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Counseling & Interviewing Techniques Training Seminar

Who Should Attend:

The target audience for this training seminar is Registration Officers and anyone who is responsible for extracting sensitive material from children suspected of being abused or neglected.

Objectives:

At the end of this training seminar participants will be able to:

- Identify physical and behavioral indicators of abuse / neglect
- Understand some basic principles for working with abused and traumatized children
- Recognize special considerations in interviewing children under 10 years
- Define the characteristics of an effective child interviewer/counsellor
- Demonstrate professional ethics
- Identify counselor 'emotional-overload', and how to deal with it
- Understand how to avoid/minimize interviewer bias
- Actively build trust through active listening, unconditional positive regard warm acceptance and empathy
- Understand and demonstrate basic guidelines of investigatory interviewing
- Demonstrate how to use open ended questions
- Recognize factors that validate the report
- Identify obstacles to child self-disclosure and how to respond
- Evaluate the use of techniques - such use of art, puppets, dolls, play

Content

- Definitions of abuse
- The traumatized child
- Physical indicators of abuse / neglect
- Behavioral indicators of abuse / neglect
- Assessing the presence and impact of trauma
- How children deal with trauma
- Personal qualities of an effective child interviewer
- Counsellor 'emotional-overload' and how to deal with it
- Ethics and counseling
- How to avoid/ minimize interviewer bias
- Special considerations in interviewing children
- Establishing structure / ground rules
- The physical setting
- Attending skills using SOLER
- Listening to and interpreting non-verbal behaviour
- Listening to verbal messages – experiences, behaviour and feelings
- Feelings Chart
- Basic empathy – an important tool
- Empathy with children facing dilemmas
- Engaging the child
- Establishing interviewer credibility
- How to probe appropriately for the facts e.g. use of open-ended questions
- Pairing specific questions with open-ended prompts
- Combining empathy and probes
- Interview don'ts
- Allaying anxiety
- Helping the child anticipate the future
- Probing for clarity of experiences, behaviours, and feelings
- Questions that help clients define problems more clearly
- Caution in the use of questions / probes
- The usefulness of summarizing
- Obstacles to effective child self-disclosure: resistance and retraction
- Other techniques for extracting information: writing, use of art, puppets, dolls, playhouses
- New directions: implications of videotaping the interview for the court

Conclusion

Workshop / Presentation by participants – putting it all together