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The Journal of Sociology & Social Welfare

Volume 23
Issue 3 September

Article 16

September 1996

Review of *Supportive Interviewing in Human Service Organizations: Fundamental Skills for Gathering Information and Encouraging Productive Change*. Kenneth France and Michelle Kish. Reviewed by Nazneen Mayadas, University of Texas, Arlington.

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Recommended Citation

Mayadas, Nazneen (1996) "Review of *Supportive Interviewing in Human Service Organizations: Fundamental Skills for Gathering Information and Encouraging Productive Change*. Kenneth France and Michelle Kish. Reviewed by Nazneen Mayadas, University of Texas, Arlington.," *The Journal of Sociology & Social Welfare*: Vol. 23 : Iss. 3 , Article 16.

Available at: <https://scholarworks.wmich.edu/jssw/vol23/iss3/16>

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if care is to be provided—even “if” contamination risks are calculable. Williams shows how the changing political and economic landscape impacts not only responses to epidemics and shapes the infrastructure necessary to impact public health. The infection rates of HIV are comparatively low internationally. The time lapse in the outbreak of the epidemic gives opportunity to alter its course. Yet Williams identifies social and political forces, not unlike many in the West, which make responses too little, too late, and with a tendency to estrange human dignity rather than protect public health.

Williams reports how the collapse of the prior Soviet Union has led to greater governmental roles in the provision of human services. Yet economic pressures squeeze away the vitality of such efforts. Not unlike in the West, this has led to a questioning of basic rights, services and care. The social development theme “if you want peace, work for justice” herein aptly applied is “if you want health, work for human rights.”

Ronald J. Mancoske
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Kenneth France and Michelle Kish, *Supportive Interviewing in Human Service Organizations: Fundamental Skills for Gathering Information and Encouraging Productive Change*. Springfield, IL: Charles Thomas Publisher, 1995. \$65.95 hardcover, \$36.95 paperback.

This book adds an useful dimension to the burgeoning literature on the “art and science” of professional interviewing. The strength of the book lies in its eclectic approach to the critical task of information collection, intervention planning and client involvement in implementing behavior change. While the authors have borrowed their concept from the Analytical, Humanist, Problem solving and Behaviorist schools, they have done an excellent job of integrating these together in a comprehensive and easy to apply practice framework which can be used both by the novice learner as well as the experienced practitioner in interactional counseling situations.

The text supplies the reader with a plethora of examples, options and skills, adaptive to a range of styles and theoretical

orientations. The contentions for "Dos" and "Don'ts" in interviews are based on a sound investigation of empirical literature and stated with a logical rationale which the common sense of the reader cannot refute!

The book is divided into nine chapters, essentially focusing on four crucial areas of information gathering and interviewing skills: 1) Interpersonal attraction or relationship building; 2) Communication patterns: verbal, non-verbal and meta communication; 3). Intervention selection, active client participation in goal setting and 4) procedural and process oriented steps required in effective interviewing. For example, the authors offer multiple response patterns to a given stimulus, (as opposed to advocating a single desirable response); assess their strengths and weaknesses in various contexts, and provide models for giving positive and corrective feedback for evaluating each of these patterns.

An additional strength of this book is its recognition of human diversity issues, and how behavior change techniques may have to be modified to satisfy the cultural context of the client. For example, the authors suggest that in working with low income clients the worker may have to select intervention techniques based on the clients' expectation of immediate gratification and the impact on the client of institutionalized victimization. This is a considerable departure from traditional interviewing models which stress self-determination, postponement of gratification, fostering independence and self motivated behavior.

The book is an excellent text for both undergraduate and graduate students. It provides numerous opportunities for instructors to use innovative methods in designing a practice laboratory, in monitoring field instruction or in teaching a practice theory course. The book provides suggestions for incorporating modern technology, videotapes and interactive video in teaching interviewing and operationalizing concepts presented in the text. In essence this book is a fine compendium of the vast literature extant on the subject of interviewing and provides the reader with needed information under one cover.

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