

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

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



Support Self-Efficacy



Develop Discrepancy



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	Staying the Same
Benefits	Benefits of Changing (pros) <i>Feel safer</i> <i>Peace of mind</i>	Benefits of Not Changing (pros) <i>Not have to deal with the stress</i> <i>May not be as big of thing as we thought</i>
Costs	Consequences of Changing (cons) <i>Hard to get family to follow rules</i> <i>Changes needed in house</i>	Consequences of Not Changing (cons) <i>Could get sick</i> <i>Not able to work</i> <i>Could expose family members and they get sick</i>

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?

[illegible]

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

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

- Describe the five 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.



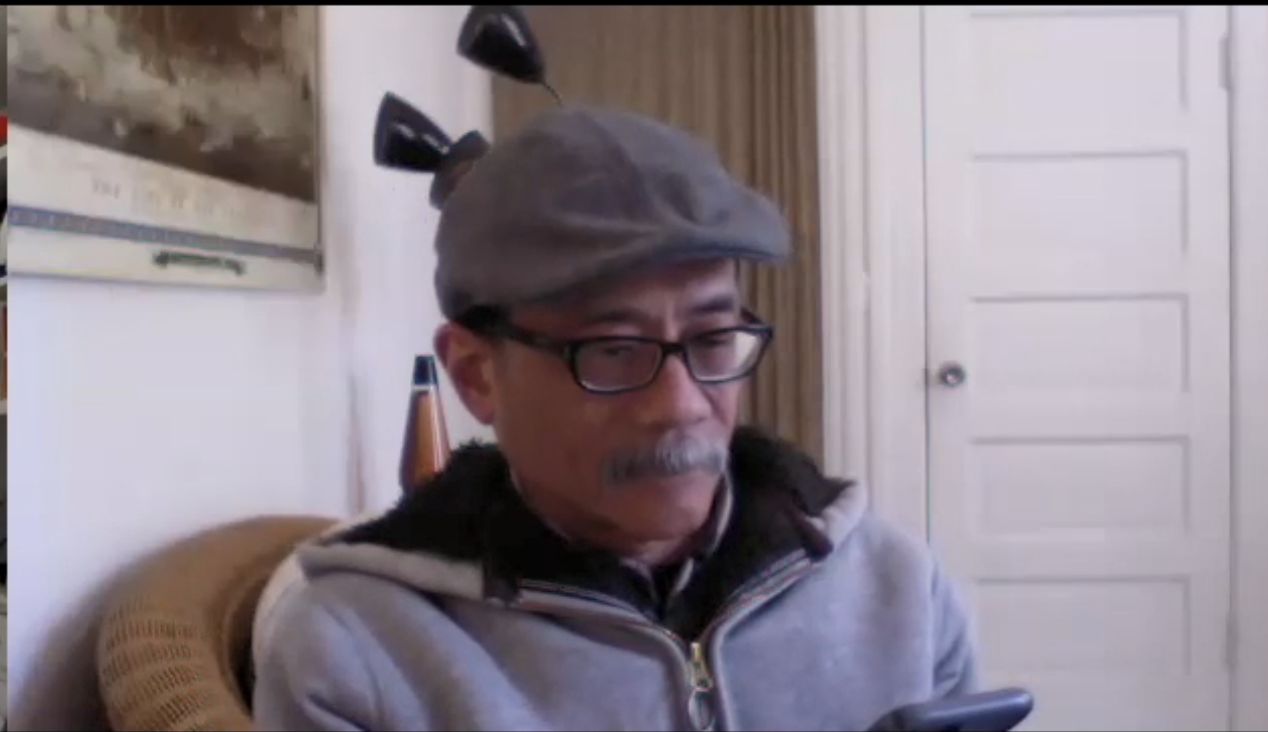
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Before Tuesday: Do your Self-paced Learning modules for health coaching!