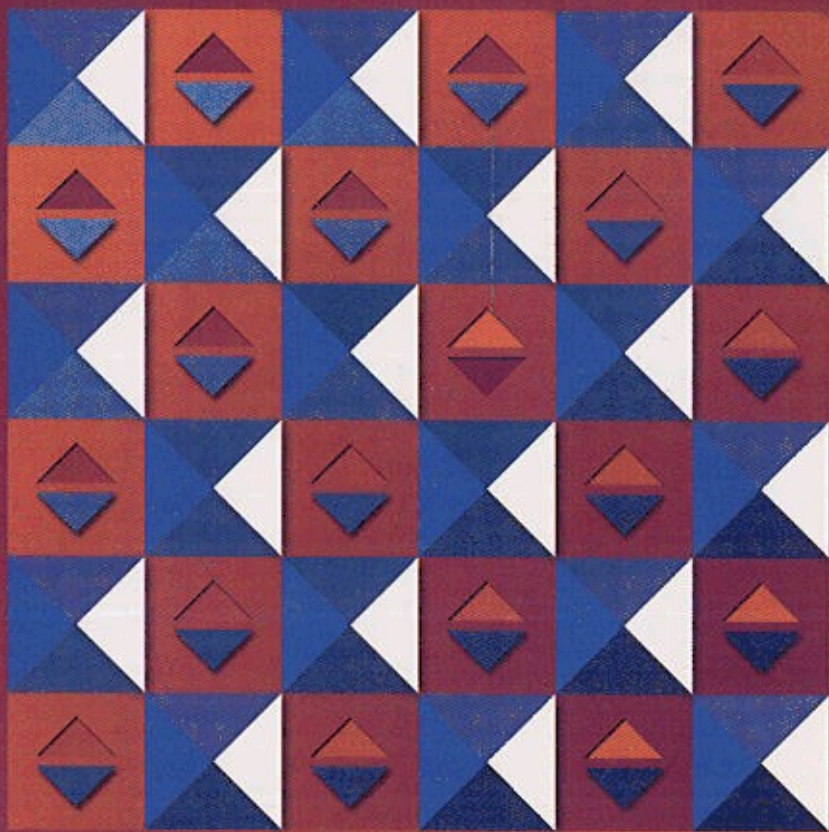


INTERNATIONAL STUDENT EDITION

SIXTH EDITION

Intentional Interviewing and Counseling

FACILITATING CLIENT DEVELOPMENT
IN A MULTICULTURAL SOCIETY



ALLEN E. IVEY ▲ MARY BRADFORD IVEY

Not for Sale in the
United States

CONTENTS

List of Boxes *xiii*

Preface *xvii*

Before You Start: Building Competency in Interviewing and Counseling **1**

Welcome! 1

What Does This Book Offer for Your Development? 2

Developing Competence in the Interview 3

A Final Word 7

References 7

SECTION I *Introduction*

9

Chapter 1 **Toward Intentional Interviewing and Counseling** **11**

Development as the Aim of Intentional Interviewing:

 Drawing Out Client Stories 12

Story—Positive Assets—Restory—Action 13

Interviewing, Counseling, and Psychotherapy 15

Increasing Skill and Flexibility: Intentionality and Cultural Intentionality 16

The Microskills Hierarchy 18

Microskills Practice, Supervision, and Lifetime Growth 24

Brain Research: Implications for the Interview 25

Your Natural Style: An Important Audio or Video Exercise 26

Competency Practice Exercise and Self-Assessment 28

References 31

Chapter 2 **Ethics, Multicultural Competence, and Wellness** **33**

Ethics in the Helping Process 35

Diversity and Multicultural Competence 40

Wellness and Positive Psychology 46

Summary: Integrating Wellness, Ethics, and Multicultural Practice 54

Competency Practice Exercises and Self-Assessment 55

Determining Your Own Style and Theory: Critical Self-Reflection

 on Ethics, Multicultural Competence, and Wellness 58

References 59

Allen and Mary's Thoughts About Kendra 60

Chapter 3 Attending Behavior: Basic to Communication 62

- Introduction: The Basics of Listening 63
- Example Interviews: Do I Want to Become a Counselor? 64
- Instructional Reading: Getting Specific About Listening 71
- Using Attending in Challenging Situations 78
- Summary: Becoming a Samurai 79
- Competency Practice Exercises and Self-Assessment 81
- Determining Your Own Style and Theory: Critical
Self-Reflection on Attending Behavior 88
- References 89
- Comments on Individual Practice, Exercise 2 90
- Response to Client 90

SECTION II *Hearing Client Stories: How to Organize an Interview* 91

Chapter 4 Questions: Opening Communication 93

- Introduction: Questioning Questions 94
- Example Interview: Conflict at Work 97
- Instructional Reading: Making Questions Work for You 102
- Summary: Making Your Decision About Questions 112
- Competency Practice Exercises and Portfolio of Competence 114
- Determining Your Own Style and Theory: Critical
Self-Reflection on Questioning 119
- References 119
- Allen and Mary's Thoughts About Benjamin 120

Chapter 5 Observation Skills 121

- Introduction: Keeping Watch on the Interview 122
- Example Interview: Is the Issue Difficulty in Studying
or Racial Harassment? 125
- Instructional Reading 130
- Summary: Observation Skills 140
- Competency Practice Exercises and Portfolio of Competence 142
- Determining Your Own Style and Theory: Critical Self-Reflection
on Observation Skills 149
- References 150
- How Allen Responded to the Courtroom Situation 151
- Correct Responses for Exercise 4 151

Chapter 6	Encouraging, Paraphrasing, and Summarizing: The Skills of Active Listening	152
	Introduction: Active Listening	153
	Example Interview: They Are Teasing Me About My Shoes	155
	Instructional Reading: The Active Listening Skills of Encouraging, Paraphrasing, and Summarizing	159
	Summary: Practice, Practice, and Practice	167
	Competency Practice Exercises and Portfolio of Competence	169
	Determining Your Own Style and Theory: Critical Self-Reflection on the Active Listening Skills	176
	References	176
	Allen and Mary's Thoughts About Jennifer	176
Chapter 7	Observing and Reflecting Feelings: A Foundation of Client Experience	178
	Introduction: Comparing Paraphrasing and Reflection of Feeling	179
	The Language of Emotion	181
	Example Interview: My Mother Has Cancer, My Brothers Don't Help	184
	Instructional Reading: Becoming Aware of and Skilled With Emotional Experience	189
	Summary: A Caution About Reflection of Feelings	198
	Competency Practice Exercises and Portfolio of Competence	200
	Determining Your Own Style and Theory: Critical Self-Reflection on Reflection of Feeling	208
	References	208
Chapter 8	Integrating Listening Skills: How to Conduct a Well-Formed Interview	210
	Introduction: A Review of Cultural Intentionality and Intentional Competence	211
	Instructional Reading 1: The Ivey Taxonomy—Anticipating the Results of Skill Usage	212
	Instructional Reading 2: Empathy and Microskills	219
	Instructional Reading 3: The Five Stages/Dimensions of the Well-Formed Interview	226
	Example Interview: I Can't Get Along With My Boss	238
	Summary	243

Competency Practice Exercises and Portfolio of Competence 245
 Determining Your Own Style and Theory: Critical Self-Reflection
 on Integrating Listening Skills 256
 References 256

SECTION III

***Helping Clients Generate New Stories That Lead
 to Action: Influencing Skills and Strategies*** **259**

Chapter 9 The Skills of Confrontation: Supporting While Challenging 261

Introduction: Helping Clients Move From Inaction to Action 262
 Instructional Reading: Challenging Clients in a Supportive Fashion 263
 Example Interview: Balancing Family Responsibilities 277
 Summary 281
 Competency Practice Exercises and Portfolio of Competence 282
 Determining Your Own Style and Theory: Critical Self-Reflection
 on Confrontation 290
 References 290
 Allen and Mary's Thoughts About Chris 291

**Chapter 10 Focusing the Interview: Exploring the Story
 From Multiple Perspectives 292**

Introduction: Putting Stories in Context 293
 Instructional Reading 1: Multiple Contextual Perspectives
 on Client Concerns 294
 Instructional Reading 2: Family and Community Genograms 303
 Example Interview: It's All My Fault—Helping
 the Client Understand Self-in-Relation 309
 Summary 313
 Competency Practice Exercises and Portfolio of Competence 315
 Determining Your Own Style and Theory: Critical
 Self-Reflection on Focusing 322
 References 322
 Allen and Mary's Thoughts About Vanessa 323

**Chapter 11 Eliciting and Reflecting Meaning: Helping Clients Explore
 Values and Beliefs 325**

Introduction: Discovering and Encountering Deeper Issues 326
 Example Interview: Surviving Divorce 330
 Instructional Reading: Discernment of Life Direction
 and Theory and Meaning Systems 332

Summary	343
Competency Practice Exercises and Portfolio of Competence	344
Determining Your Own Style and Theory: Critical Self-Reflection on Reflecting Meaning	353
References	353
Allen and Mary's Thoughts About Charlis	354

Chapter 12	Influencing Skills: Six Strategies for Change	356
	Introduction: An Overview of Influencing Skills	357
	Example Interview and Introductory Chapter Exercise	360
	Instructional Reading 1 and Exercises: Interpretation/Reframing	362
	Instructional Reading 2 and Exercises: Logical Consequences	366
	Instructional Reading 3 and Exercises: Self-Disclosure	370
	Instructional Reading 4 and Exercises: Feedback	375
	Instructional Reading 5 and Exercises: Information/Advice/ Opinion/Suggestion	379
	Instructional Reading 6 and Exercises: Directives	380
	Competency Practice Exercises and Portfolio of Competence	388
	Determining Your Own Style and Theory: Critical Self-Reflection on Influencing Skills	394
	References	395
	Allen and Mary's Thoughts About Alisia	395

SECTION IV *Skill Integration* **397**

Chapter 13	Skill Integration: Putting It All Together	399
	Introduction: Analyzing the Interview	400
	Instructional Reading 1: Decisional Counseling	400
	Example Full Interview Transcript: I'd Like to Find a New Career	403
	Instructional Reading 2: Interview Transcript Analysis and Planning	425
	Competency Practice Exercise and Portfolio of Competence	435
	Determining Your Own Style and Theory: Critical Self-Reflection on Skill Integration	438
	References	438
Chapter 14	Integrating Microskills With Theory: Sequencing Skills and Interview Stages	439
	Introduction: Microskills and Theoretical Approaches to the Interview	440
	Instructional Reading and Example Interview 1: Person-Centered Counseling	441

Instructional Reading and Example Interview 2: Assertiveness Training—A Behavioral Strategy	445
Instructional Reading and Example Interview 3: Brief Solution-Oriented Interviewing and Counseling	453
Example Interview: Brief Solution-Oriented Counseling	464
Instructional Reading and Example Interview 4: Motivational Interviewing	469
Competency Practice Exercises and Portfolio of Competence	475
Determining Your Own Style and Theory: Critical Self-Reflection on Four Theoretical Orientations	480
References	480

**Chapter 15 Determining Personal Style and Future Theoretical/
Practical Integration 482**

Introduction: Finding Your Authentic Style	483
Instructional Reading: Defining Your Personal Style	483
Summary	493
Suggested Supplementary Readings	494

**Appendix Glossary of Terms for Brain Areas Discussed
in Research Portions of This Book 497**

Name Index 500

Subject Index 503