

**CWS1305W THE HELPING INTERVIEW  
Supervisor Training Follow-up Guide**

<p><b>Course Description</b></p>	<p>Learn to engage adult clients more effectively in the helping process by learning skills that facilitate communication, assessment, and problem-solving.</p> <p>Topics Include:</p> <ol style="list-style-type: none"> <li>1. Understanding the helping relationship and how it develops through interviews with clients</li> <li>2. Understanding the interview process and its phases</li> <li>3. Strategies to facilitate communication</li> <li>4. Increased competence in basic interviewing skills that improve the quality of interviews, assessment, and problem-solving.</li> </ol>
<p><b>Purpose</b></p>	<p>Please choose any or all of the following field practice activities to facilitate collaborative discussions with your worker on how training supports their ability to effectively engage clients for accurate assessment and successful case management.</p>
<p><b>Field Practice Activities to Support the Application of Learning</b></p>	<p><input type="checkbox"/> Partner the worker with a co-worker to participate in an informal peer review of an adult interview- Either use a recorded interview for review or have the workers both present during a scheduled interview with an adult involved on a case. Have the workers discuss what techniques seemed to engage the adult best and what they would have done differently.</p> <p><b>Completion date:</b> _____</p> <p><input type="checkbox"/> Discuss your agency process, including any specific steps, for when and how translators are determined as necessary and secured for use by workers on a case.</p> <p><b>Completion date:</b> _____</p> <p><input type="checkbox"/> Have the worker discuss one or more interviewing techniques discussed in the course that they intend to be more intentional with using on a case. (Optional- Have the worker discuss an interview they conducted after the course and any benefits or challenges they experienced while using a technique).</p> <p><b>Completion date:</b> _____</p>

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**Summary of Caseworkers Learning**

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**This activity has been completed and reviewed with the worker.**

Worker:

Date Completed

Supervisor:

Date Reviewed

**Supervisor Comments:** After collaborating with your worker following his or her completion of CWS1035 and/or field practice activities, briefly summarize your assessment regarding their self awareness of previously and currently held beliefs, knowledge and/or skill sets and their learning related to engaging and interviewing.

**Optional Activity:** Identify one or two follow up items that the supervisor and worker can do as “Next Steps” which will facilitate ongoing professional development for any of the summarized observations noted above.