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TOPHOUSE – Towards Person Centered Housing Services in Europe
2017-1-AT01-KA202-035029

M4. Effective Interviewing Skills



Housekeeping

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- Knowledge, skills and behaviours audit
- Action planning logs
- Refreshments
- Fire alarms and exits
- Toilets
- Breaks
- Finish time





Purpose of the training

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- TOPHOUSE Erasmus+ funded resources support staff in undertaking person centred integrated housing and support assessments
- Suite of training modules covering 11 different learning outcomes
- This training contributes to the learning outcomes
 - LO1 Work in a person-centred way
 - LO2 Treat Service User with dignity and respect
 - LO5 Build trusting relationship with service users
- Co-delivered by a service user with ‘lived experience’ and a technical trainer



Learner Agreement

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- Respect others and their experience, knowledge and skills
- Contribute and allow others to contribute
- One voice at a time
- Ask questions seeks clarification
- Confidentiality
- Time-keeping
- Mobiles off silent and out of sight please





Objectives of this module

- By the end of this module you will be able to:
 - Provide an empathetic response
 - Apply a person-centred approach
 - Manage practical issues in the interview - timing, planning, environment and record keeping
 - Use effective communication skills including active listening and asking appropriate questions
 - Understand the principles of motivational interviewing



Rights of service users – Convention to Practice.....a golden thread

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- EU Convention on Human Rights (Legislation)
 - Article 3 Prohibition of torture – includes degrading treatment
 - Article 5 Right to liberty and security of person
 - Article 8 Right to respect for private and family life, home and correspondence
- UN Convention on the Rights of Persons with Disabilities (ratified by EU Countries)
 - Respect for rights and dignity of people with disabilities
- Irish Human Rights and Equality Act 2014
- <https://www.youtube.com/watch?v=ew993Wdc0zo> 2.30
- <https://www.youtube.com/watch?v=pRGhrYmUjU4> 2.08



Customer Journey

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Service users interview experiences

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POSITIVE

- Empathy
- Lived experience
- Communication and engagement skills
- Being human!

NEGATIVE

- Talking AT you not WITH you
- Too ‘professional’
- Accusatory/ interrogation
- Like a robot or drill
- Poor skills in asking questions



Difference between empathy and sympathy

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- **People often confuse the words empathy and sympathy**
- **Empathy** means ‘the ability to understand and share the feelings of another’ ... from within their frame of reference
- **Sympathy** means ‘feelings of pity and sorrow for someone else's misfortune’
- <https://www.youtube.com/watch?v=1Evwgu369Jw>





What is Empathy?

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Empathy is:

- ✓ Basic acceptance
- ✓ Good listener
- ✓ Responding with understanding
- ✓ Enables a flow of talking
- ✓ Treating people as equals
- ✓ Understandable language
- ✓ Working in collaboration
- ✓ Checking understanding
- ✓ **Appropriate communication**

What empathy is *not*:

- × Directing and leading
- × Judging and evaluating
- × Moralising
- × Labelling
- × Diagnosing
- × Reassuring and humouring
- × Not accepting feelings
- × Advising
- × Over-interpreting
- × Inappropriate self-disclosure
- × Putting on an excessively professional facade
- × Encouraging Dependence



Communication (face to face)

Non Verbal:

- Body language/ appearance/movement
- Facial expression

Verbal:

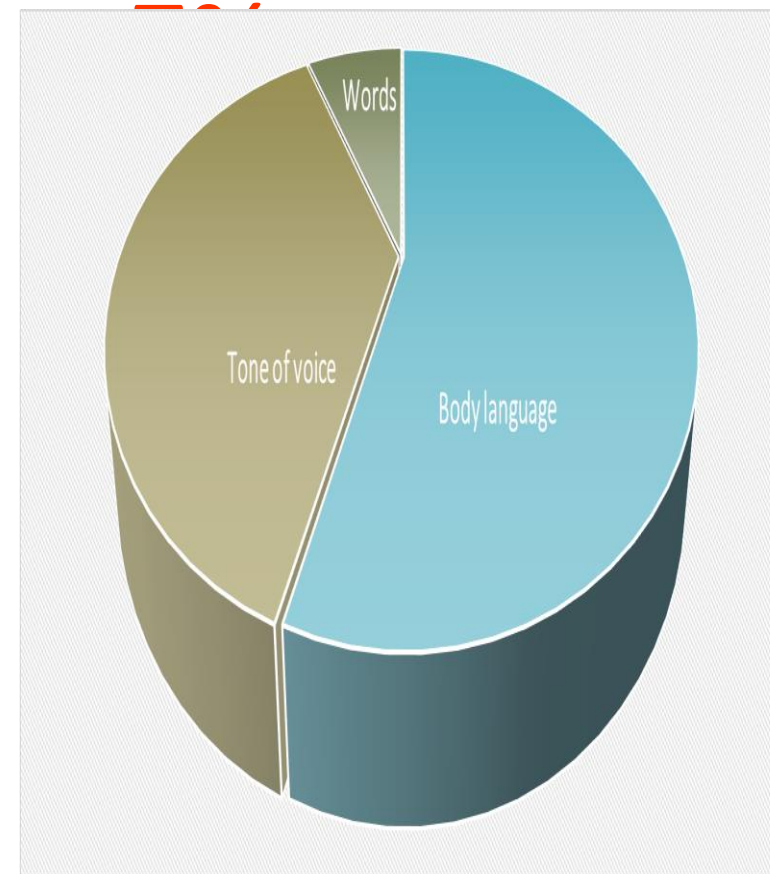
- Speech- (content)
- Speech- (tone of voice)



Communication

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- Verbal (Words)
- Vocal (Tones)
- Non Verbal (Physical)





Verbal Communication

- Tone before words
- Tone = appropriate to the communication
- Tone should reflect
 - your sincerity
 - your interest



Behaviours and Communication



Positive

- Keep your posture and facial expression relaxed
- Keep your gestures fluid and open
- Keep your voice low and at an even pace



Negative

- Avoid physical closeness
- Avoid confrontational positioning
- Avoid staring
- Beware nodding
- Beware mirroring gesture



Assertive Communication

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✓ *Be clear*

✓ *Be specific*

✓ *Be direct*

✓ *Be positive*

✓ *Be precise*



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Person Centred

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Why is a personalised approach important?

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It focuses immediately on the positive aspects of a person's life rather than assessing what they cannot do.

“The deficiency-led assessment” is so deeply entrenched in policies, procedures and resource-allocating models that it can both diminish the humanity of its “service users” and undermine their ability to make a contribution, both to their own welfare and to the wider community.

Often service users feel “assessed to death”, yet discover that this leads to no practical help at all, or to the allocation of a service which at best approximates the help required.

This can be “profoundly disempowering”

Hunter & Ritchie- Co-Production &
Personalisation in social care 2008



Personalised Assessments means

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- Placing the service user and their requirements at the centre of your focus
- Focuses on the positives rather than the problems people have- focussed on service user's strengths, needs and what is important to them
- Improves service users' choice and control
- Enables the service user to identify their goals and aspirations,
- Considers how their desired outcomes will be achieved



Taking a Person Centred Approach

- Respecting and valuing each person as an individual with potential and strengths
- Enabling and empowering
- Being open and honest
- Being positive – balancing rights with safety
- Valuing service user's relationships and social networks
- Being mindful and reflective
- Respects peoples' human rights



Interviewing in Ireland

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- Person-centred interviews have become commonplace in the homeless sector particularly, often focusing on an applicant's housing and support needs.
- Housing First in Dublin – roll-out across the country.
- The HSE is piloting a system of such interviewing in its mental health services.



Interviewing and Communication

There are **FOUR MAIN STAGES** to a good interview session:

- 1. Setting the scene**
- 2. Structuring the session**
- 3. Communicating (listening, questions & understanding and body language)**
- 4. Recording accurately and ending the session**



Setting the Scene

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- Planning and preparing
- The environment
- Establishing a rapport



Structuring the Interview Session

- Introducing the session – Greeting
- Facilitating the session
- Gathering Information
- Supplying information
- Closing the session



Communication

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Listening Skills

- Preparation
- Attitude
- Show you are listening

Types of reflective listening

- **Simple:**
 - Repetition
 - Paraphrasing
- **Complex:**
 - Reflecting on emotions
 - Reflection: non-verbal communication
 - Using metaphors or similes
- *“I am only here because my mum and boyfriend are pressuring me to come”*
- Simple *“You came because your mum and boyfriend wanted you to come.”*
- Complex *“It’s not your choice to be here, and you’re not sure it’s going to be very helpful for you.”*



Benefits of Reflective Listening

- It enables the worker to '**decode**' what has been said
- It gives an idea of where the client '**is at**' in their thinking
- It is a good fall-back for when you feel **lost**
- It lends itself to **empathy**
- It reduces **defensiveness** as the client feels understood.
- It **encourages** the client to further explain thoughts and feelings



Summary: Reflective Listening

- A specific form of active listening
- Trying to understand the service user
- ‘Testing a hypothesis’ by using what the service user says or how they say it
- It can help a service user to clarify what they mean
- Helps to make a service user feel listened to and understood

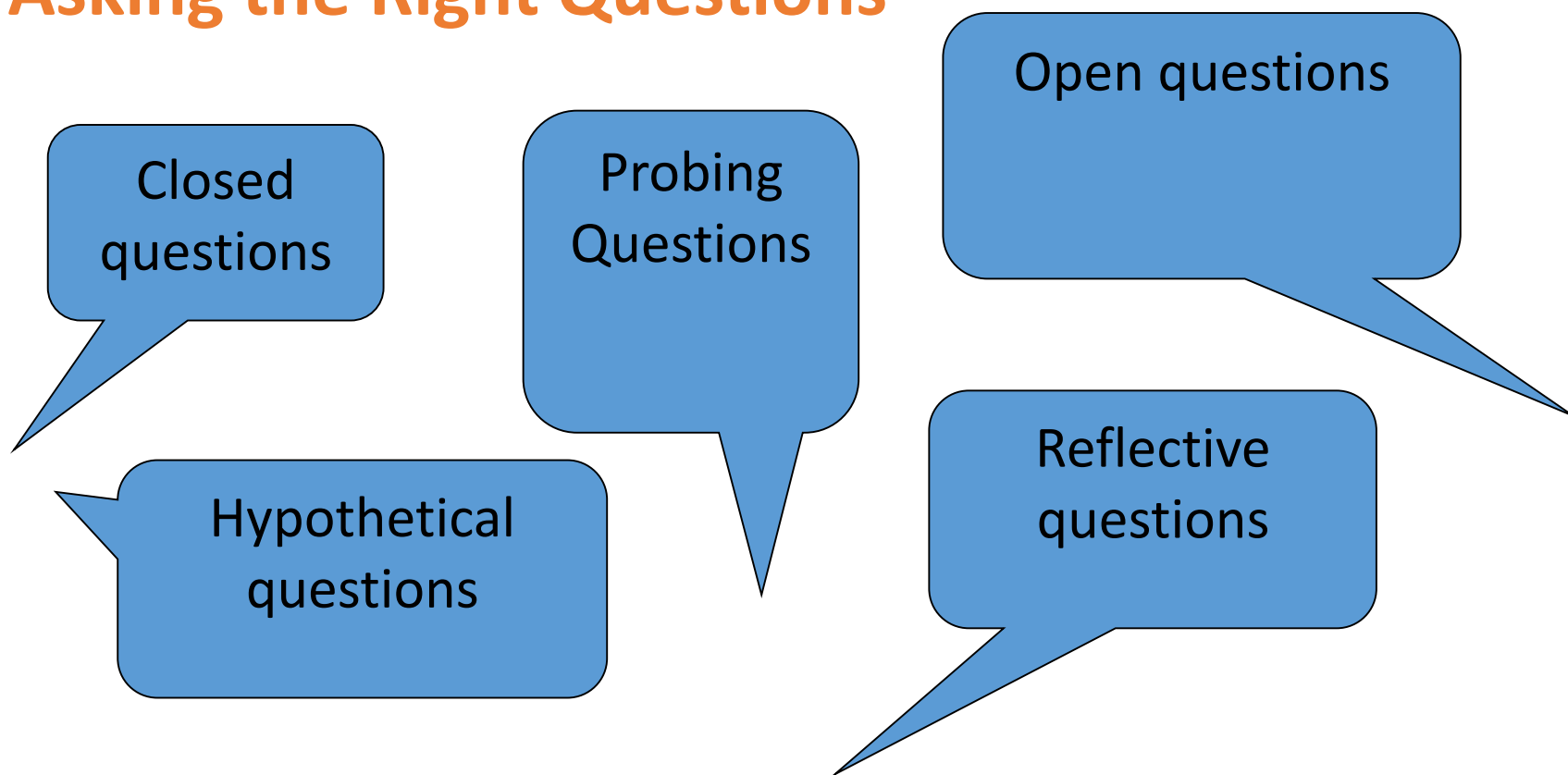




Communication

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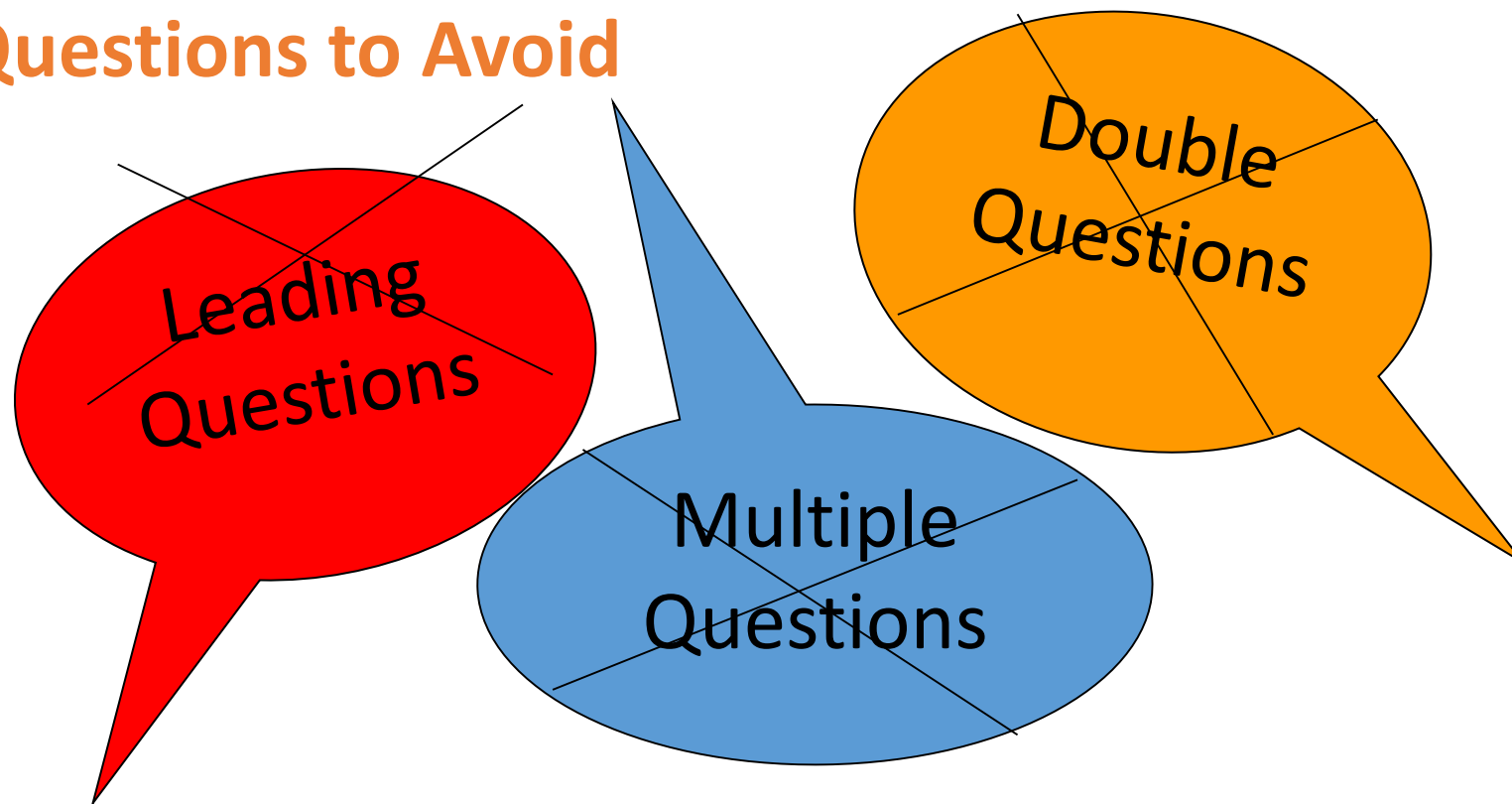
Asking the Right Questions





Communication

Questions to Avoid





Introduction to Motivational Interviewing

- An interview style and technique that works well with service users who are “difficult to reach”
- Focuses on removing labels, and is a non confrontational approach, removing blame (rather than problems and corrections)
- Encourages service user to identify and recognise the issues themselves and create optimism for change



What is motivational interviewing

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- A new way of working
- Looking at things differently
- ‘Living’ and organic model of interviewing
- Key principles
- Number of good practice ‘common sense’ communication skills



What is motivational interviewing

“Motivational Interviewing is a collaborative *conversation style* for strengthening a person’s *own motivation* and *commitment* to change”

Miller and Rollnick (2012)



What is motivational interviewing

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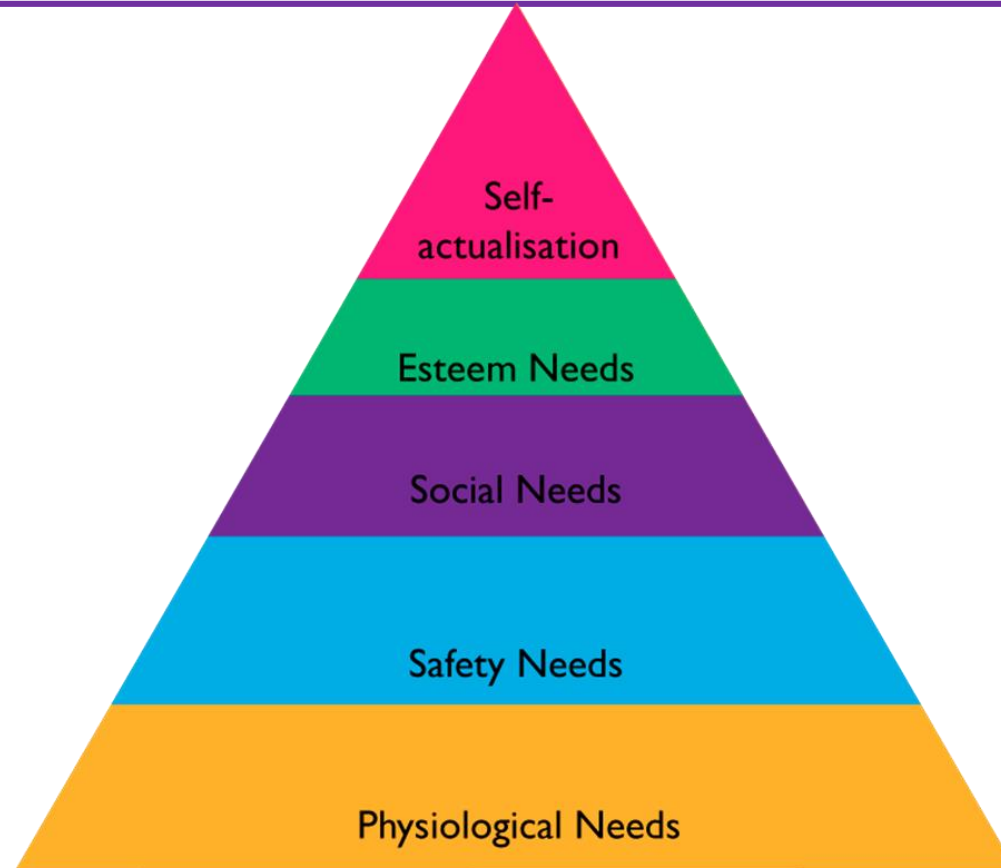
“An MI approach honours peoples’ natural autonomy, trusting in their own natural wisdom and desire to grow in a positive direction”

Linked to Maslow’s self-realisation



Maslow's Hierarchy of needs

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Principles of Motivational Interviewing

- It has a core ‘Spirit’ without which it is not Motivational Interviewing
- A way of ‘being’ with people
- A conversation about change
- Person-centred and semi-directive
- Done with a person (partnership) not to or on them



Essence of motivational interviewing





Recording the Information

- Be familiar with and prepare questions/ checklist
- Make brief written notes as you go along, this may be one word or phrase. This is sometimes difficult to do and the service user may find this distracting.
- Write notes soon after or actually during the interview- it can be easy to forget!
- Make sure the service user agrees with the information recorded



Bringing the interview to a close

- Let the service user know
 - What happens with the information they have given
 - What happens next
 - When will they next be contacted and how
 - A name of someone they can contact if they want to know how their assessment is progressing
 - Any complaints or appeals process if they are not happy with the way the interview has progressed
- Thank the service user for their time and taking part in the interview



Interview Skills TOP TIPS

- ✓ Begin by explaining clearly and concisely the purpose of the interview and your role
- ✓ Start off with an easy topic/ question – this gives the service user a chance to settle down and relax
- ✓ Keep an eye on the time – but don't keep looking at your watch
- ✓ Ask open questions
- ✓ Note your non-verbal communication, keep eye contact and make a note of the service user's non-verbal communication
- ✓ Encourage the service user to do the majority of the talking.
- ✓ Reflect back to them what they have said and what you have understood
- ✓ At the end ask if there are any points that have not been raised that the service user thinks are relevant



Summing up

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- In this module you have learnt to
 - Provide an empathetic response
 - Apply a person centred approach
 - Manage practical issues- timing, planning, environment and record keeping
 - Utilise effective communication skills including active listening and asking appropriate questions
 - Understand reflective practice
 - Understand the principles of motivational interviewing
- Knowledge, skills and behaviours assessment
- Feedback sheet
- Action planning log



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