

APS Core Competency Training Module - Executive Summary

Course Title: *Professional Communication*

Outline of Training:

In this engaging and highly interactive introductory training, participants learn the basic components of interviewing victims of abuse. Trainees will understand the importance of trust and relationship building, demonstrate the use of engagement skills; learn how and when to use various question types and styles including open ended questioning and responding to abuse disclosures, and will have the skill to adjusting their interviewing techniques to accommodate a variety of victim disabilities..

The following instructional strategies are used: lecture segments; interactive activities/exercises (e.g. small group discussion, experiential exercise); question/answer periods; PowerPoint slides; video clip; participant guide (encourages self-questioning and interaction with the content information); embedded evaluation to assess training content and process; and transfer of learning activity to access knowledge and skill acquisition and how these translate into practice in the field.

Course Requirements:

Please note that training participants are expected to participate in a variety of in-class and post-training evaluation activities. These activities are designed to enhance the learning experience and reinforce the skill acquisition of training participants as well as determine the overall effectiveness of the trainings.

An executive summary of each training and directions for post-training evaluation activities will be provided to training participants and their supervisors. Certificates of course completion will be awarded upon completion of ALL course activities.

Target Audience:

This course is designed for new APS social workers as well as Vulnerable Adult Abuse partners (e.g. conservatorship investigators, workers in the aging and disability networks, law enforcement). This training is also appropriate for senior staff that require knowledge and/or skills review.

Outcome Objectives for Participants:

Learning goals – Upon completion of the training, participants will be able to:

1. Demonstrate the interviewing skills listed below:
 - Trust and relationship building
 - Engagement techniques
 - Open-ended questioning

- Listening/reflection of content and feeling
 - Responding to disclosures
 - Showing empathy/compassion
 - Acknowledging religious/cultural beliefs
2. Correctly identify the various types of questions.
 3. Adjust the interview to the functional level of the victim in order to get accurate information and understanding.

Participants will have learned the following values:

1. To respect and acknowledge the victim's individuality, dignity and right to self preservation.
2. To value the needs of the most vulnerable victims in our society.
3. To value the opportunity to connect with the victim on a dynamic, deeply personal level during a time of crisis.

Transfer of Learning: *Ways supervisors can support the transfer of learning from the training room to on the job.*

BEFORE the training

Supervisors can encourage line staff to attend the training and help them identify particular strengths and/or challenges that they have had with interviewing victims in the past. Training participants can share these experiences during training.

AFTER the training

Supervisors can read the training executive summary and instructions for out-of-class transfer of learning activity. Supervisor and training participant will then schedule a time to complete the activity together – at this point trainee can share what specific skills they obtained from the training. If further staff involvement is available, trainee may present an overview of what was learned to other staff members to encourage collaboration and a culture of learning.