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Foundations and Preparations

- Defining Clinical Interviewing: There are many ways to define clinical interviewing.
- What are some of the definitions you recall from the text?

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Foundations and Preparations

The definition of clinical interviewing includes:

- A positive and respectful professional relationship
- A collaborative approach to identifying mutual therapy goals
- The professional relationship includes the application of listening skills and psychological techniques
- A variable set of interactions occur, depending on many other factors (e.g., theory, therapist-client diversity)

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## Foundations and Preparations

- 5 Minute Reflection
  - Get with a partner or small group and discuss your opinions and generate examples of appropriate and inappropriate professional relationship boundaries
  - Report your perspective back to the class

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## Foundations and Preparations

- The Nature of a Professional Relationship
  - An explicit agreement to provide services
  - Payment or compensation is also provided
    - Exchange Theory
  - The professional has some acknowledged expertise, but may be more or less emotionally distant depending on theoretical orientation
  - The relationship is not a friendship

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## Foundations and Preparations

- Client Motivation
  - Clients may come to treatment because of personal distress, at the insistence of others, or for personal growth
  - Solution-focused therapists refer to clients as (a) visitors, (b) complainants, or (c) customers for change
  - Dr. Grieve refers to clients as clients

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## Foundations and Preparations

- Establishing Common Goals
  - This should be done collaboratively
  - There may be disagreements
  - Depending on your theoretical orientation, you may view either the interviewer or the client as the final expert
  - Living Person vs. Corpse Goals

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## Foundations and Preparations

- Applying Listening Skills and Psychological Techniques
  - It is important to listen first, before working too directly on change
  - Questions are helpful, but too many questions can interfere with client free expression
    - Open-Ended vs. Close-Ended Questions

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## Foundations and Preparations

- Unique Interactions between Interviewer and Client
  - Every client and every interviewer is unique
  - Consequently, there is no perfectly rigid or set formula for approaching an interview

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## Interview vs. Conversation

- Interview is designed to obtain certain goals
- Interview may require discussion of unpleasant thoughts, feelings, or events
- Interviewer is in control
- One-sided

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## Types of Interviews

- Structured Interview
  - Ask the same questions in the same order, regardless of responses
  - Benefits
  - Drawbacks
- Unstructured Interview
  - Follow where the client leads
    - Benefits
    - Drawbacks

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## Foundations and Preparations

- Self Awareness and Objective Self-Awareness
  - To be aware of yourself and how you affect others is a positive quality
  - When we get uncomfortable and feel awkward listening to or watching ourselves, this is referred to as objective self-awareness

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## Foundations and Preparations

- Forms of Self-Awareness
  - Physical self-awareness
  - Psychosocial self-awareness
  - Developmental self-awareness
  - Cultural self-awareness
  - Awareness of interviewing expectations and misconceptions

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## The Physical Setting

- The room
- Seating arrangements
- Office clutter and décor
- Note taking
- Video and audio recording

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## The Room

- Keep it private
- Manage or control the atmosphere
- Minimize interruptions
- Don't lock the door
- Manage interruptions when they occur

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## Seating Arrangements

- Theoretical orientation influences this
- A 90-120 degree angle is probably most comfortable for most people
- We should probably not insist on particular seating—but instead consider the client's individual needs and comfort

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## Office Clutter and Décor

- Manage your clutter
- Consider letting your personality come out (a little) bit
- Consider including culturally sensitive objects/décor

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## Note Taking

- Explain note-taking up-front
- You can use technology
- It's good to practice interviewing with and without taking notes

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## Note Taking II

- Note Taking Rules
  - Don't let it interfere with flow or rapport
  - Explain why you're taking notes
  - Never hide or cover your notes
  - Never write anything you don't want to show your client
  - Let clients read your notes if they request

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## Video and Audio Recording

- Get permission first
- Keep it unobtrusive
- Double check your set up and watch out for Murphy's Law

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## Professional and Ethical Issues

- Self-Presentation and Social Behavior
- Time
- Informed consent
- Confidentiality
- Documentation
- Stress management

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## Self-Presentation and Social Behavior

- Grooming and Attire: Dress in a way that can take advantage of first impressions
- Talking about Cleavage and Crotches (and other professional dress issues)
- Monitoring Social Behavior
- Is it Okay to Touch Clients?
- Presenting your Credentials: Be honest and straightforward

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## Time

- Be Clear about Time Boundaries
- Start the Session on Time
- End on Time
- Time and Culture: Be open to understanding other cultural perspectives

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## Confidentiality

- Although almost everything is private, there are exceptions to confidentiality—mostly involving safety issues
  - Harm to self or others
  - Abuse
  - Court Order
  - Authorization for Release of Information

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## Confidentiality

- Inform clients of the limits of confidentiality at the outset of the interview
- What to do if your client is a minor
- Confidentiality in the Ethics Codes: Review and be clear on your professional standards

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## The Vital Role of Consultation

- Consultation is central to all ethical decision-making models
- Don't make decisions on ethical dilemmas in isolation
- Consultation provides intellectual stimulation to enhance practice

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## Informed Consent

- Informed consent is an ethical and legal mandate
- You should have a comprehensive and clear informed consent document written in plain language for new clients
- Informed Consent is a process, not a procedure
  - Throughout an interview or longer-term therapy, it is the therapist's job to continue verbally informing clients about therapy and gaining their consent

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## Informed Consent

- Include information on confidentiality, diagnosis, family participation, supervision, type of treatment, expected length of treatment, etc.
- Revisit informed consent as needed
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## Documentation Procedures

- Attorneys aren't fans of the oral history; "If it isn't written down, it didn't happen"
  - Grieve's corollary
- There are many benefits to taking good notes
- And benefits to providing detailed notes

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## Documentation Procedures II

- S-O-A-P Notes
  - S = Subjective description
  - O = Objective observation
  - A = Assessment
  - P = The Plan

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## Record Keeping Guidelines

- Check out the APA Guidelines
- When done well, clinical records can:
  - Document that planning has occurred
  - Guide treatment services.
  - Allow providers to review their work.
  - Enhance continuity when there are treatment breaks or referrals to other providers.
  - Protect clients and providers during legal or ethical proceedings.
  - Fulfill insurance or third-party requirements.

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## Multicultural Preparation

- The cross-disciplinary mantra for multicultural preparation is *awareness-knowledge-skill-advocacy*.
- There are MANY different minority groups and diversities

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## Four Large Worldviews

- First Nation Peoples
- African American Culture
- Hispanic/Latino American Cultures
- Asian American Cultures

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## First Nation Peoples Cultures

- There is debate over the best words for naming this group: The MAIN rule is—Be Respectful
  - Did you know there are 500+ separate tribal groups in the US.
  - How many local tribes can you identify?
  - How many do you actually know something about?

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## First Nation Peoples Cultures II

- Tribal Identity
- Family Roles
- Humor
- Spirituality
- Sharing and Material Goods
- Time

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## African American Culture

- Between 1518 and 1870, about 15 million Africans were captured to serve as slaves in the New World
- If you're African American, what do you know about your culture?
- If you're not, what do you know about your African American friends and colleagues and their culture?

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## African American Culture II

- Family Roles
- Religion and Spirituality
- Couple and Gender Roles
- Assumptions

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## Hispanic/Latino Cultures

- Do you use Hispanic or Latino/a and why?
- How many Latino or Hispanic countries can you name?
- On a scale of 0-10, how much do you know about Latino culture? Is it mostly positive, neutral, negative, or a mix?

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## Hispanic/Latino Cultures II

- Religion and Belief Systems
- Personalismo, Respeto, and Charlar
- Family Roles
- Gender Roles

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## Asian American Cultures

- How big is Asia?
- Who gets counted as Asian?
- What facts and what stereotypes do you know about Asian people?
- How do you know the differences between the facts and the stereotypes?

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## Asian American Cultures II

- Family Roles
- Orientation toward Authority
- Spiritual and Religious Matters

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## Clients from Other Minority Groups

- Gay, lesbian, bisexual, and transgender people
- Persons with Disabilities
- The Religiously Committed

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### Considerations for Minority Group Professionals

- Minority group professionals are highly valued
- There may be extensive pressure to perform and be all-knowing
- Watch out for instant countertransference

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### Stress Management and Self-Care

- Mental Health work is high stress
- We all make mistakes: Accept that
- Approaches to Stress Management and Self-Care
  - Physical
  - Psychological
  - Social-Cultural-Emotional
  - Spiritual or Nature-Based

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