

Intentional Interviewing

Course Description:	A hands-on course that concentrates on the application of interviewing techniques to equip the interviewer to quickly assess needs and direct the customer to service. A majority of class time is spent in practicing skills and role playing.
Duration:	4 hours
Audience:	WorkSource employees and partner staff
Objectives:	Upon completion of this course the participant will be able to: <ul style="list-style-type: none">• Demonstrate the use of direct questioning in an open manner.• Identify situations that require redirecting.• Direct a conversation from problems to solutions and set goals.• Apply the principles of assertiveness and redirection as part of the intentional interviewing process to control the discussion.
Authorization:	Administrators and supervisors manage employee registration, travel arrangements, and work schedules.
Prerequisites:	None
Refreshments/Meals:	On your own
Special Needs:	Notify us at ESD GP ECDD Training Academy if you need an accommodation.
Registration:	E-Train
Class Size:	20 participants
Schedule:	ECDD Training Calendar Additional classes may be scheduled upon request.