

Interview Feedback Form

Guidelines for effective feedback:

- ◆ Target the key skills needed.
- ◆ Provide each participant with the opportunity to talk about the interview from his/her perspective.
- ◆ Provide both motivational (recognizing what the interviewer did well) and constructive (suggestions for improvement) feedback.
- ◆ Make it specific (see examples below).

Specific feedback statement: "I think a strength of yours is how you convey that you're listening. You did this by maintaining good eye contact throughout the role-play and leaned forward, which sent the message to the client that you were listening.

Specific feedback statement: "I see one of your challenges as using open-ended questions when you want to explore the situation more deeply. For example, when she said that her poor grades this semester were bothering her, an open-ended question like, "Can you tell me more about how getting poor grades is affecting you," would have been appropriate.

Also:

- 1) Look at the person playing the interviewer when giving feedback.
- 2) Speak directly to the person.
- 3) Remember to be behaviorally specific and use examples observed during the interview role-play. Cite verbatim statements.

Feedback Checklist

Instructions: Place a check mark in each box if the behavior described occurred.

Engagement:

- Interviewer greeted partner and introduced him/herself (Name, Agency Affiliation, and Role)
- Asked interviewee for his/her name and preference for address

Statement of Purpose:

- Interviewer stated purpose clearly and accurately

Interview Feedback Form (Cont'd)

Gave Permission for Feedback:

- Interviewer encouraged partner to offer feedback about anything the interviewer might say that could cause discomfort or offense
- Interviewer thanked partner interviewee for their response to the comfort question

Questioning:

- Asked general knowledge questions
- Asked about household members/general routine
- Asked about work/school, present and past
- Asked about supportive relationships
- Asked about family history
- Asked about strengths and challenges
- Asked questions specific to the reason for involvement
- Used a variety of questions – open-ended, clarifying, etc.
- Is there anything else you would like to tell me about yourself?

Summarization:

- Interviewer summarized interview accurately
- Interviewer asked for feedback, (i.e., “Is that an accurate summary of what you told me?”)

Closing:

- Interviewer thanked partner for sharing information

Purpose Check:

Was the purpose of the interview accomplished? If not, why not?

Focused Listening:

List the verbal and nonverbal (body language) that indicated that the interviewer was attentive to the communication of the interviewee.

Containment:

Did the interviewer refrain from introducing his/her own experiences or extraneous comments into the interview? Yes No. If “No,” describe why, and what the interviewer will do differently next time.

Interview Feedback Form (Cont'd)

Questioning:

Were the questions relevant to the interview?

Displaying Understanding of Client Feelings:

What did the interviewer say that conveyed an understanding of the partner's feelings?

Motivational Feedback:

Note anything the interviewer did or said (not already mentioned) that worked to make the interview effective.

Constructive Feedback:

Note anything the interviewer did or said (not already mentioned) that posed an obstacle to the effectiveness of the interview. Next time, what can the interviewer do differently to avoid that obstacle?

Make sure to let the interviewer know if the Interactional Skills used were appropriate to the interactions during the interview.