

# Interviewing Skills for Responsive Diversity Practice: An Ethnographic Approach

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## E-Track Learning Number: 307-14-S

*Caseworkers:* Have you ever been frustrated after interviewing a client, dissatisfied with the kind of information you gathered? Did you wonder how the answers might have been different *had you only known how to ask the questions?*

This workshop will help you enlist your families to guide and inform you throughout the interview—helping you ask the questions that matter in a way that (1) invites authentic input, (2) identifies and honors a client’s diversity, and (3) informs your casework powerfully and effectively.

### ***What is Interviewing Skills for Responsive Diversity Practice: An Ethnographic Approach?***

This six-hour workshop will help participants learn the principles of what anthropologists call “ethnographic interviewing,” understand these principles in context of a child welfare interview, and adapt and apply them effectively for interviewing clients. It will help workers:

- Understand the concept of each person’s (and family’s) uniqueness--and the critical importance of this concept to casework.
- Understand how a caseworker’s unconscious assumptions and biases can negatively impact interviews with clients.
- Understand the principles of an ethnographic approach in the child welfare interview for laying the groundwork to honor client diversity.
- Use ethnographic interviewing strategies in child welfare practice.

### **Who is the intended audience?**

This course is available for caseworkers and supervisors.

## Is credit offered for this course?

Participants receive six hours of training credit for this course.

## How this course is structured:

Through this course learners will:

- Understand the critical importance of being aware and responsive to a client's diversity,
- Understand the multiple aspects of a person's diversity, and how "collective membership" impacts one's world view,
- Understand common barriers to being responsive to a client's diversity,
- Learn the interviewing principles and strategies used to get a deeper sense of a person's diversity (as a basis for more accurate assessments and more appropriate interventions), and
- Practice these interviewing skills in paired skill-building exercises and case scenarios.

## How this course is beneficial:

### *For the agency and its workers*

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Each time a caseworker acts (or fails to act) out of ignorance about diversity issues, an agency risks losing time, resources, and credibility-- and becomes vulnerable to liability issues. This course offers workers both principles and strategies for identifying and responding to a client's diversity.

### *For children and families*

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A family suffers when a worker defaults to her own preconceptions about family members, leading to barriers to effective casework. On the flip side, a family is best served when a caseworker is conscious about the importance of honoring client diversity.

## How your agency can use this course:

Supervisors may choose to ask all workers to attend *Interviewing Skills for Responsive Diversity Practice* as a foundational course for interviewing clients and identifying each family's unique diversity.

## Tips for success:

Caseworkers should:

- Attend the workshop with an open mind.
- Talk with their supervisors on how the content applies to their work.
- Identify cases where they could use the knowledge and skills discussed in the content.

Supervisors should:

- Consider taking and processing the course content themselves.
- Let their workers know that they value worker participation in this learning activity
- Be proactive in applying recommended [Transfer of Learning Strategies](#).

## What do participants say about this course?

*"I use these interviewing skills all the time now! I've always wanted to know how to ask effectively, and now I know how." --Caseworker*

## How to access:

Check E-Track for course offering and registration.

For questions, contact your [RTC](#).