

INTERVIEWING METHODS CHART B

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