

Paralegal  Course Outlines

TITLE: Interviewing
(PARA 325)

- OBJECTIVES:
1. To learn various approaches to interviewing clients in a legal setting.
 2. To understand the barriers to effective communication with clients, and how to overcome those barriers to facilitate full comprehension of the client's problems and needs.
 3. To develop skills in obtaining information from the client and providing assistance to the client in resolution of problems.
 4. To learn general concepts of investigation.

CREDITS: 3 semester credit hours

INSTRUCTION: Lecture; role plays; small group work; video-taped simulated interviews

EVALUATION: Tests; taped simulated interviews

OUTLINE:

| | <u>Time</u> |
|---|-------------|
| I. General considerations | 4 hours |
| A. What is interviewing and counseling? | |
| B. The setting | |
| II. Motivation in client interviews | 4 hours |
| A. Inhibitors and barriers to obtaining information | |
| B. Facilitators to overcome those barriers | |
| C. Role plays | |
| III. Listening in interviews | 4 hours |
| A. Passive listening | |
| B. Active listening | |
| C. Role plays | |
| IV. Questioning | 2 hours |

- A. Forms of questions
 - B. Appropriate uses of types of questions
 - C. Client's ability to give accurate information
 - D. Role plays
- V. Structure and techniques of interviews 3 hours
- A. Suggested model for interview
 - B. Adaptations and need for flexibility
 - C. Role Plays
- VI. Client reluctance to give information 3 hours
- A. Reasons for reluctance
 - B. Fabrication by client
 - C. How to overcome it
 - D. Role plays
- VII. Videotaping and critiquing of first mock interview 8 hours
- VIII. Witness interviewing and investigation 2 hours
- A. Special inhibitors and facilitators
 - B. Forms of questioning
 - C. Role plays
- IX. Investigation 3 hours
- A. Interviewing witnesses
 - B. Gathering documents and other physical evidence
 - C. Preserving results of investigation
- X. Counseling the client 4 hours
- A. Explaining alternatives and options to the client
 - B. Consequences of client choices
 - C. Techniques for counseling
 - D. Counseling difficult clients
 - E. Referral of clients to other sources of help
- XI. Videotaping and critiquing of second mock interview 8 hours