

PRACTICE *with*

Communication & Interpersonal Skills

Fall 2025 SOWK 530 Week 04

Jacob Campbell, Ph.D. LICSW
Heritage University



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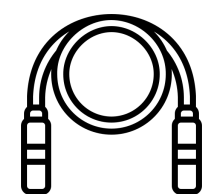
PLAN FOR WEEK 04

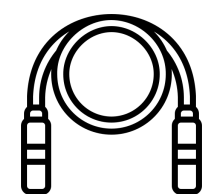
Agenda

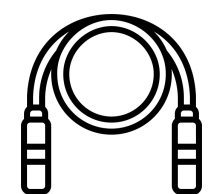
- Review of and practice with following skills
- Review and examples of verbal and nonverbal behavior
- Barriers to Interviewing

Learning Objectives

- Identify and demonstrate effective use of verbal following skills to facilitate client engagement.
- Practice interpersonal helping skills through role-play scenarios, integrating feedback to improve self-awareness and interviewing effectiveness.
- Evaluate and apply verbal and nonverbal communication techniques to strengthen therapeutic rapport.







FURTHERING RESPONSES

REFLECTION RESPONSES

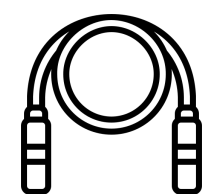
CLOSED-ENDED RESPONSES

OPEN-ENDED RESPONSES

PROVIDING & MAINTAINING FOCUS

SUMMARIZING

SEEKING CONCRETENESS



FURTHERING RESPONSES

REFLECTION RESPONSES

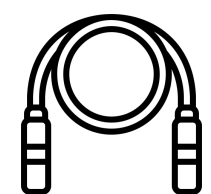
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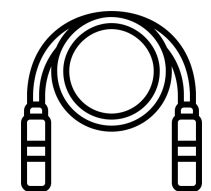
SUMMARIZING

SEEKING CONCRETENESS



FOLLOWING SKILLS

Tools



FURTHERING RESPONSES

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PROVIDING & MAINTAINING FOCUS

SUMMARIZING

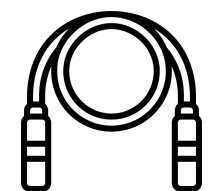
SEEKING CONCRETENESS



FOLLOWING SKILLS

Tools

- Nonverbal minimal prompts
- Verbal minimal prompts
- Accent responses



FURTHERING RESPONSES

CLOSED-ENDED RESPONSES

OPEN-ENDED RESPONSES

PROVIDING & MAINTAINING FOCUS

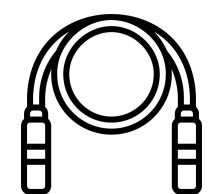
SUMMARIZING

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REFLECTION RESPONSES

Reflection of Content

emphasize the
cognitive aspects of
client messages, such
as situations, ideas,
objects, or persons

Reflection of Affect

relate with
responses that
accurately capture
clients' affect and
help them reflect on
and sort through
their feelings

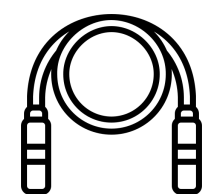
(Hepworth et al., 2023)

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EXAMPLE OF SOMEBODY SHARING INTENSE FEELINGS



From LaGravenese, R. (2007, January 5). Freedom Writers [Drama]. Paramount Pictures.



FURTHERING RESPONSES

CLOSED-ENDED RESPONSES

OPEN-ENDED RESPONSES

PROVIDING & MAINTAINING FOCUS

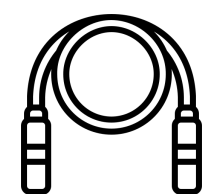
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REFLECTION RESPONSES

Reflection of Content

Reflection of Affect

Simple Reflections: which identify the emotions expressed by the client, are carried over from nondirective, client-centered counseling

Complex Reflections: go beyond what the client has directly stated or implied, adding substantial meaning or emphasis to convey a more complex picture

Reframing: is another form of adding content. Here, the social worker puts the client's response in a different light beyond what the client had considered

(Hepworth et al., 2023)

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FURTHERING RESPONSES

REFLECTION RESPONSES

OPEN-ENDED RESPONSES

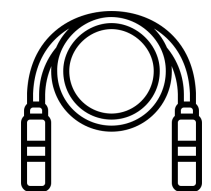
PROVIDING & MAINTAINING FOCUS

SUMMARIZING

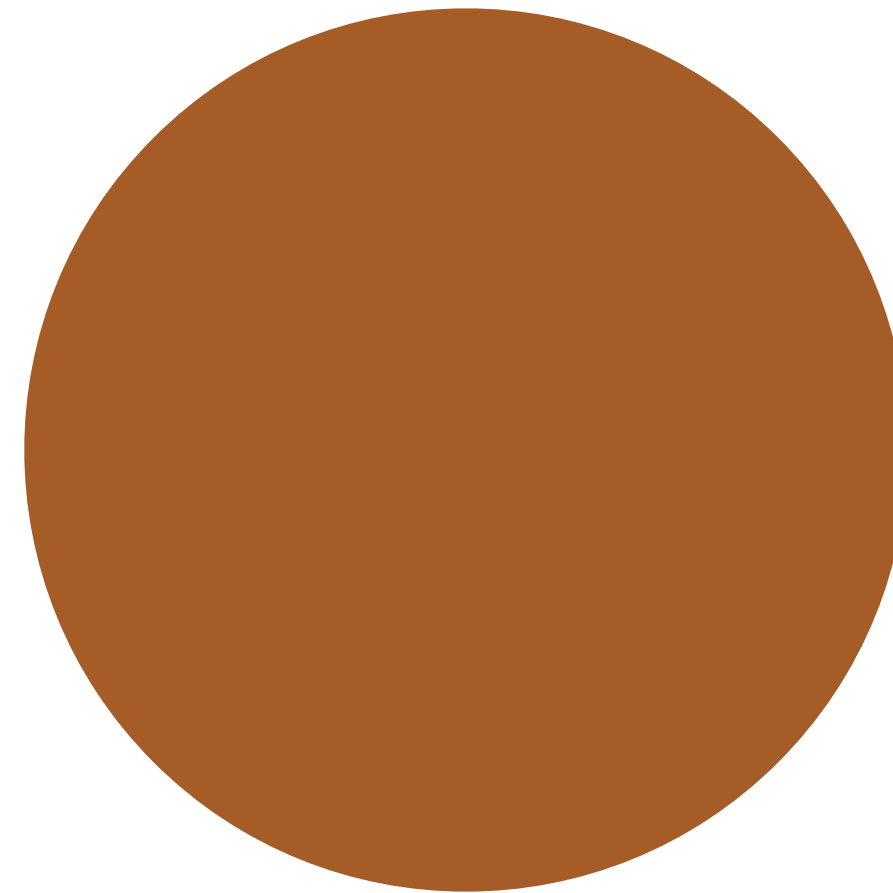
SEEKING CONCRETENESS

FOLLOWING SKILLS

Tools



CLOSED-ENDED RESPONSES



Define a topic and restrict the client's response to a few words or a simple yes or no answer.

FURTHERING RESPONSES

REFLECTION RESPONSES

CLOSED-ENDED RESPONSES

PROVIDING & MAINTAINING FOCUS

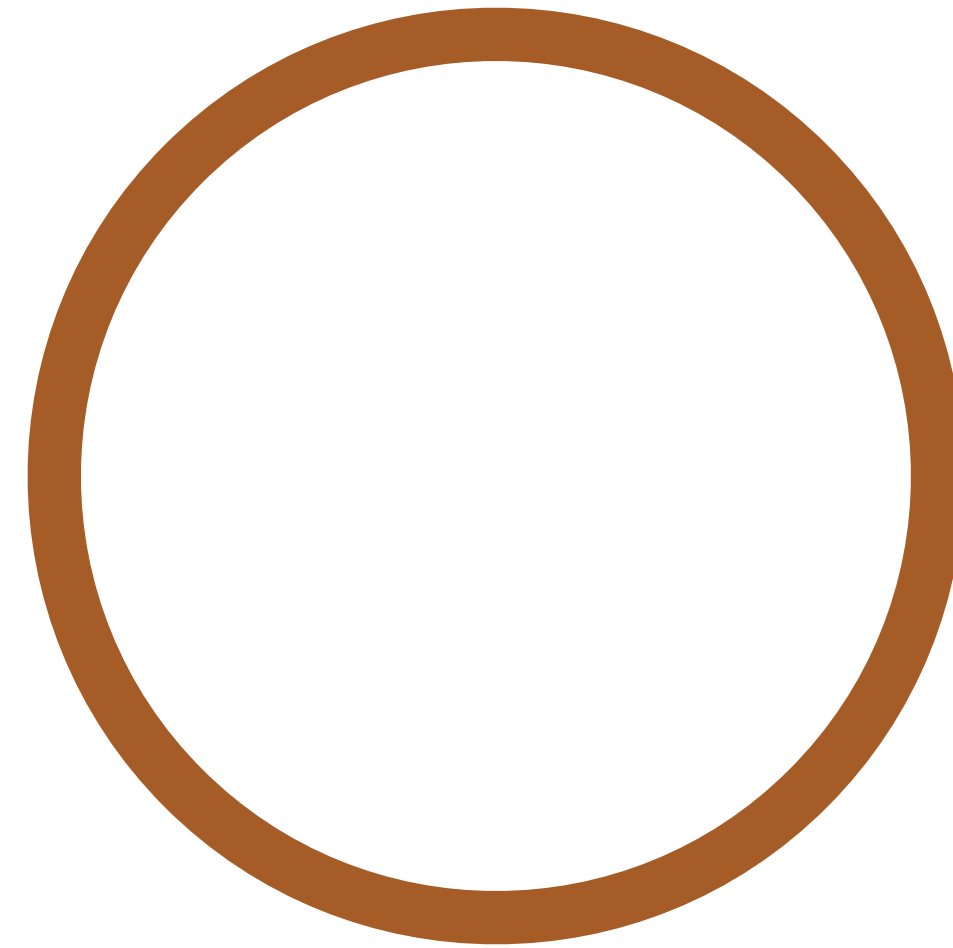
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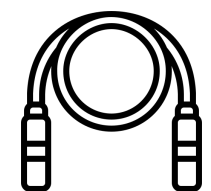
FOLLOWING SKILLS

Tools

OPEN-ENDED RESPONSES



Invite expanded expression and leave the client free to express what seems most relevant and important.



PROVIDING & MAINTAINING FOCUS

FURTHERING RESPONSES

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SUMMARIZING

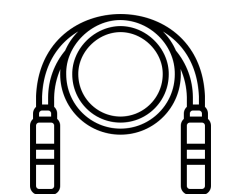
SEEKING CONCRETENESS



FOLLOWING SKILLS

Tools

1. Selecting topics for exploration
2. Exploring topics in depth
3. Managing obstacles to focusing



SUMMARIZING

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CLOSED-ENDED RESPONSES

OPEN-ENDED RESPONSES

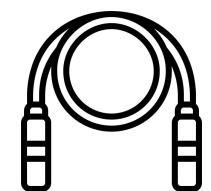
PROVIDING & MAINTAINING FOCUS

SEEKING CONCRETENESS

- Highlighting key aspects
- Making connections
- Reviewing major focal points
- Recapitulating highlights and progress

FOLLOWING SKILLS

Tools



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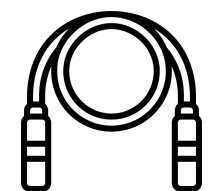


FOLLOWING SKILLS

Tools

SEEKING CONCRETENESS

- Checking out Perceptions
- Clarifying the Meaning of Vague or Unfamiliar Terms
- Exploring the Basis of Conclusions Drawn by Clients
- Assisting Clients in Personalizing Their Statements



FURTHERING RESPONSES

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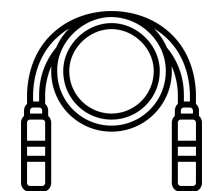
FOLLOWING SKILLS



Tools

SEEKING CONCRETENESS

- Eliciting Specific Feelings
- Focusing on the Here and Now
- Eliciting Details Related to Clients' Experiences
- Eliciting Details Related to Interactional Behavior



FURTHERING RESPONSES

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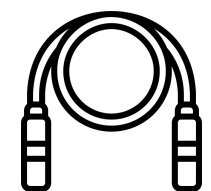
SUMMARIZING

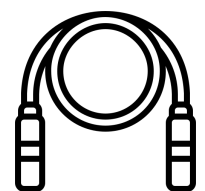
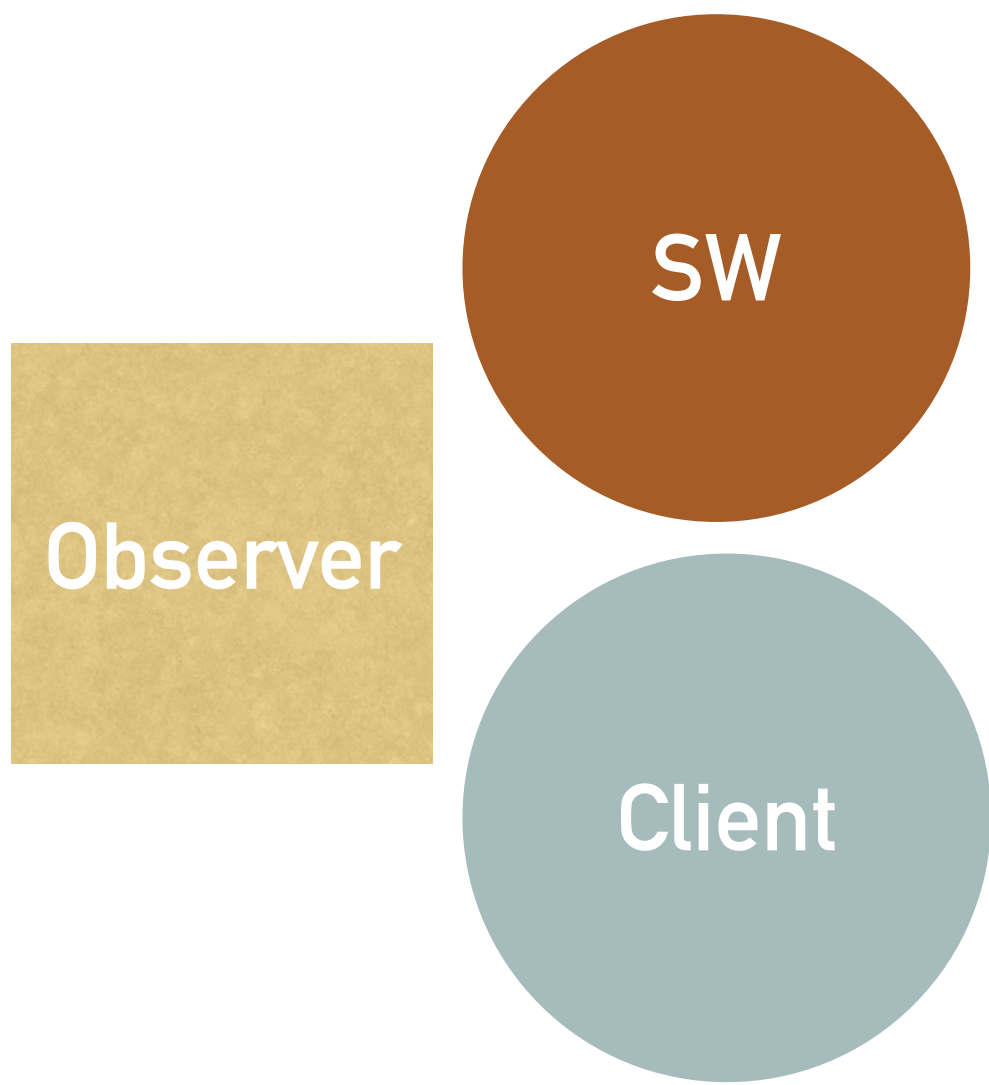
SEEKING CONCRETENESS



FOLLOWING SKILLS

Tools





Before

Brainstorm what potential information would you want to know about for this scenario or what are some common experiences for people in this situation

Initial Session Checklist

Activity	✓	Comments
Introductions and introductory content (role, purpose, informed consent, confidentiality)		
Explores what brings the client in for contact		
Engages in some verbal following skills such as the following		
Furthering responses (e.g., nonverbal prompts, minimal prompts, accented response)		
Reflective responses for content and affect		
Paraphrasing		
Uses open-ended questions		
Uses closed-ended questions		
Provides and maintains focus		
Seeks concreteness		
Summarizes		

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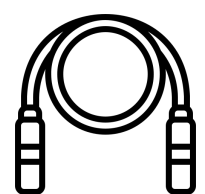
Debrief After

- How did it feel as the interviewer to use the techniques?
- How did it feel as the interviewee?
- What did the observer notice?
Share feedback from form

DEMONSTRATION

You are an MSW student juggling a heavy course load, a part-time job, and family responsibilities.

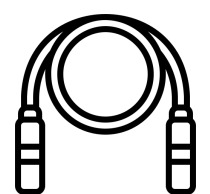
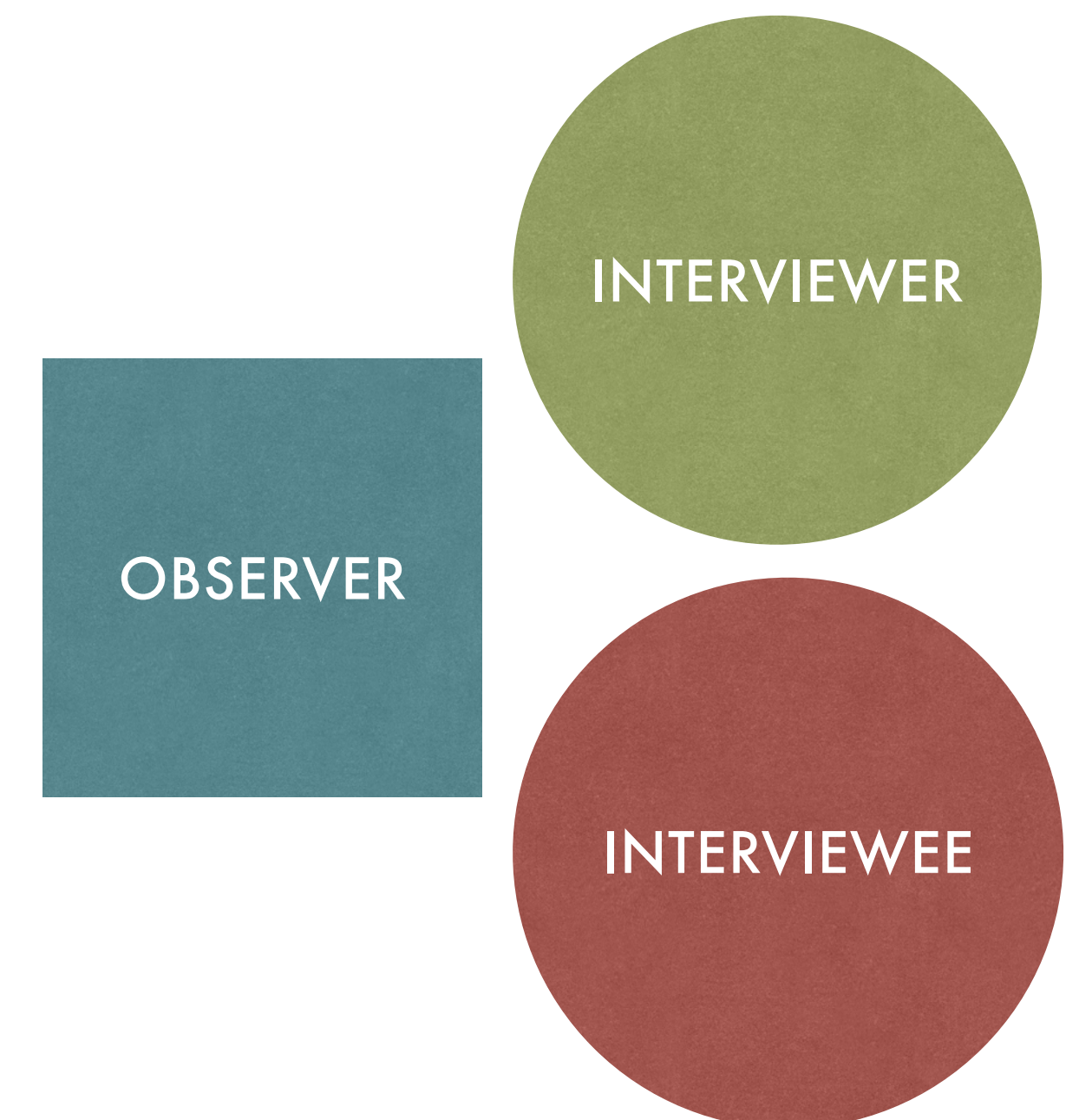
Lately, you have been behind on assignments, struggling to concentrate, and have noticed your grades slipping. You decide to meet with the campus social worker to get some support.



ROLE PLAY SESSION 1

You are a freshman college student. You went to a student health clinic because you were having difficulty sleeping and were experiencing anxiety. They have referred you to the counseling clinic for an assessment. You are anxious about this referral, wondering if it means that you are going crazy. You are homesick and miss the people back home. You sometimes wonder if you are ready for this. You have begun to drink with people in the dorm; it makes you feel less lonely.

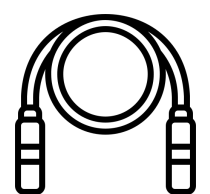
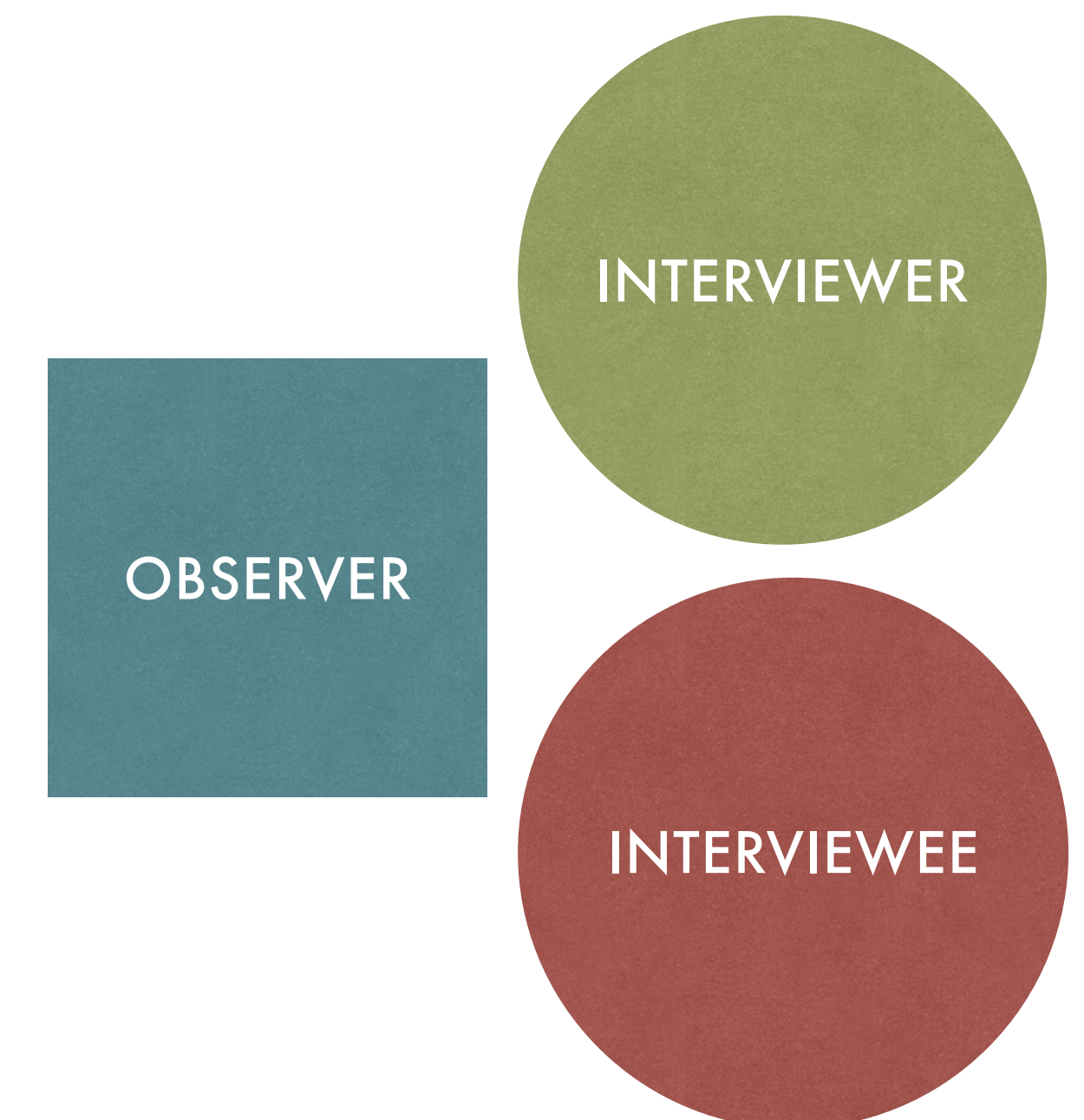
Before
Session
After



ROLE PLAY SESSION 2

Estrella (or Erik) was referred to a social worker at the battered women's shelter by a friend. The friend urged her to come to get help because the friend felt that Estrella was being abused by her husband. Estrella feels conflicted because she acknowledges that there is some violence, but feels that marriage is sacred, that she should be loyal, and that things will just work out.

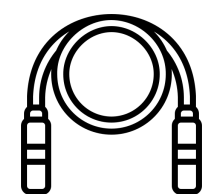
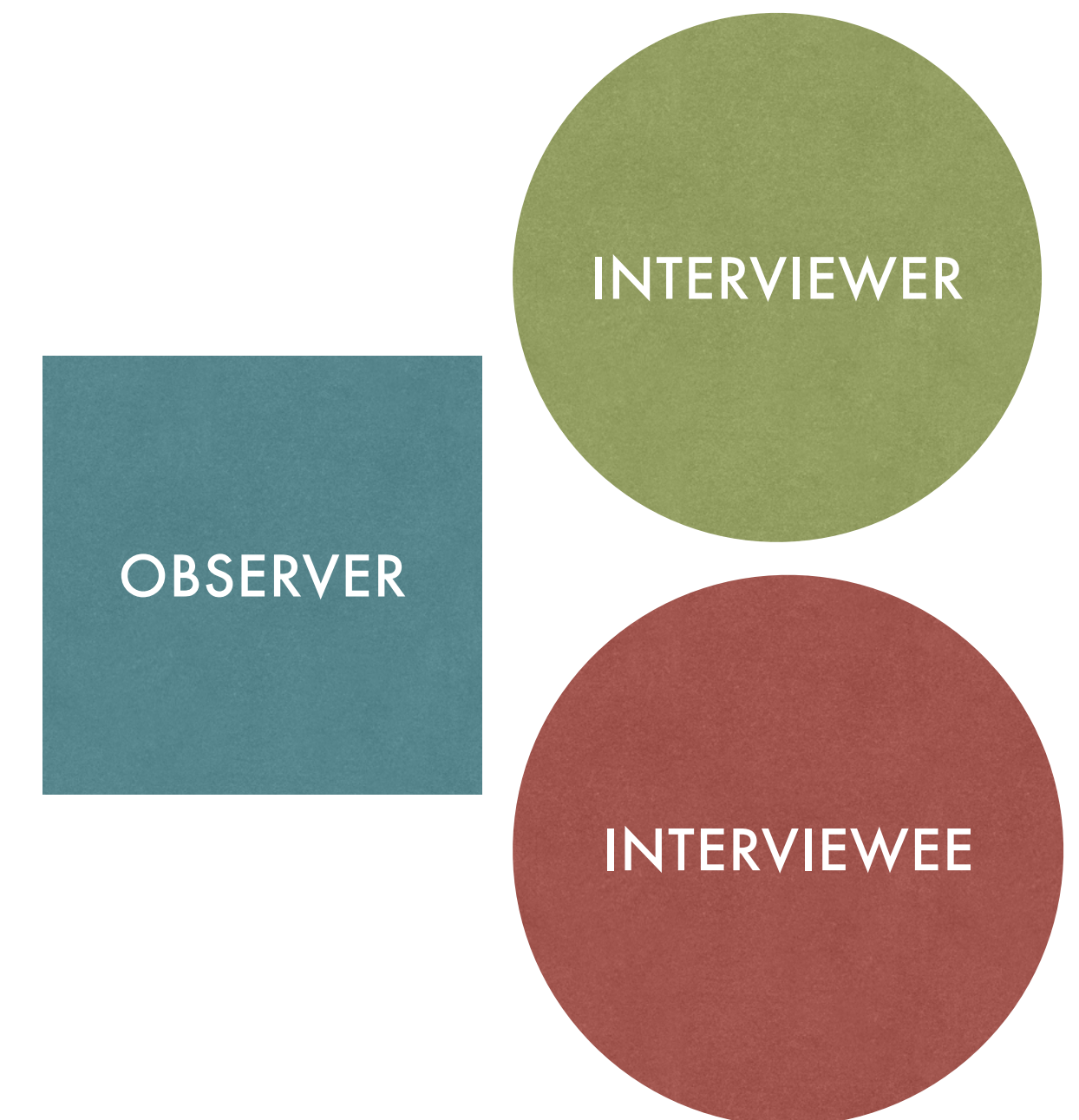
Before
Session
After



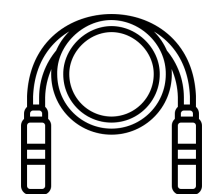
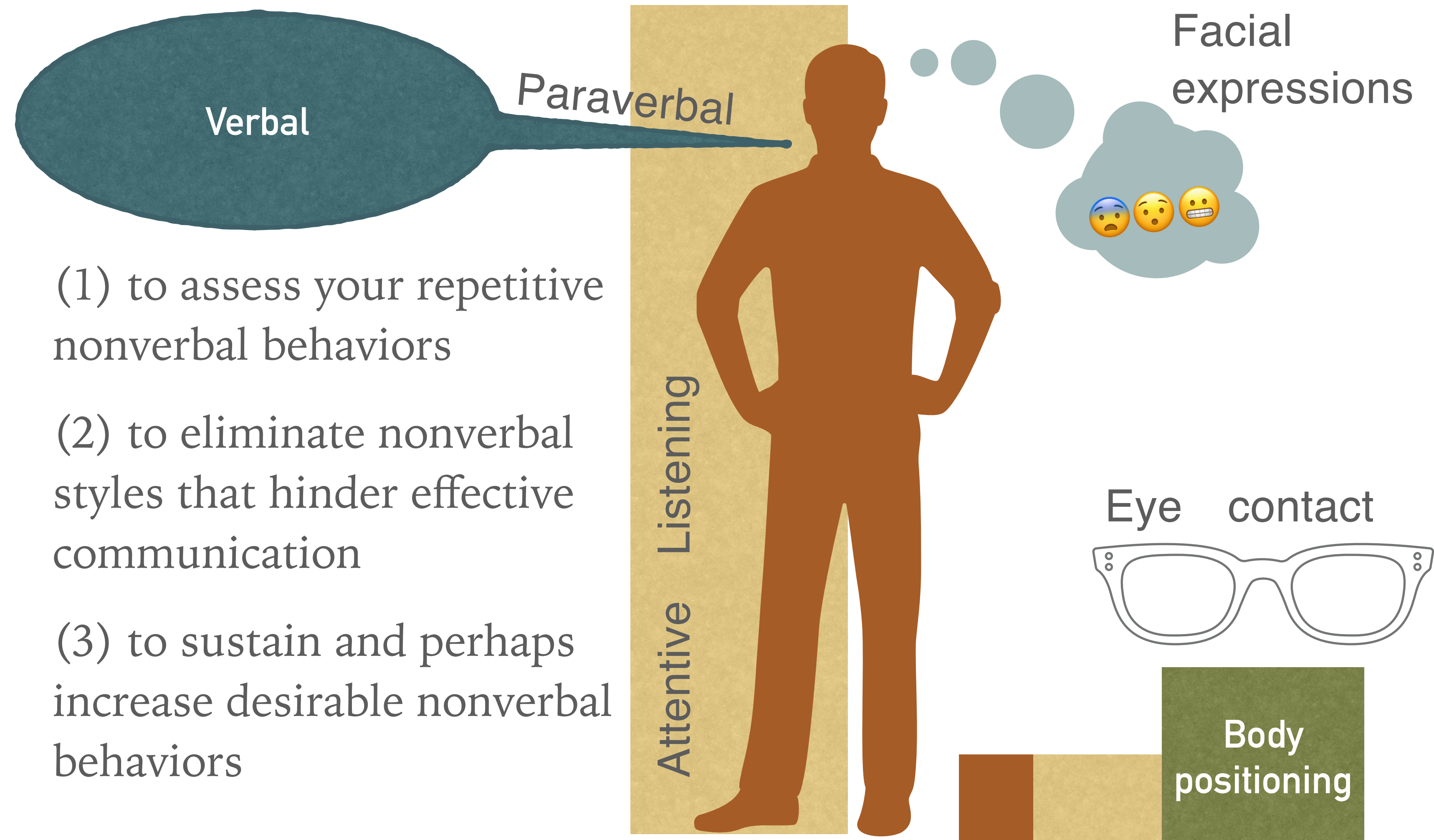
ROLE PLAY SESSION 3

You have been homeless for the last few months after a relationship ended. You have been couch surfing and staying with various friends. You are seeing a therapist and they referred you to case manager to help find options around housing and to practice working on some coping skills.

Before
Session
After



VERBAL AND NONVERBAL BEHAVIOR

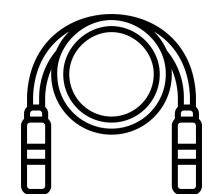


THE OPPOSITE OF TALKING
ISN'T LISTENING. THE
OPPOSITE OF TALKING IS
WAITING.

Fran Lebowitz



Attentive Listening

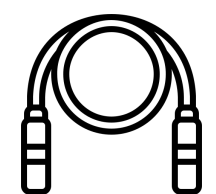
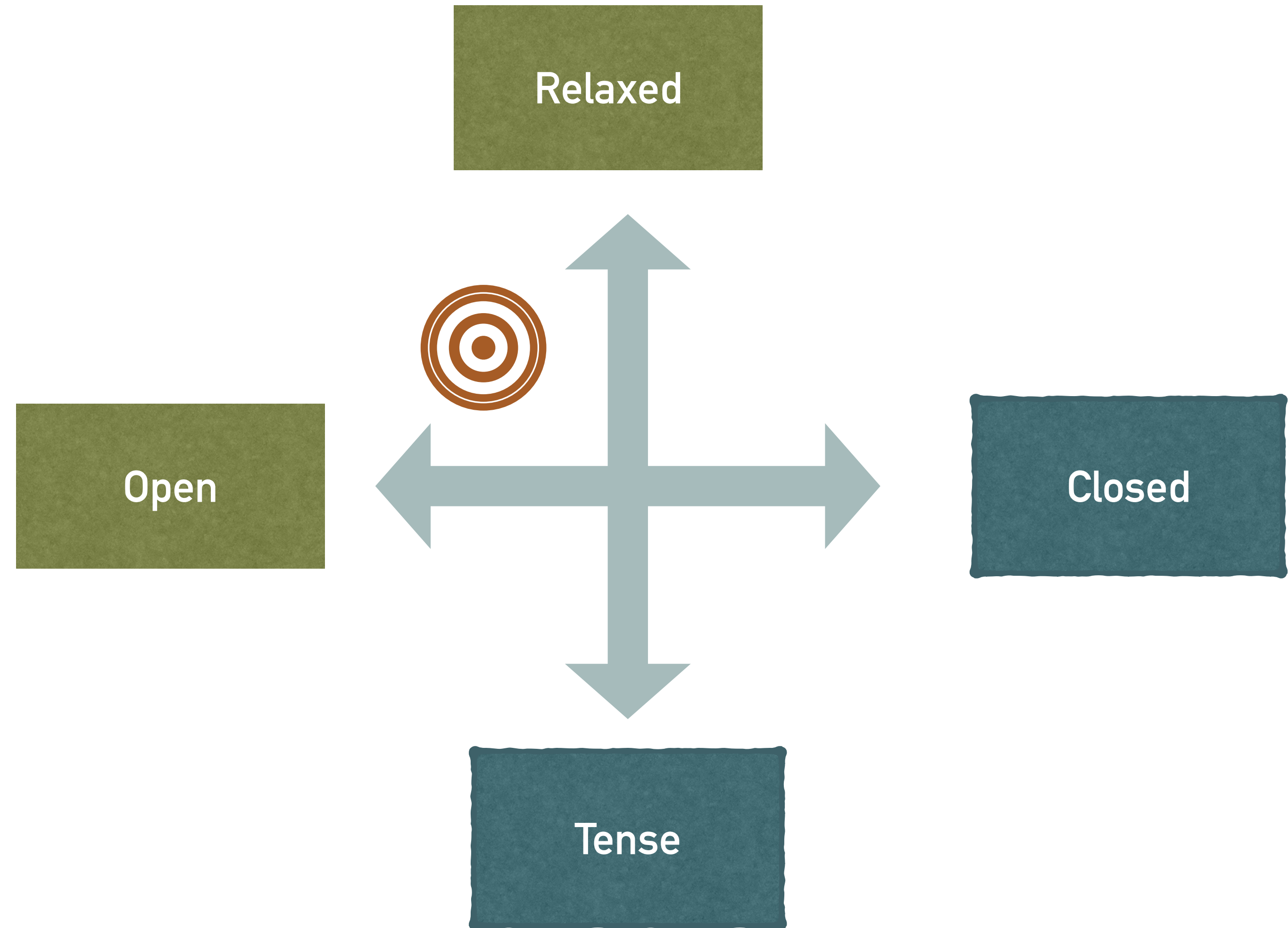


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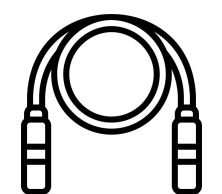
PSYCHOMOTOR BEHAVIOR (BODY POSITIONING/POSTURE)

Our posture and body positioning is important in thinking about is one way that we provide information to others.



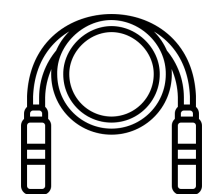
POSTURE

Recommended	Not Recommended
<ul style="list-style-type: none">➤ Arms and hands moderately expressive; appropriate gestures➤ Body leaning slightly forward; attentive but relaxed	<ul style="list-style-type: none">➤ Rigid body position; arms tightly folded➤ Body turned at an angle to client➤ Fidgeting with hands➤ Squirming or rocking in chair➤ Leaning back or placing feet on desk➤ Hand or fingers over mouth➤ Pointing finger for emphasis



EYE CONTACT

- Eye contact is important in establishing rapport with clients
- It is important to remember that eye contact varies among different cultural backgrounds.



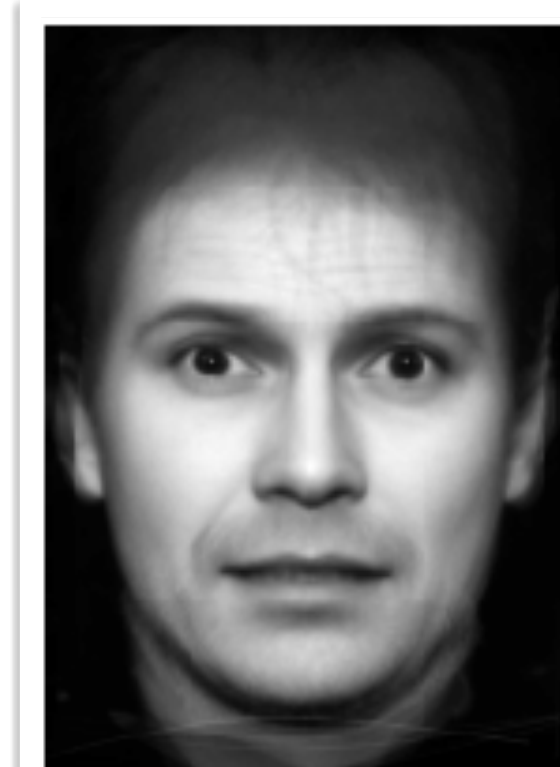
FACIAL EXPRESSIONS



Anger



Disgust



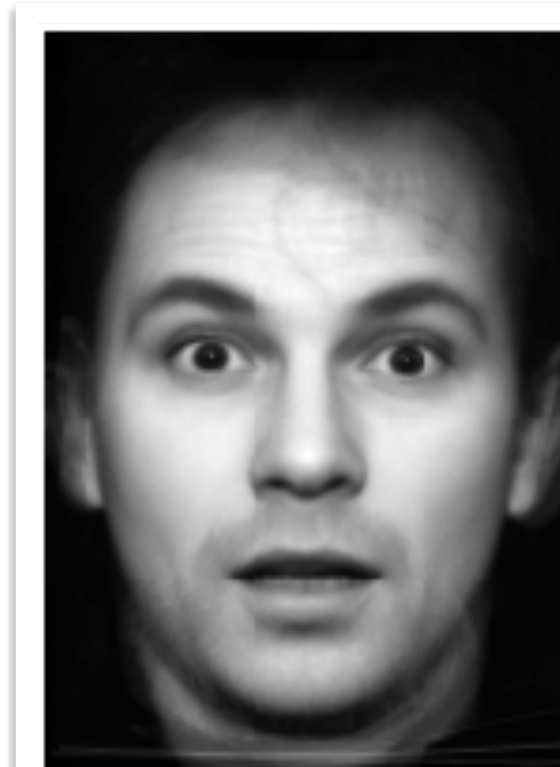
Fear



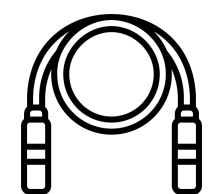
Joy



Sadness



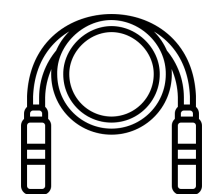
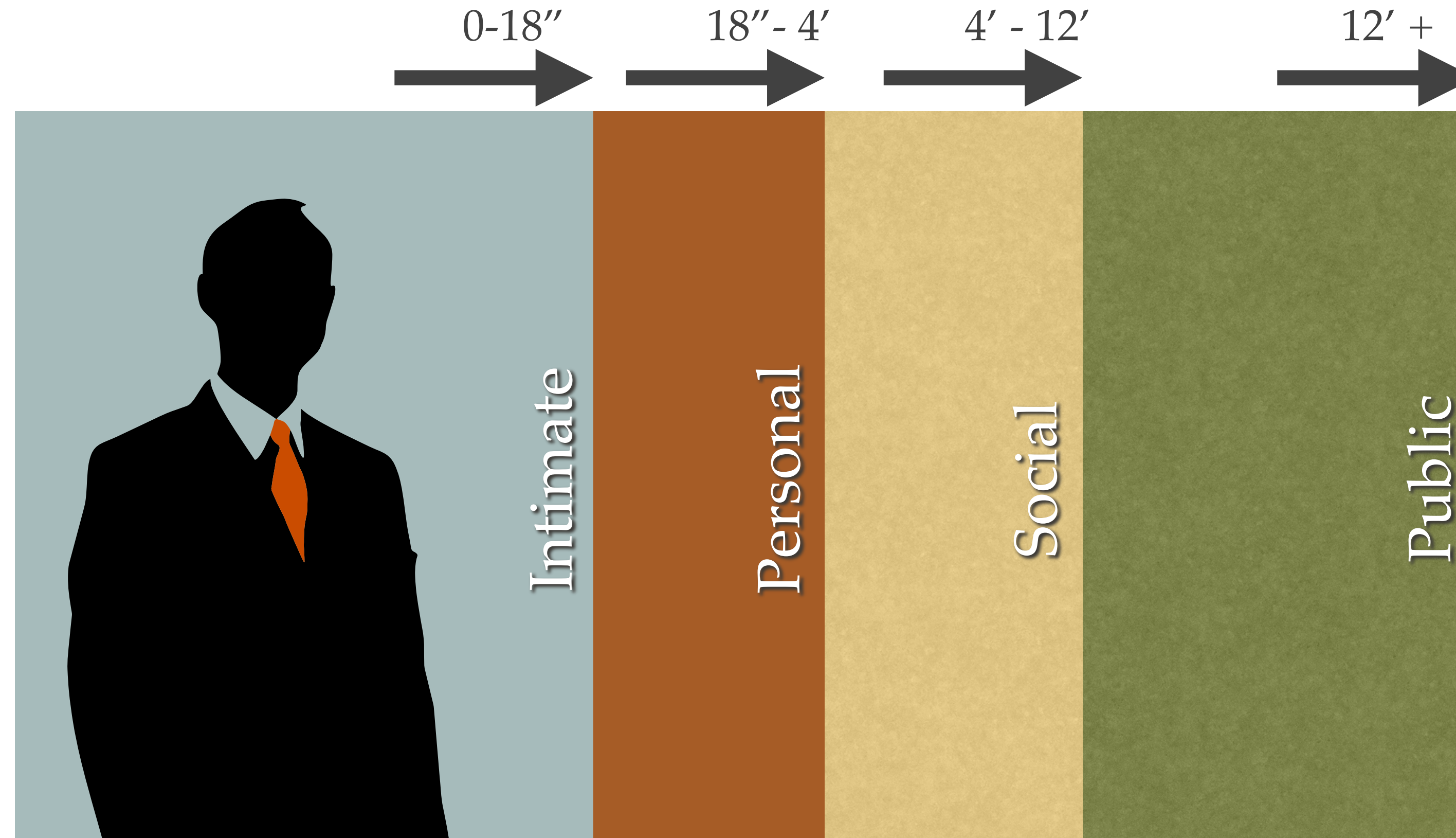
Surprise



FACIAL EXPRESSIONS

Recommended	Not Recommended
<ul style="list-style-type: none">➤ Direct eye contact (except when culturally proscribed)➤ Warmth and concern reflected in facial expression➤ Eyes at same level as client's➤ Appropriately varied and animated facial expressions➤ Mouth relaxed; occasional smiles	<ul style="list-style-type: none">➤ Avoidance of eye contact➤ Staring or fixating on person or object➤ Lifting eyebrow critically➤ Eye level higher or lower than client's➤ Nodding head excessively➤ Yawning➤ Frozen or rigid facial expressions➤ Inappropriate slight smile➤ Pursing or biting lips

BODY POSITIONING



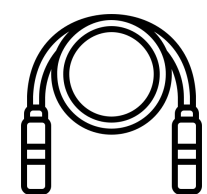
PHYSICAL PROXIMITY

Recommended

- Three to five feet between chairs

Not Recommended

- Excessive closeness or distance
- Talking across desk or other barrier

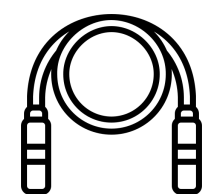


PARAVERBAL COMMUNICATION

Tone

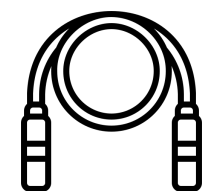
Volume

Cadence



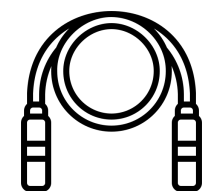
TONE OF VOICE

HOW CAN I HELP YOU



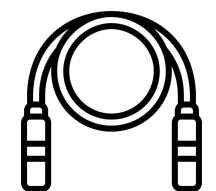
TONE OF VOICE

HOW **CAN** I HELP YOU



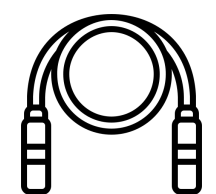
TONE OF VOICE

HOW CAN **I** HELP YOU



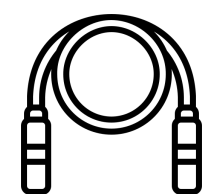
TONE OF VOICE

HOW CAN I **HELP** YOU



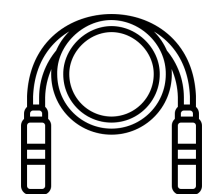
TONE OF VOICE

HOW CAN I HELP **YOU**



VOICE

Recommended	Not Recommended
<ul style="list-style-type: none">➤ Clearly audible but not loud➤ Warmth in tone of voice➤ Voice modulated to reflect nuances of feeling and emotional tone of client messages➤ Moderate speech tempo	<ul style="list-style-type: none">➤ Mumbling or speaking inaudibly➤ Monotonic voice➤ Halting speech➤ Frequent grammatical errors➤ Prolonged silences➤ Excessively animated speech➤ Slow, rapid, or staccato speech➤ Nervous laughter➤ Consistent clearing of throat➤ Speaking loudly



INAPPROPRIATE INTERVIEWING TECHNIQUE BARRIERS

- Stacking questions
- Asking leading questions
- Interrupting inappropriately or excessively
- Dominating the interaction
- Keeping discussion focused on safe topics
- Responding infrequently
- Parroting or overusing certain phrases or clichés
- Vague effusive positivity
- Dwelling on the remote past
- Tangential exploration
- Failing to be aware of implicit and cognitive bias

