

3. Talk about your experiences of documenting/communicating counseling sessions.
4. Tell us what you know of the process when a youth moves in on your shift? What are the key messages/issues to review?
5. What is an effective technique for managing two people in conflict?
6. How do you work with a client who is presenting chronic problems to you?
7. Please tell us about an experience you have had with a client where you feel you made a positive contribution to their situation?
8. Please tell us about an experience where you would change the way you dealt with a client.
9. What do you feel is the most important component to de-escalate a situation

10. Please tell us about different approaches you take when dealing with a client who appears to be uncooperative (doesn't engage in any programming, uncommunicative during sessions, breaks rules, etc.).

11. When supporting a youth to find long-term solutions to their homelessness, what do you feel are the priorities they should focus on?

b) How do you help support this?

Team

1. How would you work with your team if you were unhappy with the direction your team was going on a particular issue?
2. What do you consider to be the issues that prevent a staff team from working together effectively?
3. What do you feel you have to offer that contributes positively to a staff team?

Communication/Interpersonal Skills

1. How do you know when you are communicating effectively with other people?

