CONTACT TRACING INTERVIEW PRACTICE SESSION
Module 5B Interviewing Skills and Rapport Building
Your Next Line

Purpose:

To provide the contact tracers with an opportunity to consider interviewing skills to build rapport and use techniques to motivate contacts throughout the interviewing process.
There are two parts to this breakout session. You will be in groups of 8-10 people.

Instructions:

Part I (10 minutes)

Read the response from the contact from the question the contract tracer asks and come up with your next line using one of these active listening techniques; open-ended question, affirmation, reflective statement or summarization. Assign one person who will be ready to share your best examples with the larger group.

1. After asking, "What do you know about COVID-19?"
   The person sounds sad and says his grandfather has been sick and now hospitalized due to COVID and it is hard to think about his own health right now.
   Your next line:_____

2. After asking, "What concerns do you have re: COVID-19?
   The person says, it is all over the news, I am definitely knowledgeable, and been wearing masks whenever I go out.
   Your next line:_____

3. When asking about living situation:
   Client states they live with a partner in a studio apartment and concerned about ability to pay the rent more than worrying about being exposed to COVID, a lot has changed since this all began.
   Your next line:_____

4. After giving someone a recommendation to quarantine,
   The person says they are worried about their parents. They feel close to them and doesn't feel like they can be away from them for the full quarantine period and at the same time does not want to do anything to put them at risk.
   Your next line: _____

Part II. Discussion: (10 min)

As a contact tracer, you are giving information, recommendations, support and referrals.

1. In thinking of your work what skills listed below would you use to conduct a goal-oriented, individualized conversational interview?
2. How would these tools help move to forward the goal of getting people to adhere to recommendations (related to quarantine, self-isolation or other containment strategies)?

Motivational Techniques:

1. Developing Discrepancy
2. What Other People Do
3. Weighing Pros and Cons
4. Questions to Evoke Change (e.g. how would you be able to do that?)
5. Importance and Confidence Scale
6. Offering Options