OJT Activity 3: Interviewing
Observer Rating Form

Date: _____   First name of interviewee: _____

Interviewer: _____   Observer: _____

Scale -- N/A= Not used but not required by interview situation, "1"= Not used or not used effectively when required by interview, "2"= Sometimes effective, but used ineffectively more often than not, "3"= Used effectively more often than not, "4"= Consistently effective

Empathy	Not applicable	Did not use/display	Emerging	Intermediate	Advanced
Communicates understanding of, and compassion for, interviewee experience	N/A	1	2	3	4
Shows desire to comprehend interviewee experience	N/A	1	2	3	4
Discusses what is important to interviewee	N/A	1	2	3	4
Refers to interviewee feelings	N/A	1	2	3	4
Comments:					

Genuineness	Not applicable	Did not use/display	Emerging	Intermediate	Advanced
Is honest (while keeping in mind the needs of the interviewee and the helping relationship)	N/A	1	2	3	4
Interacts naturally with interviewee without assuming artificial behaviors or roles	N/A	1	2	3	4
Exhibits congruent verbal and non-verbal behavior	N/A	1	2	3	4
Is open and non-defensive	N/A	1	2	3	4
If uses self disclosure, uses it moderately for a conscious purpose (e.g. reducing distance between self and interviewee)	N/A	1	2	3	4
Comments:					

Respect	Not applicable	Did not use/display	Emerging	Intermediate	Advanced
Communicates warmth and interest through non-verbal and para-verbal cues e.g. eye contact, tone of voice, posture, facial expression, etc.	N/A	1	2	3	4
Suspends critical judgment/avoids overt or subtle criticism and shares perceptions in a constructive manner	N/A	1	2	3	4
Reinforces interviewee strengths	N/A	1	2	3	4
Comments:					

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Attending	Not applicable	Did not use/display	Emerging	Intermediate	Advanced
Creates a comfortable environment by removing physical barriers and minimizing distractions	N/A	1	2	3	4
Uses verbal following	N/A	1	2	3	4
Uses minimal encouragers	N/A	1	2	3	4
Recognizes and responds to incongruence in interviewee verbal, nonverbal, and paraverbal behavior	N/A	1	2	3	4
Communicates attention through non-verbal and para-verbal cues	N/A	1	2	3	4
Comments:					

Questions	Not applicable	Did not use/display	Emerging	Intermediate	Advanced
Uses open ended questions that invite interviewee to talk	N/A	1	2	3	4
Uses closed questions to focus on specific information.	N/A	1	2	3	4
Uses a balance of question types (e.g. open, closed, indirect, scaling, circular, solution focused) to achieve the purpose of the interview	N/A	1	2	3	4
Avoids inappropriate question types (e.g. leading, double, bombarding, loaded, etc.)	N/A	1	2	3	4
Comments:					

Reflections	Not applicable	Did not use/display	Emerging	Intermediate	Advanced
Reflections are used to indicate understanding, clarify, encourage elaboration and/or focus discussion	N/A	1	2	3	4
Uses verbal, non-verbal and para-verbal cues to understand interviewee's message	N/A	1	2	3	4
Responses match feeling in the interviewee's message	N/A	1	2	3	4
Responses represent the content in the interviewee's message	N/A	1	2	3	4
Comments:					

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Concreteness	**Not applicable**	**Did not use/display**	**Emerging**	**Intermediate**	**Advanced**
Checks own perceptions	N/A	1	2	3	4
Helps the interviewee be specific about feelings, experiences, and behavior	N/A	1	2	3	4
Clarifies vague or unfamiliar terms used by interviewee	N/A	1	2	3	4
Explores the basis for interviewee's conclusions	N/A	1	2	3	4
Models concreteness in responding to the interviewee (e.g. communicates clearly, without jargon)	N/A	1	2	3	4
Comments:					

Summarization	**Not applicable**	**Did not use/display**	**Emerging**	**Intermediate**	**Advanced**
Synthesizes facts and feelings communicated during interviews	N/A	1	2	3	4
Uses summaries when needed to structure the interview, focus discussion, make transitions	N/A	1	2	3	4
Summaries are brief and to the point	N/A	1	2	3	4
Summaries are used during natural pauses/are not intrusive	N/A	1	2	3	4
Tone conveys acceptance of interviewee perspectives or experience	N/A				
Interviewer checks for accuracy and allows the interviewee to add or correct information	N/A	1	2	3	4

Please make any additional comments describing the worker's performance if desired.