COVID-19 Virtual Training Academy
Interviewing Skills and Building Rapport
Learning Objectives

At the end of this session, the participant will be able to:

• Describe the four tenets of case engagement for contact tracers.
• Apply three foundational interviewing skills for contract tracers.
• Define active listening skills.
• Understand motivational interviewing techniques to support successful contact engagement.
Being “client” centered is critical to the success of contact tracing

- 5- Strongly Agree
- 4- Agree
- 3- Not Sure
- 2- Disagree
- 1- Strongly Disagree
Key considerations for interview

- Establish rapport and build trust in a brief encounter
- Demonstrate compassion in a time of distress
- Recognize the unique needs of each person
- Use a personalized approach to collecting required information
Demonstrate the tenets

- Use a client-centered approach
- Honor autonomy
- Recognize strength and resilience
- Be culturally responsive
Foundational Interviewing Skills

- Introduce the session
- Communicate confidentiality
- Keep a conversational tone
- Frame the sections
- Allow and invite questions
- Express empathy
- Redirect when needed
- Express genuine gratitude for their participation
Motivational interviewing is a **collaborative, goal-oriented** style of communication with particular attention to the **language of change**. It is designed to **strengthen personal motivation** for and commitment to a specific goal by eliciting and **exploring the person’s own reasons for change** within an atmosphere of **acceptance and compassion**.

William R Miller, Ph.D. and Stephen Rollnick, Ph.D.
Principles of Motivational Interviewing

- Express Empathy
- Develop Discrepancy
- Support Self-Efficacy
- Roll with Resistance
The principle that is most important to the success of contact tracing

1. Express Empathy

2. Support Self-Efficacy

3. Develop Discrepancy

4. Roll with Resistance
Active Listening Skills

Open Ended Questions

Affirmations

Reflective Listening

Summarizing
Open-Ended Questions

• What is the most important thing for you to do?
• How can I support you with these recommendations?
• Where do you get support in managing tough situations?
• When is the best time for you to make an appt?
• Why is it difficult for you to access testing?
• Tell me about your concern in following the recommendations?
Techniques to Consider

- Give information
- Give recommendations
- Work with change and motivation
Strategy for Providing Information

ASK

TELL

ASK
Giving Recommendations

Ask Permission

“Would it be all right if I tell you one concern I have about this plan?”

Offer Choices

When discussing options, offer several simultaneously

What Other People Do

“You clearly need to take steps to take care of your health, some people in your situation…”
Change and Motivation

- Weigh Pros and Cons
- Assess Importance and Confidence
Questions to Evoke Change and Motivation

• How could you do that?
• What do you think has to change?
• What’s the most important thing to do first?
• What do you think you might be able to do?
• What needs to happen?
• How do you want things to be different?
# Weighing Pros and Cons

## Change

<table>
<thead>
<tr>
<th>Benefits of Changing (pros)</th>
<th>Benefits of Not Changing (pros)</th>
<th>Consequences of Changing (cons)</th>
<th>Consequences of Not Changing (cons)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feel safer</td>
<td>Not have to deal with the stress</td>
<td>Hard to get family to follow rules</td>
<td>Could get sick</td>
</tr>
<tr>
<td>Peace of mind</td>
<td>May not be as big of thing as we thought</td>
<td>Changes needed in house</td>
<td>Not able to work</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Could expose family members and they get sick</td>
</tr>
</tbody>
</table>
Assessing Importance and Confidence

How important is it for you to reduce your exposure to COVID-19?

How confident are you in being able to reduce your exposure to COVID-19?

[Scale from 0 (Not at all) to 10 (Extremely)]
Which of the following techniques do you feel is most useful for encouraging clients?

1. Weighing Pros/Cons
2. Assessing Importance and Confidence
3. Ask-Tell-Ask
4. Questions to Evoke Change
5. Offering Options/What Other People Do
Reasons for Using Interviewing Techniques

- IT WORKS!
- It doesn’t cost much – small intervention, big effect!
- The opposite approach, confrontational counseling, has poor results.
- It makes our jobs easier and more enjoyable
- It communicates the tenets of the contract tracing team
Group Breakout Session

- Interviewing skills application
- Learner Handout 5B
- Choose a leader to share your responses
- 20 minutes total
- Balanced participation
- Role of facilitator
Learning Objectives Review

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• Define active listening skills.
• Understand motivational interviewing techniques to support successful contact engagement.
Before Tuesday: Do your Self-paced Learning modules for health coaching!