

Checklist for warm welcome - intake interview

1. Involvement

salutation cliënt	
Explanation of first conversation and of professional secrecy	
Create atmosphere of confidence	
Adjustment to client (in language, speed, attitude)	
Pays attention to difference in frame of reference and position.	

2. conversation skills

> see checklist Active Listening - conversation skills

3.Content

<p>Introduces the service/department in a client-addapted language (taking into account what the client already knows)</p>	
<p>determines the issue / request for help of the client</p>	
<p>Checks if and by whom/which department the client was referred</p>	
<p>Explicate the common methods and procedures regarding timeline, decission making, teamcounsel, ...</p>	
<p>Informs the client about shared (team) professional secrecy</p>	
<p>Discusses potential contacts with other social workers if relevant and with permission of client</p>	
<p>Informs client about (fact and purpose) of taking notes.</p>	