

SP Hiring Session –Outline

- Orientation
- Group Training
- Two mock encounters
- Tour of the center
- Group debriefing

TRAINING ITEMS TO BE ADDRESSED

1. Answer question asked
 2. Opening statement –must be verbatim
 3. Opening statement vs. Interruption
 4. If you don't have the information:
 - a. "I don't know" or "I don't remember"
 - b. No or neutral answer (Don't add information)
 - c. Exceptions
 5. Specific instruction: 1 cough @ beginning of encounter. 2 more spread out through encounter
 6. Information the SP must include:
 - a. Bring up that you just got a cat
 - b. Ask for second opinion
 7. Affect: Anxious
 8. Make Applicants aware that after 2nd encounter they will be asked to assess us using feeling words (How they felt in the encounter)
 9. Round – Robin questioning
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Notes for coordinators

1st ENCOUNTER-give the following Notes for Actor after the encounter:

- 1. Appear more anxious in next encounter**
 - 2. ADDED SYMPTOM: Red bumps starting last week. Location: Stomach**
 - 3. Correct any incorrect information given by the SP**
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2nd ENCOUNTER-

Remember to:

- 1. Interrupt opening Statement**
- 2. Look for affect to be more anxious**
- 3. Ask the SP to assess/debrief the encounter using feeling words**
- 4. Ask the SP interview/communication question**