INTERVIEW SKILLS

COMMUNICATING FOR RESULTS

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March 16, 2018
BE KIND

BE REAL

BE EMPATHIC

BE HOSPITABLE
ASSUMPTIONS

• DON’T ASSUME

• LANGUAGE – CLARIFY DIFFERENCES BASED ON AGE, GEOGRAPHIC LOCATIONS, SLANG, OCCUPATION

• CULTURE – URBAN, RURAL, EAST, WEST, ETHNICITY, GENDER
NON VERBAL

• PERSONAL SPACE
• GESTURES
• SILENCE
• EYE CONTACT
BASICS

- OPEN AND CLOSE ENDED QUESTIONS
- LISTEN -
- PROMPTING – NODDING, LEANING IN
- PARAPHRASING –
- CLARIFYING –
- REPEAT BACK
- ELICIT ADDITIONAL INFO
REMEMBER COLUMBO

DETECTIVE

LOVABLE

HUMBLE

A LITTLE SCATTERBRAINED

“JUST ONE MORE THING”
QUESTIONS...COMMENTS?

THANK YOU
MERCI
CHI MIGWECH
DANKE
GRACIAS
TUSEN TAKK
PILA MIYA