




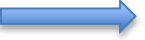
## Milestone 1 Exercise on SBC Interviewing Techniques

**Directions: READ FIRST**

You will be watching a series of experienced workers in Solution Based Casework interviewing their client and using the interviewing skills that research found had the most correlation to positive outcomes in child welfare.

This exercise asks you to:

1. Watch each video (one at a time) that demonstrates each interviewing skill
2. After watching each video, Read the examples of the technique for that skill below
3. Next: Think of family you have worked with or known, and what they were experiencing
4. And think of how you might respond to that family or person using the skill you just viewed on the video, and **write** it in the blank space indicated by the **Blue** ARROW below

Technique	Example
<b>Normalizing Developmental Challenges</b>  	<i>It sure takes a lot of energy to make sure the kids do their homework...</i>
	<i>So, you were trying to get her to go to sleep without waking everyone else up? I found that so difficult with my child sometimes, especially if I had to get up for work the next day...</i>
	<i>The things you have to take care of are not easy things to do. So many of the families I work with have said how tough it is to...</i>
<b>Tracking the Interactional Sequence</b>  	<i>Can you tell me more about how things went the last time you all were trying to figure out bedtimes for your children? Walk me through it...</i>
	<i>Tell me when does it seem the worse for you when you are "feeling blue"? Can you give me an example of a time recently when it really got to you?</i>
	<i>Can you back me up, how did that day start, help me understand the situation? So, you got up at what time? And you were feeling... And then what happened?</i>
<b>Searching for Exceptions</b>  	<i>I noticed that you held your temper in check when he was baiting you to yell at him...</i>
	<i>So sometimes the evening routine goes better...tell me more about that.</i>
	<i>Can you tell me about a time when you were "blue" but you were able to get the kids off to school? How did you do that?</i>
<b>Separating Intentions from Actions</b>  	<i>I know you feel terrible about this. I know you did not want this to happen to your family.</i>
	<i>So, you were trying to teach him right from wrong, but you went further then you meant to when you got angry?</i>
	<i>You didn't intend for your child to be in harm's way, this must be really difficult for you.</i>