



Australasian **Housing** Institute

Supporting housing professionals

Interviewing & Assessment Skills

A one-day workshop for human services staff

Overview

The aim of this workshop is to assist professionals by focussing on relationship-building and the broad communication skills that underpin that process, development of skills that may be required to manage some of the relationship or communication problems that may emerge.

This experiential workshop emphasises skills and strategies as the foundation for effective helping. Like all experiential training programs, we rely upon participants' contributions within these sessions.

Content

This 1 day workshop details advanced communication skills and gives the participant the opportunity to engage in new techniques for relationship building that involves an in depth exploration of various communication skills required for client services staff.

Learning Outcomes

Some of the key components that will be explored in this workshop are;

- Relationship building and the generation of rapport
- Exploring and defusing client expectations
- Verbal and non-verbal communication skills
- Active listening, validating
- Telephone contact skills
- Understanding dissonance
- Evaluation of client housing needs and providing feedback
- Personal self-care
- Conflict resolution
- Assertiveness skills
- De-fusing techniques
- Networking- referral and resourcing

Who should attend?

This workshop is aimed at human services professionals whose work involves direct contact with clients.

Presenters

John Flanagan, *B Soc Wk, Masters of Gestalt Therapy*

Participant feedback

“There is not one specific are/aspect that stood out, the whole seminar was great.”

“The interactive nature was stimulating rather than being "spoken at". Excellent practical examples which can be incorporated in my working role.”

“Good mixture in presentation styles/use of humour.”

“Very enjoyable, practical for putting into work and life in general.”

“Good course provider and very knowledgeable. Interesting and the 1 day course kept me awake and alive. There were no boring bits. Thanks again! Enjoyed it.”

