**Unit 5 Assignment**

**Name:**

***Interviewing Skills***

* Identify what the letters “SOLER” stand for as demonstrated by Carl Rogers in the video.
  + S:
  + O:
  + L:
  + E:
  + R:
* Provide one example of an “open-ended question” used in the session.
* Provide one example when Carl “validated” Gloria.
* Provide one example when Carl responded to Gloria with a “reflection of feeling.”
* Provide one example when Carl responded to Gloria with a “reflection of content.”
* Describe a time in the video when Carl used “silence” to allow Gloria more time to reflect on her own feelings.
* Based upon the readings, identify three ways that Carl demonstrated he was using nonverbal cues and “clinically listening” to Gloria.
* What are two “verbal prompts” (supportive sounds) Carl used to help Gloria expand her story?

***Reflection***

In at least five sentences each, please respond to each of the following:

Reflect on how the use of specific interviewing skills helped Gloria explore and elaborate her concerns and go from a surface level concern of “telling Pammy” to deeper concerns such as the “relationship with her father.”

Identify how the use of interviewing skills will be helpful in your role as a human service provider to build strong client relationships.

Identify an appropriate professional image, including describing tone, body language, and appearance when working with clients. Explain the importance of these characteristics in your role as a human service professional.