

Informational Interviewing

Indiana Department of Workforce Development
Case Management Training



Informational Interview Components

**Verify
Demographics**

**Eligibility
Determination**

**Assess
needs/intentions**

**Uncover strengths,
skills, resources,
and values**

**Identify
barriers/challenges**

Complete ACP

Collaborative Partnership

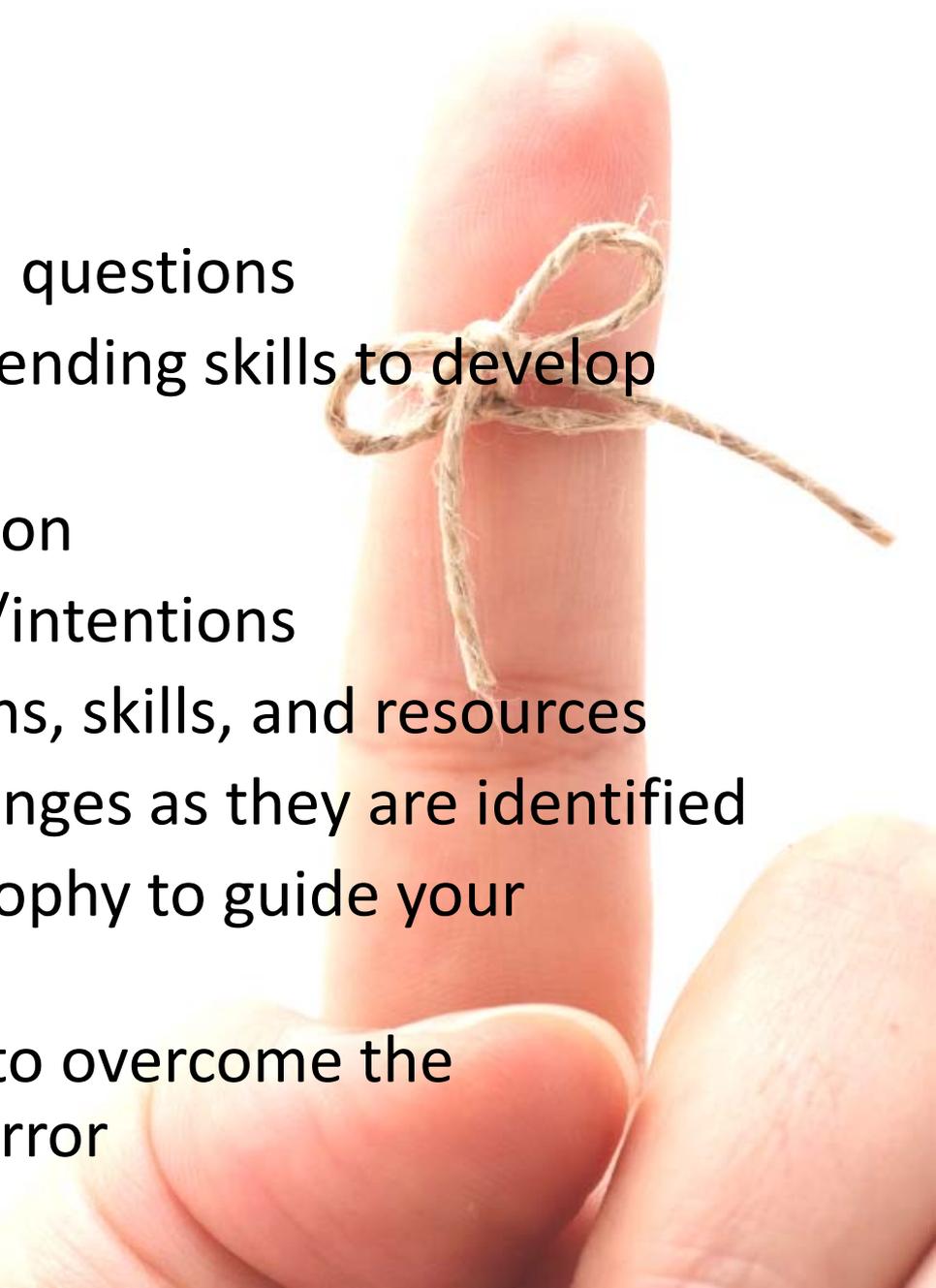
The informational interview is a great time to begin building a relationship with your customer by developing trust and rapport.

The goal is to create a collaborative partnership where the customer is an **ACTIVE** participant.



Remember...

- Ask open-ended, high-gain questions
- Use engaging skills and attending skills to develop rapport
- Use effective communication
- Ascertain customer needs/intentions
- Uncover customer strengths, skills, and resources
- Explore barriers and challenges as they are identified
- Use Strength-Based philosophy to guide your informational interview
- Use debiasing techniques to overcome the Fundamental Attribution Error



Practice!



Using the strengths based philosophy during informational interviews takes practice. We are now going to get some practice conducting parts of informational interviews.

Informational Interview Role Play

Customer

*Build on same story

Case Manager

Observer

*Record open ended/close ended questions. How many High Gain?

1. Welcoming and gathering demographics
2. Needs and Interests
3. Uncovering strengths, skills and Resources

**Look for potential barriers and challenges.*

Informational Interview Role Play

Discussion Questions

- Was it difficult to ask open-ended questions?
 - What was the most difficult part?
- How do open-ended questions impact time management?
- Was there a time when it was more appropriate to ask closed-ended questions?

Informational Interview Time Management Tips

- Demographic information should take the least amount of time.
- Remain aware of the types of questions you ask.
- Practice, Practice, Practice.
- Prepare a list of questions in advance.
- Schedule follow-up meetings as needed.