



COMPETENCIES FOR THE CLIENT INTERVIEW: *Cultivating Collaborative Relationships*

Description

This two-day workshop focuses on the development and application of skills essential to client-centred interviewing. Participants will examine and practice the core skills required to build the relationship between the interviewer and client and will apply principles of effective communication to specific interview situations.

Note: This workshop is not an 'employment interviewing' course.

Learning Objectives

Participants will:

- ✓ Understand the importance of creating a comfortable, safe environment, establishing rapport, and putting the client at ease;
- ✓ Understand and apply core interviewing skills such as active listening, reflecting, and questioning;
- ✓ Have greater awareness, through self-reflection and peer feedback, of existing interviewing strengths as well as areas for further development;
- ✓ Be better equipped to apply the principles of client-centred practice to specific client situations such as the initial interview or the ongoing client relationship.

This workshop addresses the following Competencies of the National Standards and Guidelines for Career Development Practitioners:

C2.2 Communicate Effectively:

C2.2.1 Work with climate and context to enhance communication

C2.2.2 Use a framework for verbal communication

C2.2.4 Use effective listening skills

C2.2.5 Clarify and provide feedback