



Experiential Learning Portfolio for 10520102 Interviewing

Student Contact Information:

Name: _____ Student ID# _____

Email: _____ Phone: _____

*It is **required** that you speak with the Academic Dean or instructor who teaches this course prior to completing a portfolio.*

Directions

Consider your prior work, military, volunteer, education, training and/or other life experiences as they relate to each competency and its learning objectives. Courses with competencies that include speeches, oral presentations, or skill demonstrations may require scheduling face-to-face sessions. You can complete all of your work within this document using the same font, following the template format.

1. Complete the Student Contact Information at the top of this page.
2. Write an Introduction to the portfolio. Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.
3. Complete each "Describe your learning and experience with this competency" section in the space below each competency and its criteria and learning objectives. Focus on the following:
 - What did you learn?
 - How did you learn through your experience?
 - How has that learning impacted your work and/or life?
4. Compile all required and any suggested artifacts (documents and other products that demonstrate learning).
 - Label artifacts as noted in the competency
 - Scan paper artifacts
 - Provide links to video artifacts
 - Attach all artifacts to the end of the portfolio
5. Write a Conclusion for your portfolio. Briefly summarize how you have met the competencies.
6. Proofread. Overall appearance, organization, spelling, and grammar will be considered in the review of the portfolio.
7. Complete the Learning Source Table. Provide additional information on the business and industry, military, and/or volunteer experiences, training, and/or education or other prior learning you mentioned in your narrative for each competency on the Learning Source Table at the end of the portfolio. Complete this table as completely and accurately as possible.

The portfolio review process will begin when your completed portfolio and Credit for Prior Learning Form are submitted and nonrefundable processing fees are paid to your local Credit for Prior Learning contact. Contact Student Services for additional information.

Your portfolio will usually be evaluated within two weeks during the academic year; summer months may be an exception. You will receive an e-mail notification regarding the outcome of the portfolio review from the Credit for Prior Learning contact. NOTE: Submission of a portfolio does not guarantee that credit will be awarded.

You have 6 weeks to appeal any academic decision. See your student handbook for the complete process to appeal.

To receive credit for this course, you must receive “Met” on 11 of the 13 competencies.

10520102 Interviewing, 3 Associate Degree Credits

Course Description: This course provides an introduction to interviewing and recordkeeping skills practiced in human service agencies. Students learn principles and techniques needed to conduct informational and supportive interviews including maintaining clinical records, documenting referrals, staffing, and supervision. Students practice interviewing skills during class.

If you receive credit for prior learning for this portfolio, you will also receive a “Met” score for the following Technical Skills Attainment Program Outcomes that are assessed in this specific course:

Introduction: Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.

Competency 1: Explain the required components of professional helping relationships

Criteria: Performance will be satisfactory when:

- your presentation compares the professional helping relationship to other human relationships
- your presentation describes the typical stages of the helping process
- your presentation elaborates on how your personal and professional values influence the helping relationship

Learning Objectives:

- a. Define the components of a professional helping relationship in the human services field
- b. Differentiate the professional helping relationship from other types of human relationships
- c. Explore the stages of the helping process
- d. Discuss how the professional values affect the professional helping relationship

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 2: Analyze the various types and roles of human services interviews

Criteria: Performance will be satisfactory when:

- your presentation classifies the variety of interviews conducted by human services workers based upon their functions
- your presentation generalizes the common components of human services interviews

Learning Objectives:

- a. Investigate the different type of interviews that are conducted by human services professionals
- b. Differentiate the type of human services interviews based upon their purpose and goals
- c. Describe the common components of various types of helping interviews conducted by human services workers

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 3: Apply Human Services ethical standards, as established by the National Organization for Human Services and federal, state, and local laws when conducting human services interviews

Criteria: Performance will be satisfactory when:

- your presentation fully explains client confidentiality and its limitations, and how this affects the facilitation of the interview and record keeping
- your presentation incorporates professional human services values into preparing for a client interview
- your presentation describes the required documentation of client confidentiality
- your role play interview illustrates how human services ethics and laws are adhered to in the interview process
- your role play illustrates how to explain confidentiality and its limits to a client
- you demonstrate professional and ethical behaviors in class according to the standards set by the National Organization for Human Services

Learning Objectives:

- a. Identify the various state, local, and professional laws and mandates that affect client confidentiality
- b. Explain client confidentiality in the context of the human services profession
- c. Discuss the ethical requirements in maintaining client confidentiality
- d. Describe the Health Insurance Portability and Accountability Act (HIPPA) regulations and how they apply to working with clients
- e. Describe appropriate safeguarding client files and information
- f. Identify the limits of confidentiality and the interviewer's responsibility in these situations
- g. Explore how clients will be notified within the interview about the limitations of confidentiality
- h. Practice documenting and maintaining confidential client information

Required Artifacts: None
Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 4: Demonstrate the appropriate stages of facilitating an initial interview

Criteria: Performance will be satisfactory when:

- your role play successfully depicts all of the components of an initial interview in the appropriate order
- your role play demonstrates appropriate client engagement and rapport building
- your role play demonstrates how to close an interview with a client
- your role play utilizes professional interviewing skills throughout each stage of the interview
- your role play displays your professional behavior and appearance appropriate for an interview
- your role play demonstrates appropriate ethical and legal behaviors

Learning Objectives:

- a. Explore the components of an initial client interview
- b. Explain professional client engagement and rapport building
- c. Describe integrating professional ethics throughout the initial interview
- d. Develop examples of client-focused interactions
- e. Demonstrate appropriate professional behavior and appearance

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 5: Demonstrate building rapport and engaging the client in the interview process

Criteria: Performance will be satisfactory when:

- your role play demonstrates you engaging the client throughout the interview process
- your role play shows your skill at developing rapport with the client
- your role play demonstrates you integrating cultural considerations in the interview process
- your role play demonstrates your professional behavior

Learning Objectives:

- a. Explore the purpose of rapport building in the context of the professional helping relationship
- b. Identify rapport building approaches used in interviewing clients
- c. Explore the process of clarifying expectations with the client
- d. Recognize signs of client engagement within the interview
- e. Identify culturally appropriate approaches for engaging diverse clients in the interview process
- f. Explore appropriate, professional behavior when interacting with clients

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 6: Apply various types of questioning, appropriate for the type of client, goals, and situation, within a counseling interview simulation

Criteria: Performance will be satisfactory when:

- your presentation identifies the correct type of questions to use in a variety of settings
- your role play demonstrates your skill in asking a variety of questions that are appropriate for the given situation or task within the interview
- your role play demonstrates your creativity in asking questions and adapting questions to your particular client
- your role play shows your appropriate use of non-verbal communication in communicating with your client
- your role play demonstrates your respect for the client

Learning Objectives:

- a. Explore the various types of questioning used in the client interview process
- b. Explain the appropriate use of each type of questioning within a client interview
- c. Practice a variety of questioning types and techniques (open, closed, follow up, etc.)
- d. Illustrate the influence of non-verbal communication and feedback
- e. Explore the effective use of mannerisms, tone, cadence, and pacing in asking and responding to questions
- f. Adapt interview questions to the unique needs of the client

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 7: Demonstrate key interviewing skills

Criteria: Performance will be satisfactory when:

- your presentation includes a discussion of key interviewing skills
- your role play shows the appropriate use of key interviewing skills
- your role play appropriately utilizes the elements of active listening
- your role play conveys empathic understanding and respect for the client

Learning Objectives:

- a. Demonstrate the key interviewing skills including: attending to the client, establishing rapport reflecting, enlisting cooperation, communicating feeling and immediacy, clarifying expectations, confronting, information giving, structuring, and summarizing
- b. Illustrate the purpose of each key interviewing skill
- c. Practice the basic components of active listening including: encouraging, paraphrasing, and summarizing
- d. Explore levels of empathic understanding

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 8: Modify interviewing interventions to reflect cultural diversity

Criteria: Performance will be satisfactory when:

- your presentation discusses ways to prepare yourself to interview clients of various cultures
- your role play shows your adaptations in interviewing clients from different cultures

Learning Objectives:

- a. Explore how to work with clients of various cultures
- b. Discuss adapting the interview in consideration of the clients' culture
- c. Discuss the challenges and responsibilities in working cross culturally

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 9: Demonstrate the ability to accurately observe clients and the interactions between interviewers and clients

Criteria: Performance will be satisfactory when:

- your presentation describes what should be observed in an interview
- your presentation describes your self-identification of your own common non-verbal behaviors
- your presentation documents examples of verbal, nonverbal, discrepancies, mixed messages, incongruity, and conflict from a direct observation of an interaction

Learning Objectives:

- a. Identify those things that are important for an interviewer to observe about client behavior
- b. Increase self-awareness regarding nonverbal behaviors
- c. Explore the roles of verbal, nonverbal and discrepancies, mixed messages, incongruity, and conflict
- d. Practice making and recording observations

Required Artifacts: None
Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 10: Explore the professional "use of self" in the interviewing process

Criteria: Performance will be satisfactory when:

- your presentation discusses your awareness of your strengths, challenges, values, and beliefs and how those can influence the interviewing process
- your presentation describes your self-care plans and the importance of self-care for the human services interviewer

Learning Objectives:

- a. Develop awareness of how interviewers' personal and professional selves affect the interviewing process
- b. Explore the relationship between the interviewer and client, including issues of transference and counter-transference
- c. Discuss ways that interviewers can prevent professional burnout

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 11: Apply critical and creative thinking to a counseling interview

Criteria: Performance will be satisfactory when:

- your presentation describes innovative and creative responses to challenges that can occur in an interview
- your presentation anticipates and strategizes on responses to possible challenges in an interview
- your role play shows your appropriate use of creativity in response to unexpected situations within the interviewing role play

Learning Objectives:

- a. Explore creative responses to common interviewing challenges
- b. Identify common interview challenges
- c. Critique other interview roles plays

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 12: Demonstrate appropriate information management and recordkeeping principles

Criteria: Performance will be satisfactory when:

- your presentation includes examples of appropriately documenting client progress using narrative, DAP, and SOAP formats
- your presentation describes appropriate ways to store and retrieve client records

Learning Objectives:

- a. Discuss the importance of appropriate documentation
- b. Explore what is considered record-keeping standards in the human services profession
- c. Investigate what basic information is required to be collected when meeting with different types of interviews
- d. Compare the different types of forms that may be used in human services practice
- e. Practice completing a variety of record-keeping forms

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 13: Apply principles of documentation to the preparation of a release of information

Criteria: Performance will be satisfactory when:

- your role play demonstrates appropriately requesting permission from your client to complete a release of information form
- your role play utilizes the correct release of information form
- your presentation shows an appropriately completed release of information form

Learning Objectives:

- a. Explore the various professional codes of ethics pertinent to the human services profession for guidelines regarding requesting information and release of information
- b. Discover how interviewers explain the need for additional information to the interviewee
- c. Review a variety of release of information forms
- d. Practice appropriately completing release of information forms

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

