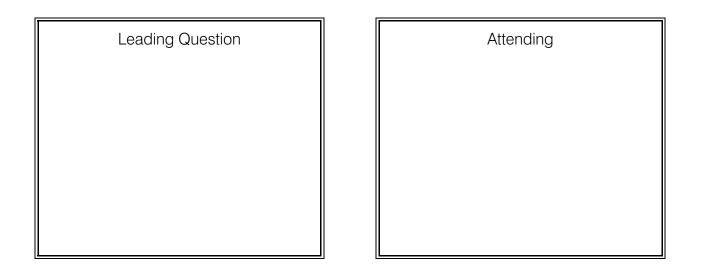
## EXERCISE 11

Questions

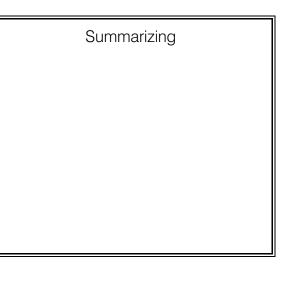
a. Were the skills you noted used effectively in the interview? How could you tell?

b. Was the interview, overall, effectively done? What was effectively done and what could be strengthened?

c. What would you do differently?

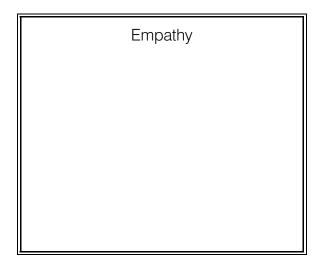


Minimal Encourager



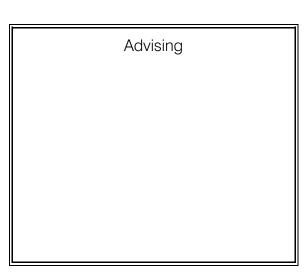
Shared Feelings

Open-Ended Question



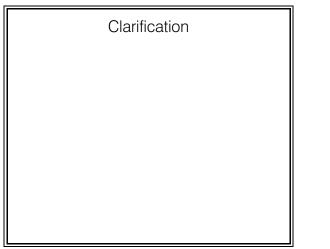
Closed Question

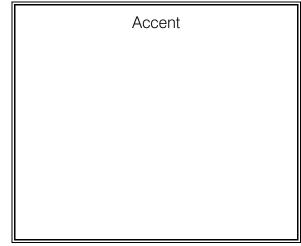
Focusing



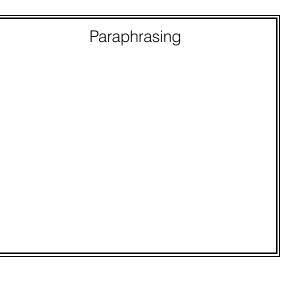
Probe Statement/Question		

Supportive Statement



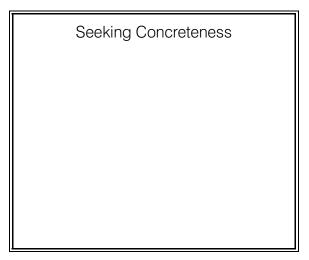


Seeking Feedback



Confusing Term or Statement

Nonverbal Communication



Self-Involving Statements

Giving Information		

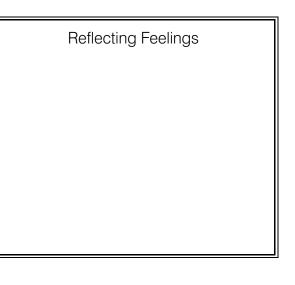
Stacked Questions

Reflecting Content

Focusing

Interpretation	Use of Silence

Confrontation



Personal Self-Disclosure

Sanctioning Feelings