







LISTENING TO OTHERS*

▶ ABOUT THIS ACTIVITY

-  **Time:** 55 minutes
-  **Objectives:** By the end of this session, participants will be able to:
 - Practice different types of communication skills.
 - Identify ways that good communication with clients is valuable.
-  **Training Method:** Skills Practice
-  **In This Activity You Will...**
 - Ask participants to bring together interviewing and active listening skills discussed in previous sessions by practicing in groups of three with interviewer, interviewee, observer. (40 minutes)
 - Lead a group discussion about skills practiced. (15 minutes)
-  **Materials:**
 - Handout - Interview Checklist
-  **Preparation:**
 - Prepare handout

Instructions

1. Have participants break up into groups of three. Tell them that they will now practice interviewing each other integrating many of the communication techniques that were discussed in the previous exercises. Remind participants that these are difficult skills so here is a chance to practice them a little.
2. Hand out the Interview Checklist to all participants; explain that each person will have a chance to be the interviewer, the interviewee, and the observer. Groups need to decide for the first go-round who will be the interviewer, the interviewee, and the observer.
3. Explain the following:
 - a. Only the observer needs to use the handout.
 - b. The role of the interviewer is to discover information about the interviewee's life. The interviewer may want to interview that person about his or her history, passions, inspirations, challenges that he or she has overcome, etc. The interviewer should try to use the active listening techniques that have been discussed and can look to the interview checklist for a review. (Acknowledge that they may use all or only some of the techniques we have discussed today)
 - c. The role of the interviewer is to respond to the interviewee's questions; whenever the interviewer asks a close-ended question, the interviewee should respond with a "yes" or "no" answer.
 - d. The role of the observer is to watch the interview and note on the Interview Checklist whether or not the interviewer is using active listening techniques and to list examples of the use of such techniques.

* This module comes from the Comprehensive Peer Worker Training, Peer Advanced Competency Training (PACT) Project Harlem Hospital Center, Division of Infectious Diseases, 2008.

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▶ TRAINING TIP

Remind participants that this is difficult information to actually use but that this is an opportunity to practice some of the new techniques.

Interviewers will spend 3 minutes conducting the interview. Afterward both the observer and the interviewee will have 1 minute to give further feedback to the interviewer. Participants should rotate roles until everyone has had the opportunity to be interviewee, interviewer, and observer.

4. Bring participants back to the larger group and get feedback on how the exercise went.

For the interviewers: How difficult was it to use those active listening techniques?

For the interviewees: How well did they feel that they were being heard by their interviewers?

For the observers: What were some of the ways the interviewer was successful in making the interviewee feel comfortable and encouraging him or her to talk?

For all: What active listening strategies do they feel comfortable using with their clients? Which ones do they feel they still need to work on?

Summary

Wrap up session.

Source: "Interview Exercise" from San Francisco Disease Contact Investigators Manual.

* This module is part of the online toolkit Building Blocks to Peer Success. For more information, visit http://www.hdwg.org/peer_center/training_toolkit. This module comes from the Comprehensive Peer Worker Training, Peer Advanced Competency Training (PACT) Project Harlem Hospital Center, Division of Infectious Diseases, 2008.

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SESSION HANDOUT

INTERVIEW CHECKLIST

Did the interviewer use:

Open-ended questions? Yes _____ No _____

Comments _____

Appropriate non-verbal communication? Yes _____ No _____

Comments _____

Paraphrasing? Yes _____ No _____

Comments _____

Focused questions? Yes _____ No _____

Comments _____

