

EXAMPLES OF INTERVENTIONS FOR PROCESS RECORDINGS

Attending Behavior (non-verbal) – Sit straight, open posture (uncrossed arms, legs), forward lean, eye contact, relaxed. (SOLER acronym: (for interviewer) straight, open, lean, eye-contact, relaxed).

Minimal Encouragements – neutral, ambiguous encouragements for interviewee to continue sharing

Verbal: hmm, uh-huh, go on, and then, so, I see, sure, etc.

Non-Verbal: head nodding

Reflections - restatements of person's words or guesses as to what the person meant. Active listening strategy without questions.

Summarizing – a set of reflections gathered together and presented to the person to help organize or clarify their experience. Can include ending with a question inviting check in. Used as transition from one topic to another, or from exploring to decision making etc.

Transitioning – changing direction or topic or focus of the conversation.

Open-Ended Question/Exploring – What concerns you most about the future? How is your family taking this news? Tell me more about how you're feeling?

Close-Ended Question – gathering specific pieces of information

Holding Space – creating safe space to bear witness to emotion without trying to fix or change it. (silence can be used, especially with non-verbal attending behavior)

Silence – temporary deliberate withholding of speech, giving time for someone to say more of their own initiative, giving time for emotional processing, slowing down

Affirmation – acknowledging the person's efforts, strengths, etc. (I admire your willingness to talk about difficult topics, I can see you've been through a lot already)

Eliciting Understanding – checking the interviewees understanding or meaning, or heard

Seeking Permission – checking if the person is ready, or willing to receive information or your recommendation

Informing/Psycho-Education/Education – telling what happened, what will happen, may happen. Imparting meaning, breaking bad news, sharing evidence, informed consent, learning information or a task for self-care, giving bad news, giving advice.

Offering Choices – several options allowing the person to choose what fits them.

Present Others' Experience – describe a few examples & person chooses what fits.

Re-framing – offering/creating a different way of looking at a person, relationship or situation, by changing its meaning. Identifying another point of view/frame that follows the evidence and facts just as well, imparting a more positive or realistic view. Inviting looking at problem in new way.

Sanctioning Feelings – Making it safe to express feelings that may cause shame, embarrassment or judgment that may otherwise be too difficult to share. Many people in your situation feel __, how do you feel/how is it for you?

Providing Hope – stating what you are hopeful for the interviewee.

Expressing Worry/Concern – stating what you are worried or concerned about.

NURSE Acronym – **Name** the emotion, **Understand** the emotion, **Respect** (praise) the person, **Support** the person (partner), **Explore** the emotion

Humor – the intention to make someone laugh, ease tension, build rapport, etc.

Self-Disclosure – sharing your own experience in the service of the other persons understanding, feeling understood, empowerment, putting at ease.

Validation – providing recognition or affirmation that a person or their feelings or opinions are valid or worthwhile.

Partializing – partnering with person to separate complex problems into parts, steps, to decrease overwhelm.

Problem Solving – partnering with person to identify different options to address problems, weighing pros and cons of particular courses of action, and choosing course of action that fits person and situation.