

Guidelines for Inter-Personal Skills

(summarized for users engaged in interviewing professional staff)

from Truax and Carkhuff (1967), adapted by Carol Sutton "Psychology for Social Workers and Counsellors" RKP (1979).

A Is the person "Genuine" ?

Ie being 'real,' as distinct from adopting a role, or being defensive in their dealing with service users

1. His/her body language matches his/her words.
2. He/she is willing to be open about him/herself where appropriate.
3. If challenged, he/she can tolerate this and explain his/her position without getting defensive.

B. Is the person Warm (without being possessive) ?

Ie "The attitude of caring, conveyed by a friendly and concerned approach to users of services."

1. He/she is at home in the world of feeling and emotion, and can talk about emotion easily. He/she talks in a feeling, spontaneous way, which puts others at their ease.
2. He/she shows his/her liking for people.
3. He/she conveys to individuals his/her positive attitude and interest in them.
4. He/she can show appreciation of another's concerns.
5. He/she has a well developed sense of humour, and can smile and laugh readily.

C Can the person really empathise ?

Ie "The capacity to 'feel with' those who seek help so that his/her clients 'feel understood.'"

1. He/she knows how to listen. Clients feel at ease with him/her and are confident he/she is giving them his/her whole attention.
2. He/she is able to enter into, understand and describe a client's inner experience and feelings without losing hold of his/her own.