

2025 Train the Trainers Workshop
October 22-23, 2025
Chapel Hill, NC

Selected Elements of Effective Interviewing¹

1. Learn person's needs/state of mind
2. Provide information to give them context
3. Be empathetic – use affirmations or acknowledgements of the person's strengths, struggles
4. Be present
5. Listen
6. Use Open-ended questions
7. Make eye contact
8. Respect space
9. Use reflections – rephrase, paraphrase, or summarize what you've heard to show listening and understanding
10. Answer person's questions
11. Provide necessary information (e.g., contacts, records needed, waivers)

¹ This list is not meant to be exhaustive, but is provided for use in the small group breakouts of the Train the Trainers Workshop.