



Workshop

Mastering Interviewing Skills

Enhancing the ease, effectiveness and accuracy of interviews conducted as part of selection, assessment or other processes requiring important information collection from healthcare professionals

Target audience

Professionals who are required to interview clinicians to obtain important information unrelated to individual patient care, e.g.

- Clinical review or audits
 - Appointment, selection accreditation or application processes of individual clinicians or healthcare facilities/organisations
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Number of participants

Optimum 7-15
Minimum 5
Maximum 20

Duration

3.5 hours

Presenter

All presenters of Cognitive Institute workshops are doctors who have a specific interest in communication skills and education and have undertaken formal communication skills training with the Institute.

Other recommended workshops

Mastering Difficult Colleague Interactions
See overview at www.cognitiveinstitute.org

CME

Refer to College Accreditation and Points Document at www.cognitiveinstitute.org or email enquiries@cognitiveinstitute.org

Premise

Interviewing a clinician, for whatever reason, can be an emotionally charged situation, particularly if there are significant consequences that could arise from the conduct of the interview.

Clinicians being interviewed may be understandably defensive, with feelings such as:

- I will not be able to cope with this;
- I will not be given confidentiality/respect; or
- I believe this could be used against me.

Yet these information gathering interviews are critical for effective selection and assessment processes and a successful interviewer must have skills and techniques to address and cope with the intrinsic tension in such interviews.

Further, the accuracy and extent of information obtained can be significantly influenced by the interviewer's professionalism, conduct and interpersonal skills.

Format

Workshop with short lectures, reflective exercises, small group facilitated discussions, group activities, rehearsal of skills.

Brief didactic presentations will provide the focus for small group sessions in which participants are able to share experience and pool knowledge, enabling critical comparison of their skills with their peers. The format has been carefully structured to enable a mix of lectures, discussion, critical reflection and evaluation.





Objectives

The objectives of this workshop are to:

- learn and practice a step-by-step interview model developed by the Cognitive Institute
- understand the dynamics surrounding the tension often present in interviews
- learn interviewing skills to improve information gathering
- develop techniques for empathising with and supporting clinicians experiencing difficulty as a result of the interview process or who are apprehensive about the outcomes arising from an interview
- provide insight and guidance on framing questions that reduce resistance and encourage full responses
- learn important techniques to maximise the accuracy of data collected
- to develop skills for dealing with common challenges during the interview

Content

This is a practical skills development workshop designed to:

- give clinical interviewers a thorough understanding of the issues surrounding the process; and
- enhance skills in effectively obtaining important information.

The workshop includes:

- exploration of the inherent tension surrounding an interview
- understanding the emotions and concerns of the clinician about to be interviewed
- developing basic skills of interviewing
- practising Cognitive Institute's ACE® Interviewing Model – a comprehensive, step-by-step guide to conducting a clinical interview with a healthcare professional
- learning how to use Cognitive Institute's Interview Checklist
- overcoming the 6 common interviewing challenges

The workshop contains many real life examples of wording participants can use to assist them in conducting interviews. These examples are tailored to the client's requirements, and a background briefing is required to assist in the adaptation of the workshop.

For information on the Cognitive Institute, presenters and workshops visit www.cognitiveinstitute.org

To book a workshop call Head Office on 61 7 3876 5711
or email enquiries@cognitiveinstitute.org

