



Module 3 Opening the Conversation

Observation Activity: Opening the Conversation

Instructions: Observe a certification and identify what words were used to open the conversation. Once you have completed the activity discuss it with your Training Supervisor.

Opening:

- ♦ How did the certifier greet the participant?

- ♦ How would you describe the tone that was set for this certification?

Setting the agenda:

- ♦ How did the certifier state the amount of time the visit would take?

- ♦ How did the certifier state what will be accomplished during the visit?

- ♦ How did the certifier acknowledge the participant's questions or concerns?

- ♦ How did the certifier ask permission to proceed?

- ♦ Did the counselor introduce themselves and their role?