

Film Clip 2: Questions Handout

What did the interviewer do that was useful or helpful?

Who is important to this client system?

What is important to this client system?

What are the clients' key words?

What did the interviewer do to pick up on and build from these words?

How did the clients respond?

What else did the interviewer do to explore the clients' frame of reference?

What did the interviewer do to stay focused on understanding what the clients may want?