> </ul>	<ul style="list-style-type: none"> <li>Can precipitate movement quickly</li> <li>Can cut manipulations and digressions and focus on the critical issues</li> <li>Can help family members become aware of their own resistance</li> </ul>	<ul style="list-style-type: none"> <li>Cannot be used without a well-established and supportive relationship</li> <li>May increase resistance if not successful</li> <li>May require considerable follow-up support from the worker; takes time and commitment</li> </ul>