



INTERVIEW SKILLS

COMMUNICATING FOR RESULTS



Prepared by:
Cleo Monette, MSW, LICSW
Director, Bismarck Vet Center
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

