PSY 360

Week 2 Observation paper

Dr. Talbot

This week’s material was really all about drawing the most information possible out of the people that a counselor is interviewing. The attending behavior chapter in the Evans text described methods to let an interviewee know that the counselor is listening and encouraging the patient to continue talking. Some simple things that are sometimes overlooked such as eye contact, posture, and appropriate verbal responses, that keep the patient talking helping the counselor gather more information to help get to the root of the problem. Chapter three was about effective questioning, primarily about the differences between open and closed ended questions and their appropriate uses. The chapter in the McKay text was a general overview of basic listening skills.

I really liked and have used many of the techniques discussed in the Evans text particularly the effective questioning chapter. I work in the quality department in a factory when a bad part is made it is my job to figure out why and to keep it from happening again. In my investigations I use many open-ended questions to try to get a person’s thoughts on what went wrong. I always try to approach people in a non-threatening non-judgmental way. Usually I start a conversation by saying “so we got this part back from the customer, it zigs where it should zag what do you think could cause that?” I usually have this conversation with three different people, the production supervisor, the maintenance supervisor, and the lead engineer, I usually get three different answers but somewhere in between them is the truth. I then get everybody in a room and with carefully asked questions try to guide them all to what the root cause of them problem was and an effective counter measure to prevent it from happening again.