

## Structured interviewing – Essential Skills (3 days)

**Course 1: Mon 11<sup>th</sup> & Tues 12<sup>th</sup> May; Mon 8<sup>th</sup> June 2009**

**Course 1: Mon 18<sup>th</sup> & Tues 19<sup>th</sup> January; Mon 22<sup>nd</sup> February 2010**

**Target group:** Personal Advisers and relevant IYSS & TYS staff offering individual advice and guidance who wish to improve their structured interviewing, assessment, planning and review skills.

*This three day course will help PAs, Key Workers and other relevant IYSS/TYS staff to meet skills gaps in these areas. In particular it will assist in meeting knowledge and performance criteria of the current NOS for LDSS Level 4 suite of interview units 30, 34, 35 & 60 (or OCR units 3, 10, 11 & 41)*

**Course Aims:** To develop a confident understanding of information, advice and guidance, and the skills to interact with clients to ensure the client is empowered to make well informed realistic decisions.

**Learning Objectives:** The course will enable PAs to:

- Refresh and develop core interview skills
- Explore all angles of engaging with a YP during an IAG interview, including techniques for communicating and interacting at a more in depth level

### Methodology:

The course will be delivered by Prospects IAG company and is designed to meet all the underpinning knowledge requirements for the LDSS interview units. The structure has some flexibility and will respond to the needs of each group. The delivery style will be a mixture of practical and theoretical to meet all learning needs. Participants will look at case studies to explore concepts and some practical exercises will be included in each day. A brief outline of the programme includes:

#### Day One

- Introductions
- Expectations
- What is an Interview?
- What are we trying to achieve?
  - Analysing the process and components
  - The difference between information, advice and guidance
  - Role of the PA
  - Ethical principles
- Environmental Factors
- Building Rapport
- Non-verbal communication
- 'Active' Listening
- Questioning styles – dos and don'ts

#### Day Two

- The interview structure
  - why do we need structure?
  - Which structure?
    - Brief look at where the structures/models come from and the theories they relate to

- How do people make decisions? A look at decision making skills and how to ensure that all work is client centred
- 'Managing' the interview process
  - contracting
  - establishing stage of thinking
  - agenda-setting
  - exploration
  - decision making
  - action planning
  - concluding interviews

### Day Three

- How to move a client forward
  - A more in depth look at the exploration section of the interview
  - Probing and challenging to empower client to reach new understanding
- Practitioner Self-Awareness
  - Introduction to interview assessment 'tool'
- Interview practice and feedback
- Support and follow up for your client
- Summary

\* Certificates of attendance for CPD portfolios will be provided. Witness statements detailing course content will be provided to participants who need to meet evidence requirements of LDSS NVQ 4.