

Interview Skills and Building Rapport with Youth

OSFM FIRE PREVENTION AND EDUCATION SERIES

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Housekeeping

- **USE CHAT OPTION TO LET US KNOW WHERE YOU'RE JOINING FROM AND YOUR ROLE IN FIRE SERVICE**
- **USE CHAT OR HAND-RAISE TO ASK QUESTIONS**
- **WEBINAR IS BEING RECORDED**
- **WILL BE ADDED TO THE OSFM TRAINING LIBRARY**



Training Objectives

- **DISCUSS IDEAS TO ESTABLISH RAPPORT**
- **IDENTIFY YOUTH SOCIAL DEVELOPMENT**
 - Youth in Crisis
- **COMPARE RESPECT VS COMPLIANCE**
- **DISTINGUISH INITIAL CONTACT VS ONGOING RELATIONSHIP**
- **UNDERSTAND SCOUT MINDSET**



Be a Good Listener

- **ATTENTIVE LISTENING SETS THE TONE AND LETS YOUTH KNOW THAT YOU HAVE AN INTEREST IN WHAT THEY HAVE TO SAY**
- **SAFE AND SECURE ENVIRONMENT**
- **DON'T JUDGE INFORMATION THAT IS BEING REVEALED TO YOU, BUT LISTEN**
- **DO NOT ASSUME WHAT'S "NORMAL" FOR YOU IS THE SAME FOR THE YOUTH**



To Establish Rapport

- **BE RESPECTFUL**
- **BE ON TIME**
- **DRESS APPROPRIATELY**
- **BE PREPARED**
- **AVOID PREJUDICES**
- **START WITH SMALL TALK**
- **BE AWARE OF SURROUNDINGS**



Youth Social Development

- **DEVELOPMENTAL LEVEL NOT JUST CHRONOLOGICAL AGE**
- **KEEP FROM BECOMING FRUSTRATED, DISCOURAGED, OPPOSITIONAL, OR UNCOOPERATIVE**
- **MALE VS FEMALE**
 - **Females tend to be better at expressing themselves verbally**



Youth in Crisis

- **RESISTANCE VS SELF-PROTECTION**
- **WHAT'S CAUSING ANGRY OUTBURSTS?**
 - Grief, fear, shame, trauma, disrespected, feeling attacked, offended, stressed, trapped, nervous, or guilt



Respect vs Compliance

- **RESPECT: GOOD OPINION, HONOR, OR ADMIRATION**
 - Earned
- **COMPLIANCE: THE TENDENCY OF CONFORMING OR AGREEING TO THE WISHES OF OTHERS**
 - May be due to fear of what may happen otherwise



Environment

- **CREATE A QUIET, DISTRACTION-FREE, COMFORTABLE MEETING SITE**
- **REDUCE/ELIMINATE VISUAL, AUDITORY, AND/OR MOTION STIMULATION**
- **SIT BESIDE OR CATTY-CORNER WITH YOUTH**
- **BODY LANGUAGE: EYE CONTACT, SHOULDERS FACING CLIENT, HEAD NODS, REPEATING RESPONSE OR ASKING CLARIFYING QUESTIONS**



Interview vs Discussion

- **GREET THE YOUTH WITH A HANDSHAKE**
- **PROVIDING CLEAR EXPECTATIONS AND RATIONALE**
- **BEGIN DISCUSSING NEUTRAL TOPIC**
- **PROVIDE TIMELINE OF WHAT TO EXPECT**
- **OFFER “FIDDLE ITEM” SUCH AS CRAYONS AND PAPER**



Building Authentic Relationships with Adolescents

- **LISTEN**
- **SHOW YOUR HUMAN SIDE**
- **SET BOUNDARIES WHEN NEEDED**
- **VIEW RESISTANCE AS PROTECTION**
- **LEARN BASIC COUNSELING SKILLS, NO MATTER YOUR PROFESSION**
- **PRACTICE SELF-CARE**



Getting a Youth to TALK

- **MIRRORING TECHNIQUES**
 - Copying body language
 - Copying posture
- **ACTIVELY ENGAGING IN GIVE-AND-TAKE**
- **ENCOURAGING CHILDREN TO HAVE THEIR FULL SAY**
- **STAYING OPEN AND ENCOURAGING QUESTIONS**
- **OPEN-ENDED VS CLOSED QUESTIONS**



Developing Scout Mindset

- **MINDSET IS INFLUENCED BY WHICH SIDE WE WANT TO WIN OR TO CONTINUE**
- **HOW TO CUT THROUGH BIAS OR MOTIVATIONS TO FIND FACTS AND EVIDENCE AS OBJECTIVELY AS POSSIBLE**
- **SCOUT MINDSET TRYING TO GET AN ACCURATE PICTURE OF REALITY, EVEN IF UNPLEASANT OR INCONVENIENT**




Monthly Issue of FireSafe

- **MONTHLY PUBLICATION**
- **TALKING POINTS**
- **OUTREACH IDEAS**



FIRE SAFE
OREGON FIRE PREVENTION EDUCATION PLAN

[NOTABLE DATES](#) [TRAINING](#) [CALENDAR](#) [SOCIAL MEDIA](#)

JUNE 

FIRE PREVENTION EDUCATION PLAN

The summer month's mean more people are traveling across the state. Just like at home, fire safety and fire prevention are keys to having a safe and fun adventure. This month we're taking a look at the different things people can do to be fire safe when they're away from home.

Fire Prevention and Education Webinar Series

PET FIRE SAFETY AND PREPAREDNESS

AUGUST 10, 2022

1:00 PM, PACIFIC TIME



Thank you.

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