














SUMMARY OF INTERVIEW TECHNIQUES

TECHNIQUE	DEFINITION	EXAMPLE	WHERE TO USE IN THE SCRIPT
EMPATHY 	<p>The ability to understand someone else's experiences and feelings or "step into their shoes." Acknowledging someone else's pain, showing gratitude and interest, and being encouraging and supportive are all ways to show empathy.</p>	<p>"Not being able to see your friends sounds difficult. I think that would be difficult for me, too. "</p> <p>"Wow, not being able to see your grandfather in the hospital must be so frustrating."</p>	<p>Throughout the script when a contact expresses frustration, sadness, fear, hesitation...etc.</p>
ROLL WITH RESISTANCE 	<p>Recognize that attacking or confronting someone's feelings and ideas might drive them to be more defensive themselves.</p> <p>Avoid a head-on argument by instead showing you heard what the contact said.</p>	<p>Ways to roll with resistance include open-ended questions, affirmations, reflective listening, and summarizing as described below.</p>	<p>In discussion around recommended actions such as testing, quarantining, prevention measures...etc.</p> <p>Section 7 of the practice script on quarantine measures.</p>
OPEN-ENDED QUESTIONS 	<p>Questions that invite people to tell their story in their own words without leading them in a specific direction. Open-ended questions may be used to learn more about what a person knows, how they feel, or what they experience.</p> <p>These questions are the opposite of close-ended questions, which can be answered with a single word, usually "yes" or "no."</p>	<p>"What do you know about how to prevent COVID-19?"</p> <p>"How have you been feeling since the pandemic started?"</p> <p>"What options do you have for getting your dog walked while in quarantine?"</p>	<p>Throughout the script to better understand what the contact knows, thinks, feels, wants.</p> <p>In combination with the skills Ask Tell Ask and Action Planning.</p>
AFFIRMATIONS 	<p>Statements of celebration that recognize strengths and acknowledge behaviors that move in the direction of positive change. Affirmations help build the contact's confidence in their ability to respond to a COVID-19 diagnosis or exposure.</p>	<p>"I appreciate that you are willing to talk to me today."</p> <p>"Yes! Those are some great steps to take to prevent the spread of COVID."</p> <p>"It's awesome that you have been wearing a mask when you go out."</p>	<p>Throughout the script when a contact shares correct information or mentions having performed a positive behavior or taken a positive action.</p>
LISTEN REFLECTIVELY 	<p>Paraphrase the content or feeling of what someone is saying in your own words. Reflective listening shows the contact that they are being heard and may help them to think more clearly about their words.</p>	<p>If a contact states they have been anxious about money since the pandemic started, the interviewer might summarize, "Financial concerns are causing you a lot of worry right now."</p>	<p>Throughout the script.</p> <p>Useful when the interviewer needs a moment to consider what the contact is saying.</p>
SUMMARIZE 	<p>Review what has been said to ensure that there is clear communication between the speaker and the listener. Summaries let the contact know they have been heard and understood.</p>	<p>Phrases to begin summarizing: "Let me see if I understood so far..." "Here is what I've heard. Tell me if I missed anything..."</p>	<p>Throughout the script.</p> <p>In combination with action planning.</p> <p>When something is unclear.</p>

TECHNIQUE	DEFINITION	EXAMPLE	WHERE TO USE IN THE SCRIPT
<p>SET THE AGENDA</p> 	<p>Identify what both the interviewer AND the contact would like to cover in the conversation and agree on how best to use the time during the call.</p> <p>Setting the Agenda is a powerful tool because once the contact knows their questions will be answered they are better able to focus on the conversation.</p>	<p>Steps to Setting the Agenda:</p> <ol style="list-style-type: none"> 1. ASK: "What questions or concerns do you hope to talk about today?" 2. STATE: what you want to cover during the call, for example you might like to identify the contacts symptoms and any resources they will need to quarantine 3. REVIEW: what you will talk about during the call and in what order 	<p>Section 1 of the practice script to describe what you would like to talk about on the call and ask what concerns or questions the contact wants to talk about.</p>
<p>ASK TELL ASK</p> 	<p>Assess and build on what a contact already knows and is motivated to do.</p> <p>Ask-Tell-Ask helps contacts to feel engaged in the conversation and prevents you from telling them information they already know. It is the perfect tool to use any time you are sharing a big paragraph of information from the script or reviewing their action plan.</p>	<p>Steps to Ask-Tell-Ask:</p> <ol style="list-style-type: none"> 1. ASK: an open-ended question to find out a contact's knowledge, perspective, or plan, 2. TELL: information people do not know or have wrong 3. ASK: a second open-ended question to close the loop 	<p>Whenever there is a large paragraph of information to provide the contact.</p> <p>Section 7 on quarantine measures.</p> <p>In combination with action planning.</p>
<p>CLOSE THE LOOP</p> 	<p>Ask the contact to restate the information provided in their own words.</p> <p>Closing the Loop is an excellent way to determine how the contact understood and interpreted what was shared and help them remember it. It can also be used to make sure you are both on the same page about any action plans that were made.</p>	<p>Phrases to Close the Loop:</p> <p>"Just to make sure I explained that well would you mind explaining in your own words...?"</p> <p>"We covered a lot of information today. Starting today, what will you be doing?"</p> <p>"Just to make sure we are on the same page, what will you be doing going forward?"</p>	<p>Whenever you provide a significant amount of information.</p> <p>As the last step of Ask-Tell-Ask.</p> <p>When the contact makes an action plan.</p> <p>To reiterate key information.</p> <p>Section 3 on getting tested.</p> <p>Section 7 on quarantine measures.</p>
<p>ACTION PLAN</p> 	<p>Work with the contact to create specific, short-term plans to take them one-step closer to meeting a larger goal.</p> <p>Action plans are great for helping contacts to troubleshoot problems they might have during quarantine such as getting groceries, childcare, and testing. The more specific an action plan, the more likely the contact is to act on it.</p>	<p>Steps to Action Planning</p> <ol style="list-style-type: none"> 1. Have the contact choose. First ask the contact what might work for them and then, if needed, lay out a menu of options for them to consider. 2. Ask questions to get specific 3. Use a confidence ruler 4. Ask about follow up 5. Close the loop 	<p>Section 3 on getting tested.</p> <p>In Section 7 to help the contact plan for and get resources during quarantine.</p>
<p>ADDRESS AMBIVALENCE</p> 	<p>Uncover someone's motivations both for and against taking an action. Pushing a contact into a particular action may make them more likely to fight back. It is a good idea, instead, to uncover and build on people's motivation for positive change.</p> <p>Weighing pros and cons and using importance/confidence rulers are two ways to address ambivalence.</p>	<p>Steps to Weigh Pros and Cons</p> <ol style="list-style-type: none"> 1. ASK: "what would be BAD about the action?" This helps to get frustrations out in the open. 2. ASK: "what would be GOOD about the action?" The act of talking about reasons to change adds weight to the positive change. <p>Steps to Importance/Confidence Rulers</p> <ol style="list-style-type: none"> 1. ASK: "On a scale of 0-10 where 0 is not at all and 10 is extremely important/confident, how important is it to you to _____?" 2. If they give a number below 7, ASK: "What would get this to a 7?" Then refine the plan so it works better within the daily life of the contact. 	<p>In discussion around recommended actions such as testing, quarantining, prevention measures...etc.</p> <p>Section 3 on getting tested.</p> <p>Section 7 on quarantine measures.</p>