

MODULE 11: INDIVIDUAL ASSESSMENT



OUTLINE FOR THIS MODULE

- Conducting Initial Client Interviews
- Client-centered Counseling for Behavior Change
- Review and Assessment
- Service Learning



REVIEW



- What did we learn during our last session?
- What stands out from the last few modules?
- What has been reinforced through your Service Learning experiences?

CONDUCTING INITIAL CLIENT INTERVIEWS

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

<ul style="list-style-type: none"> ▪ Build rapport. <ul style="list-style-type: none"> ▪ Treat clients with dignity and respect. ▪ Find a safe and comfortable space. ▪ Introduce yourself. ▪ Determine the language of service. 	<ul style="list-style-type: none"> ▪ Ask what they want to achieve. ▪ Explain the interview. ▪ Fully explain the confidentiality policy. ▪ Obtain informed consent. ▪ Be aware of body language.
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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.



MIDDLE OF THE INTERVIEW — STRENGTH BASED APPROACH

- **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.
- Identify common challenges to providing client-centered counseling.
- Discuss client-centered counseling concepts, skill and resources, including the stages of change theory, action planning and harm reduction.
- Evaluate your own performance in providing client-centered counseling.
- Explain key concepts and techniques for motivational interviewing.
- Develop your own professional development plan to enhance your counseling knowledge and skills.



WORDS TO KNOW

- Ambivalence
- Harm reduction
- Relapse
- Relapse prevention
- Risk-reduction counseling



OVERVIEW OF COUNSELING CONCEPTS

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

- 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:
 - **O**pen-ended questions.
 - **A**ffirmations.
 - **R**eflective listening.
 - **S**ummarizing.



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.



SUPPORTIVE SUPERVISION

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


