MODULE 11: INDIVIDUAL ASSESSMENT
OUTLINE FOR THIS MODULE

- Conducting Initial Client Interviews
- Client-centered Counseling for Behavior Change
- Review and Assessment
- Service Learning
What did we learn last week?
What stands out from the last few modules?
What has been reinforced through your Service Learning experiences?
LEARNING OBJECTIVES

By the end of this section, you will be able to:

- Describe the types of initial client interviews that CHWs are likely to conduct.
- Explain confidentiality policies to a client.
- Demonstrate how to obtain informed consent for an interview.
- Conduct a client-centered interview, including the use of open- and closed-ended questions.
- Explain the value of the strength-based approach and demonstrate how to conduct a strength-based assessment.
- Close an initial interview effectively.
WORDS TO KNOW

- Body language
- Closed-ended questions
- Open-ended questions
GROUP ACTIVITY 8.1
CASE STUDY: OVERVIEW OF AN INITIAL INTERVIEW
CLIENT INTERVIEWS

- Interviews vary depending on the purpose and the type of program or service the client wants or needs.
- A range of information is gathered including:
  - Date of birth.
  - Gender identity.
  - Income.
  - Health status.
  - Prior experience with similar agencies.
  - Expectations.
BEGINNING AN INTERVIEW

- Build rapport.
  - Treat clients with dignity and respect.
- Find a safe and comfortable space.
- Introduce yourself.
- Determine the language of service.
- Ask what they want to achieve.
- Explain the interview.
- Fully explain the confidentiality policy.
- Obtain informed consent.
- Be aware of body language.
MIDDLE OF THE INTERVIEW

- Listen to and focus on the client.
- Use accessible language.
- Demonstrate your concern for them.
- Gather demographic information.
- Pay attention to time management.
- Respect client’s right to privacy.
- Assessing client resources.
Strength-based assessment focuses on the positive attributes of clients and communities.
- Recognize your clients’ strengths and assist them to draw upon those strengths.

Client-centered interview focuses on the client or family, uses language accessible to the client and respects the client’s privacy.
MIDDLE OF THE INTERVIEW

- Ask for clarification.
- Summarize what you have heard.
- Do they have questions or concerns?
- Ask questions!
MIDDLE OF THE INTERVIEW — ASK QUESTIONS!

- **Open ended questions** open up a discussion and facilitate dialogue.
  - “What brings you here today?”
  - “How did you feel when…?”

- **Close ended questions** are for when you want to get specific information. These type of questions are limited, because you may miss important information.
  - “Do you have your asthma medication?”
  - “Did you take your medicine as directed?”
TIPS FOR ASKING QUESTIONS

- Avoid closed-ended questions.
- Don’t ask more than one question at a time.
- Pace yourself.
- Don’t interrogate.
END OF THE INTERVIEW

- Review decisions and next steps.
  - Provide a written copy of any plans made.
- Provide referrals if client is interested.
- Ask client if they have remaining questions.
- Thank the client.
- Provide your contact information.
GROUP ACTIVITY 8.4
PRACTICING A STRENGTH-BASED APPROACH TO INTERVIEWING
CONDUCTING INITIAL CLIENT INTERVIEWS
LEARNING OBJECTIVES

By the end of this section, you will be able to:

- Define client-centered counseling and the types of providers who use it.
- Discuss client-centered counseling concepts, skill and resources, including the stages of change theory, action planning and harm reduction.
- Explain key concepts and techniques for motivational interviewing.
- Identify common challenges to providing client-centered counseling.
- Evaluate your own performance in providing client-centered counseling.
- Develop your own professional development plan to enhance your counseling knowledge and skills.
\begin{itemize}
    \item Ambivalence
    \item Harm reduction
    \item Relapse
    \item Relapse prevention
    \item Risk-reduction counseling
\end{itemize}
Client outcomes of successful counseling include:

- Greater awareness of strengths.
- New responses to old issues.
- Reduced harm.
- Increased self-esteem.
- Greater confidence and independence.
CHARACTERISTICS OF SUCCESSFUL COUNSELORS

- Belief in the wisdom of their clients.
- Desire to learn something new from each client.
- Ability to set aside personal issues.
- Cultural humility.
- Expression of empathy in an authentic manner.
- Acceptance of their limitations and mistakes.
- Deep commitment not to discriminate.
- Acceptance of a client’s ambivalence to change.
- Understanding that resistance to change is natural and common.
BEHAVIOR CHANGE PLANS

- Identify the client’s health goals.
- Outline specific and realistic actions for reducing risks and promoting health.
A BEHAVIOR CHANGE PLAN INCLUDES:

- Basic client information.
- Primary health risks.
- Resources needed.
- Existing internal and external resources.
- Goals.
- Actions / steps to reach the goals.
- Notes and comments.
- Follow-up appointments and referrals.
KNOWLEDGE AND SKILLS FOR CLIENT-CENTERED COUNSELING

- Harm reduction.
- Risk-reduction counseling.
- Relapse prevention.
STAGES OF CHANGE THEORY

- Pre-contemplation.
- Contemplation.
- Preparation.
- Action.
- Maintenance.
- Relapse.
- Return to pre-contemplation or action.
Motivational Interviewing: The counselor has the clients talk about the mixed feelings they may have about making change and helps them work through those feelings.

- Responds to ambivalence.
- Enhances motivation (respect, curiosity, support autonomy).

OARS:
- Open-ended questions.
- Affirmations.
- Reflective listening.
- Summarizing.
THE SPIRIT OF MOTIVATIONAL INTERVIEWING

- Motivation comes from within client.
- The client is tasked with resolving ambivalence.
- Direct persuasion is not effective.
- Generally quiet and eliciting.
- Counselor guides client in examine and resolve ambivalence.
- Readiness to change is not an inherent trait.
- The therapeutic relationship is a partnership.
REFLECTIVE LISTENING

- Repeating.
- Rephrasing.
- Paraphrasing.
- Reflection of emotion.
- Reframing.
- Summarizing.
ADDITIONAL RESOURCES
FOR CLIENT-CENTERED COUNSELING

- Use silence.
- Comment on the process.
- Widening the system.
- Role-playing / empty chair technique.
COMMON CHALLENGES

- Making mistakes.
- Not understanding the client.
- Not knowing what to do.
- Scope of practice.
- Anger, aggression and conflict.
- Crisis.
You may review these issues with your supervisor or team:

- Ethics.
- Scope of practice.
- Safety and mandatory reporting.
- Referrals.
- Practicing cultural humility.
- Challenges with documentation.
- Personal issues.
- Resolving counseling challenges.
- Counseling goals.
- Developing behavior change plans.
- Counseling skills.
SELF-AWARENESS

- The essence of client-centered practice is to focus on the client with unconditional regard and without judgment.
- If your cultural assumptions and beliefs, values or emotional needs start to guide your work, you risk doing harm to others.
  - If you become aware that this is happening, seek consultation immediately.
SELF-ASSESSMENT

- Regularly stop to evaluate your work as a behavior change counselor.

- Questions include:
  - Did the client identify their own health goals and risks?
  - Did the client determine a behavior change plan?
  - Did I provide the client with affirmations?
  - Did the client speak as much or more than I did?
  - Did I share appropriate referrals?
PROFESSIONAL DEVELOPMENT

- Strategies for growth and improvement as a behavior change counselor include:
  - Research behavior change counseling.
  - Attend conferences and trainings.
  - Shadow another counselor.
  - Self-reflection.
  - Debrief with colleagues.
  - Participate in supervision.
  - Learn from clients.
TWO GROUP ACTIVITIES
REVIEW – WHAT HAVE WE LEARNED TODAY?
SERVICE LEARNING