

MUSTS FOR ALL OF US

1. LISTEN

Listen to what the person says because he is important. Don't just listen to the words, listen to what the person means. People communicate in many different ways. You must be sensitive to what he is trying to say. Don't accept "I don't know" as an answer too quickly. He may merely need a little more time to think. Use silences appropriately. Question him further if you don't understand what he is trying to say. Repeat back to the respondent what he has said to be sure you understand it and also to get him to think more in depth. Listen - talk only enough to keep him talking. Continue as long as the respondent gives pertinent information.

2. KEEP EYE CONTACT;

Look at the person to whom you are talking. Show him you think he is important! Don't talk about yourself.

3. You must show the person that you want to help. Be sincere. He must feel you are on his side.

4. Be yourself. To be yourself you must know yourself. You should realize and accept your own fears, biases and feelings and not let them interfere.

5. Be flexible and adaptable. You may be needed as a crying towel when you would rather plan a program. Be the "crying towel" instead !

6. Laugh with the people. Humor deadens the edge of despair.

7. Be enthusiastic - others will pick it up and become interested and involved in the program.

8. Remember the interviews are confidential !

9. Don't expect miracles ! Change takes time !