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by R T

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I would evaluate my ability to undertake interviews based on different factors that I find necessary and essential to drive me towards meeting my client's needs. I am aware that confidence is one factor that works for me while undertaking interviews with my clients. Knowledge is power and makes one flawless in their profession or daily duty. My ability to conduct interviews with my clients depends on the client's needs and expectations. I believe that each client proceeds to a health facility to get all body complications solved (Pomerantz, 2020). I always make sure that I have enough knowledge to answer any questions my clients would have during the interview.

Also, I ensure that their hope is upon me and if at any point, then their expectations with me will lower to weak levels. I have invested in myself to ensure that my communication skills are proficient at erasing any cases of doubt from the client. The sole reason to work on my communication skills every day is the fact behind clinical interviews that verbal communications are the roots of having a client solved (Pomerantz, 2020). Through contact with the client, I can know a client's mind by asking questions expecting feedback that would lead to the identification of the problem or sickness the client is processing. Communication efficiency between the client and me creates a relationship, thus getting accurate results of the interview.

I would be adept enough to use the common interviewing skills like self-awareness, listening more from the client, and creating a friendly environment. I would ensure that I am using easy to understand language without any jargon employed. How I would drive the questions would be straightforward so that nursing terms and procedures are not a barrier to him giving me the correct information.

Creating a good rapport with my clients cannot be general since customers are different and have varied needs during interviews. They will also expect other solutions anytime they visit the healthcare facility. My struggle would be getting to know their problem and what they are expecting before making a rapport. Besides having good listening skills and communication, creating a relationship with a client takes time and not instant. There is a fear of giving the wrong solution to a client who came to me for help. Listening more and letting talk more is my strategy of giving them the power to provide them with a solution.

Another struggle is choosing to be inquisitive and not talking to complement what they are saying. Failure to use clinical terms requires shifting language to one that the client understands. All this happens to bear in mind that clients have different understanding and communication skills to be understood easily. The struggle is usually with new clients since I have not experienced how they communicate or have no hint of their problems. In my clinical experience as a nurse, I have a history of clients; thus, anytime they visit, I indicate where to start the conversation. For instance, I ask them how they are faring from previous conditions, thus effectively beginning the discussion. If the problem doesn't persist, the clients thank me, and in case of another one, we can converse and have a solution after getting the correct details from the client, whether new or existing ones. I would be directive while interacting with both new and existing clients since I have enough knowledge to be confident and practice all professional skills to solve their problems.

Reference

Pomerantz, A.M. (2020). *Clinical Psychology*. Los Angeles: Sage Publishing.

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