Essentials of Intentional interviewing: Counseling in a multicultural world- 3rd edition

by Allen E Ivey, Mary Bradford Ivey, Carlos P. Zalaquett · Language: EN

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Overview

Essentials of Intentional Interviewing: Counseling in a Multicultural World, 3rd edition, is a foundational textbook for counseling and interviewing skills. Written by Allen E. Ivey, Mary Bradford Ivey, and Carlos P. Zalaquett, the book provides a structured, step-by-step framework for conducting effective interviews in a culturally diverse world. The core of the book is the 'microskills' approach, which breaks down the counseling interview into specific, learnable skills such as attending, questioning, reflecting, and summarizing. The authors emphasize that these skills are not just technical but are applied intentionally, with the interviewer being aware of their own cultural lens and the client's unique worldview.

The book is organized around the 'Listening Skills' and 'Influencing Skills' of the microskills hierarchy, culminating in a five-stage interview structure: Empathic Relationship, Story and Strengths, Goals, Restory, and Action. This structure, known as the 'Decisional Counseling' model, guides practitioners from building rapport to facilitating change. A central theme is the integration of multiculturalism and social justice into every aspect of the interview, arguing that effective counseling must be culturally intentional and responsive. The authors provide numerous examples, practice exercises, and case studies to help readers move from theory to practice.

This edition updates the content with current research and expands on the use of technology in counseling, such as telehealth. The book matters because it equips students, new counselors, and even experienced professionals with a clear, evidence-based method to enhance their communication and helping skills. It is widely used in counselor education programs and is considered a practical, accessible guide that bridges the gap between theory and real-world application, making it a valuable resource for anyone in the helping professions.

Key Takeaways

- Master the microskills hierarchy, starting with attending behavior (eye contact, body language, vocal tone, verbal tracking) as the foundation for all effective interviewing.

• Use open questions to encourage client exploration and closed questions sparingly to clarify specific facts, always being aware of their cultural implications.

• Practice reflecting feelings and paraphrasing content to communicate empathy and ensure accurate understanding of the client's message.

• Apply the five-stage interview structure (Empathic Relationship, Story and Strengths, Goals, Restory, Action) to organize any counseling session.

• Integrate multicultural awareness by continuously examining your own cultural assumptions and adapting your interviewing style to the client's cultural context.

• Use the skill of 'focusing' to direct the interview to the client's individual, family, or community context, as appropriate.

• Develop your personal 'intentionality' by consciously choosing from a range of skills based on the client's needs and the stage of the interview.

• Incorporate strengths-based questions and positive asset searching to help clients identify their resources and build on them.

Chapter Summaries

Chapter 1: Intentional Interviewing, Counseling, and Psychotherapy

This chapter introduces the concept of intentional interviewing, distinguishing it from simple conversation. It defines the microskills hierarchy and the five-stage interview structure. The authors emphasize the importance of cultural intentionality, where the interviewer adapts their approach to the client's unique background. The chapter also outlines the ethical and professional foundations of counseling, including the role of the interviewer as a facilitator of change. It sets the stage for the rest of the book by explaining how each microskill builds upon the next to create a competent and effective interviewer.

Chapter 2: Ethics, Multicultural Competence, and the Positive Psychology and Wellness Approach

This chapter addresses the ethical considerations in interviewing, including informed consent, confidentiality, and dual relationships. It introduces the concept of multicultural competence as a core ethical obligation, not an add-on. The authors present the positive psychology and wellness approach, which focuses on client strengths rather than pathology. They provide a framework for integrating these perspectives into the interview, emphasizing the importance of understanding the client's cultural context and worldview. The chapter includes practical guidelines for ethical decision-making and self-care for the interviewer.

Chapter 3: Attending Behavior

Attending behavior is the foundation of all interviewing skills. This chapter teaches the specific components of attending: eye contact, body language, vocal qualities, and verbal tracking. The

authors explain how these nonverbal cues communicate interest and respect to the client. They also discuss cultural variations in attending behavior, cautioning that what is appropriate in one culture may be different in another. The chapter includes exercises to practice and refine these skills, emphasizing that effective attending creates a safe environment for the client to share their story.

Chapter 4: Questions

This chapter focuses on the use of questions in the interview. It distinguishes between open and closed questions, explaining when each is appropriate. Open questions encourage exploration and are often used at the beginning of an interview, while closed questions are useful for gathering specific information. The authors caution against overusing questions, as they can become interrogative and hinder the client's narrative. They also discuss the cultural implications of questioning, noting that some clients may be uncomfortable with direct questioning. The chapter provides guidelines for formulating effective questions that facilitate the client's story.

Chapter 5: Encouraging, Paraphrasing, and Summarizing

These three skills are used to communicate that the interviewer is listening and to clarify the client's message. Encouraging involves brief prompts like 'Tell me more' or 'Uh-huh' to keep the client talking. Paraphrasing is restating the client's content in the interviewer's own words to check understanding. Summarizing condenses several statements into a concise overview, often used at the end of a segment or to transition. The chapter explains how these skills help the client feel heard and can be used to focus the interview. Cultural considerations are addressed, such as the need to adapt paraphrasing to the client's language and communication style.

Chapter 6: Reflecting Feelings

Reflecting feelings is a core skill for building empathy. This chapter teaches how to identify and name the client's emotions, both stated and implied. The authors provide a framework for reflecting feelings: observing the client's affect, listening to their words, and then making a statement that captures the feeling. They differentiate between simple reflection and more complex reflections that include the context of the feeling. The chapter emphasizes that reflecting feelings validates the client's experience and deepens the therapeutic relationship. It also addresses cultural differences in emotional expression and the importance of not imposing one's own cultural norms.

Chapter 7: Focusing and Empathic Confrontation

Focusing is the skill of directing the interview to a particular area, such as the client's individual experience, family, or community. The authors present a model for focusing that includes multiple dimensions: the client, the problem, the interviewer, and the cultural context. Empathic confrontation is a gentle way to point out discrepancies or mixed messages in the client's story, done with empathy and respect. The chapter explains how to use confrontation to help the client see new perspectives without damaging the relationship. It includes examples of effective

focusing and confrontation in multicultural settings.

Chapter 8: Influencing Skills

This chapter introduces the influencing skills that go beyond listening to actively guide the client. These include directives, advice, and information giving. The authors emphasize that these skills should be used only after a solid foundation of listening skills has been established. They discuss the ethical use of influence, cautioning against imposing the interviewer's values on the client. The chapter covers specific techniques such as providing information, giving directives, and offering advice, with guidelines for when and how to use them effectively. Cultural considerations are highlighted, as some clients may expect more directive guidance, while others may prefer a collaborative approach.

Chapter 9: The Five-Stage Interview: Empathic Relationship, Story and Strengths, Goals, Restory, Action

This chapter integrates all the microskills into the five-stage interview structure. Stage 1 focuses on building an empathic relationship through attending and reflecting. Stage 2 involves eliciting the client's story and identifying strengths. Stage 3 helps the client set clear, achievable goals. Stage 4, 'Restory,' involves helping the client reframe their narrative in a more empowering way. Stage 5, 'Action,' focuses on developing concrete steps to achieve the goals. The authors provide a detailed example of a full interview using this structure, demonstrating how each skill is applied in sequence. They also discuss how to adapt the structure to different cultural contexts and client needs.

Chapter 10: Crisis Counseling and Psychological First Aid

This chapter addresses the application of interviewing skills in crisis situations, such as trauma, suicide risk, and natural disasters. The authors present a model for crisis counseling that includes safety assessment, stabilization, and referral. They emphasize the importance of cultural competence in crisis response, as reactions to crisis vary across cultures. The chapter provides practical guidelines for conducting a crisis interview, including how to ask about suicidal ideation and how to provide psychological first aid. It also discusses the interviewer's self-care in the aftermath of crisis work.

Chapter 11: The Future of Counseling and Interviewing

The final chapter looks ahead to the evolving field of counseling. The authors discuss the impact of technology, such as telehealth and online counseling, on the practice of interviewing. They also emphasize the growing importance of multicultural and social justice competencies in a globalized world. The chapter encourages readers to continue developing their skills and to become lifelong learners. It concludes with a call for intentionality and cultural humility as the cornerstones of effective interviewing in the future.

Themes

- Multicultural competence
- Intentionality
- Microskills hierarchy
- Empathy and rapport
- Strengths-based approach
- Social justice

Notable Quotes

- "Intentional interviewing is the conscious use of a wide range of skills and strategies to help the client." — This quote appears in the introductory chapter, defining the core concept of intentional interviewing.
- "The microskills hierarchy is the foundation of the intentional interviewing model." — This quote is from the first chapter, introducing the microskills approach that structures the book.
- "Attending behavior is the foundation of all helping skills." — This quote is from Chapter 3, emphasizing the importance of attending behavior in the interviewing process.
- "Reflecting feelings is a key skill for building empathy." — This quote is from Chapter 6, highlighting the role of feeling reflection in empathetic communication.
- "The five-stage interview provides a structure for the helping process." — This quote is from Chapter 9, introducing the five-stage model that organizes the counseling session.

Frequently Asked Questions

What is Essentials of Intentional interviewing: Counseling in a multicultural world- 3rd edition about?

It is a counseling textbook that teaches a microskills approach to interviewing, breaking down the helping process into specific skills like attending, questioning, and reflecting. It emphasizes cultural intentionality and provides a five-stage interview structure to guide practitioners from building rapport to facilitating action.

Is Essentials of Intentional interviewing: Counseling in a multicultural world- 3rd edition worth reading?

Yes, for anyone studying counseling, psychology, or social work, it is a practical, evidence-based guide. It is widely used in training programs and offers clear, actionable skills. Even experienced professionals can benefit from its structured approach and updated content on multicultural and technological issues.

How does Essentials of Intentional interviewing: Counseling in a multicultural world- 3rd edition end?

Spoiler: The book ends with a forward-looking chapter on the future of counseling, discussing technology's role and the growing importance of multicultural competence. It encourages readers to continue developing their skills and to embrace cultural humility as a lifelong practice, concluding with a call to intentionality in all helping interactions.

Who should read Essentials of Intentional interviewing: Counseling in a multicultural world- 3rd edition?

It is primarily aimed at students in counseling, psychology, social work, and related fields. It is also useful for practicing counselors, therapists, and any professional who uses interviewing skills, such as human resources or healthcare. The book is accessible enough for beginners but deep enough for advanced learners.

How long does it take to read Essentials of Intentional interviewing: Counseling in a multicultural world- 3rd edition?

At an average reading speed of 250 words per minute, the book, which is around 400 pages, would take approximately 8-10 hours to read. However, because it includes exercises and practice activities, most readers take longer, often using it as a semester-long textbook.