

EXERCISE 11

Questions

a. Were the skills you noted used effectively in the interview? How could you tell?

b. Was the interview, overall, effectively done? What was effectively done and what could be strengthened?

c. What would you do differently?

Leading Question

Attending

Minimal Encourager

Summarizing

Shared Feelings

Open-Ended Question

Empathy

Closed Question

Focusing

Advising

Probe Statement/Question

Supportive Statement

Clarification

Accent

Seeking Feedback

Paraphrasing

Confusing Term or Statement

Nonverbal Communication

Seeking Concreteness

Self-Involving Statements

Giving Information

Stacked Questions

Reflecting Content

Focusing

Interpretation

Use of Silence

Confrontation

Reflecting Feelings

Personal Self-Disclosure

Sanctioning Feelings