

Executive Summary

Course Title: Professional Communication- *Seeing the world Through Other Lens*
(Module 9 of the NAPSA Core)

In this engaging and highly interactive introductory training, participants learn the basic components of interviewing clients. Participants will understand the importance of trust and relationship building, demonstrate the use of engagement skills; learn how and when to use various questions types and styles including open-ended questioning and responding to abuse disclosures, and will have the skills to adjust their interviewing techniques to accommodate a variety of individuals with disabilities.

The following instructional strategies are used: lecture segments; interactive activities/exercises (e.g. small group discussions, experiential exercises); question/answer periods; PowerPoint slides; video clips; participant guide (encourages self-questioning and interaction with the content information); 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 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.

Target Audience: This course is designed for new APS professionals as well as Aging & Adult Service partners (e.g. In-Home Supportive Services, Long-Term Care Ombudsman). This course is also appropriate for experienced staff that could benefit from knowledge and/or skills review.

Learning Outcomes:

1. Demonstrate the following interviewing skills:
 - a. Trust and relationship building
 - b. Engagement Technique
 - c. Open-ended questioning
 - d. Listening/reflection of content and feeling
 - e. Responding to disclosures
 - f. Showing empathy/compassion
2. Correctly identify 5 question types
3. Correctly identify 3 distinct question content levels
4. Adjust the interview to the functional level of the interviewee in order to get accurate information and understanding

Participants will have learned the following values:

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