

INTERVIEWING TECHNIQUES

7-8 March 2006, Hotel KASINA, Belgrade

Course Description

This training is created to clarify these aspects and enhance personal abilities to prepare for, manage and conduct an efficient interview, which will fulfil the purpose, meaning offer relevant information ensuring comprehensive assessment.

- Interview as an interpersonal event in psychosocial context
- Approach, methods and techniques in interviewing
- Positions of the interviewer and interviewee
- Congruity of verbal and non-verbal communication
- Preparation, planning, setting, focusing, guiding the process
- Comprehensive evaluating stemming from process and content of the interview

Aims and Objectives

In this workshop participants will learn the interviewing process, the “why, what and how” of an efficient interview, how should it be conducted and monitored in order to reach desired outcomes.

The aim of the training is to:

- Acquire understanding of the interview as an interpersonal encounter
- Learn how to create an effective plan
- Create a communication plan focusing on verbal, non-verbal, visual, spatial aspects
- Actively manage, guide and observe the interview encompassing empathy, intuition, neutrality, reflexiveness
- Learn about open-ended strategic, reflexive, circular and hypothesizing questions
- Identify and overcome obstacles that are restricting the process
- Reach “objective” conclusion

Methodology

The training will combine various methods of workshop interactions and practical exercises, presentation, examples and discussion. Participants will be actively involved in the training process, asked to share their opinions and experiences with the group.

Training Design and Delivery: Nevena Čalovska-Hercog, ICVA/CIS Trainer

Training Working Language: English

Training Duration: 2 days



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TIMETABLE

I DAY

09:00 – 10:30	Introduction to interview as an interpersonal event Approach methods and techniques Presentation
10:30 – 11:00	Refreshment Break
11:00 – 12:30	Experiencing the process of interviewing Exercise in small groups
12:30 – 13:30	Lunch Break
13:30 – 15:00	Preparation and planning of an efficient interview Role-play exercise
15:00 – 15:30	Refreshment Break
15:30 – 17:00	Complexity of the interviewing process Panel discussion

II DAY

09:00 – 10:30	Aspects involved in interviewing communication: verbal, non-verbal and visual Presentation
10:30 – 11:00	Refreshment Break
11:00 – 12:30	Guiding an efficient interview Recognising and monitoring obstacles Increasing awareness of circularity and reflexiveness Exercise in small groups
12:30 – 13:30	Lunch Break
13:30 – 15:00	Conducting and interview Role-play exercise involving feedback from reflecting team
15:00 – 15:30	Refreshment Break
15:30 – 17:00	Developing comprehensive conclusions Final discussion Training evaluation and certificates

