
Training Instrument 12-2

Interpersonal Skills

As you observe the exchange, check the items below that the interviewer performs well. Make note of specific phrases, nonverbal methods, and other communication techniques that are effective. Also, note any cues that the other person sends out that the interviewer might have missed.

OBSERVER FORM

INTERVIEWER:

OBSERVER:

Which techniques did the interviewer use?

What were the most effective questions the interviewer asked?

Body language:

- Maintained good eye contact
- Gave nonverbal reinforcement
- Maintained a relaxed posture
- Used appropriate gestures
- Leaned toward the other person
- Used effective facial expressions
- Responded to nonverbal cues
- Specific notes:*

What else worked well in this discussion?

Tone:

- Used an effective tone of voice
- Spoke at appropriate volume
- Projected genuine concern
- Used a nonintimidating tone
- Spoke in a way that calmed the speaker
- Specific notes:*

What did you observe that the interviewer might not have noticed? Did you think of anything else he/she might have tried in this situation?

Body language:

Words:

- Gave verbal reinforcement
- Repeated to ensure understanding
- Asked open-ended questions
- Solicited examples
- Used positive language
- Specific notes:*

Tone:

Words:
