

Interviewer:

Client:

| Skill/characteristic | Rating: 0-not observed 1-inconsistent 2-done well; consistent | Examples/Observations |
|--|---|-----------------------|
| First interaction | | |
| –is welcoming & friendly | | |
| – ice breaking conversation is comfortable and sincere, not awkward, not too long, not | | |
| Introduction | | |
| – interviewer identifies self as a law student under supervision | | |
| – interviewer explains purpose of interview and other information about the clinic & interview process (including that what the client says is confidential) | | |
| – interviewer invites client questions about process before proceeding | | |
| – interviewer elicits any time constraints of client | | |
| First substantive question | | |
| – open-ended question that allows client to communicate desired information | | |
| – begins the interview at an appropriate place | | |
| Initial counseling | | |
| – if appropriate, interviewer presents client with explanation of relevant legal framework | | |
| Follow up questions | | |
| – assist client in providing information needed for assessing case | | |
| – assist client in providing information in an organized way that allows interviewer to understand story well | | |
| – elicit missing details & clarify information | | |
| – review information received to assure | | |

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|--|---|-----------------------|
| accuracy and completeness | | |
| Ending the interview | | |
| – interviewer summarizes client’s goals | | |
| – interviewer provides (if he/she can do it accurately) information about the applicable law and procedures that affect case | | |
| – interviewer sets out clearly what will happen next | | |
| – interviewer clearly communicates what the client needs to do, if anything | | |
| – interviewer solicits questions from the client | | |
| – client is asked to sign necessary releases and releases are explained to him/her | | |
| General interactions | | |
| – interview reflects that interviewer is prepared for the interview, has appropriate documents, and has an understanding of what information should be elicited. | | |
| – interviewer makes good eye contact | | |
| – interviewer avoids interruptions of interviewee (or uses interruptions appropriately and not too often) | | |
| – interviewer engages in “active listening” by communicating, either through words or expression, that the interviewer is hearing the client’s story | | |
| – interviewer uses an appropriate blend of open-ended and closed-ended questions, framing statements, and funnel sequence | | |
| – interviewer inspires trust and appears to have gained respect of client | | |
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