



### **Observations made following viewing of the videos**

- A good way of understanding how acquiescence works. The interviewee (K) spends a great deal of time and considerable skill observing the interviewer's (S) face and copying the expression.
- It is then easy to think that I has understood since he is finishing off sentences and repeating words in a 'knowing' fashion.
- K had no real understanding of what Tennis Elbow was and based it on the best fuzzy match he had...a broken elbow. K then spoke with confidence, confabulating based on his prior knowledge of a "break".
- K's sophisticated method of 'understanding' then meant that he could follow the progression of a conversation filling in gaps by progressing his own thoughts about a broken arm.... "needs an X Ray".
- Interesting that when K's ability to one-guess S is limited by the interview technique he starts to look less comfortable and in fact in places very worried and uncomfortable. K is having to work at a much greater level. We could speculate from his response that usually people pick up on his pseudo understanding and make no greater demands on him.
- K may not know the details of what is being asked but he "knows a man that does". It is a good opportunity to observe how the vulnerability of 'not understanding' can be limited by effective services that do the understanding for the person who can't. However, the trust involved in letting someone else think for you again demonstrates the vulnerability of this group of people.
- It is interesting to watch K's intense concentration and his frustration and exhaustion at having to take part in working things out confirms for us that sometimes things are hard work. However, it is worth noting that hard work is not a discomfort.
- It might be that many therapists would find it hard to watch someone work so hard, or fail but this technique demonstrates that if the person is not allowed to use their best efforts, then what is going on is rescue and that may well be about the therapist rather than the person being interviewed.
- It is also useful to observe S trailing off when a question is not going to be helpful. K is not affected by the trailing off but is protected from the asking of a question that would not be helpful.
- There are immense power differences in the room that have to be acknowledged and balanced. When K was smiling and laughing at S's comments, it undoubtedly offered something to the process but it is difficult to tell whether it is reinforcing the relationship rather than the content.

- Again the importance of using the person's own words is demonstrated. When a person is struggling to find the right words then to 'fill in' or 'suggest' what they might mean could undermine them or take them off away from what they are actually trying to communicate. We might well be able to guess that "band" meant bandage but actually if we follow the process through we find out that it means "sling".
- It is also evident from K's comments that his store of general knowledge does not generalize. K is still demonstrating that he does not fully understand when the 'height' representing people who had no problems with surgery changes to another topic (side effects?).
- It might also be interesting to check K's understanding by reversing the numbers and stating instead that 20% were really pleased to see if that influences K's response.
- It is also limiting that we can't show an interview where the interviewer is deliberately not using CI techniques for comparison....but it would be illuminating.
- K uses clichéd answers "OK, Yeah" and "Oh, oh, no" that seemed to be reflex reactions to scanning S's face. Again they seem to indicate that K understands what is being said but actually all it demonstrates is how skilled K is at giving the impression that he understands.
- As the interview goes on K does get to a stage where instead of trying to guess what is coming up he becomes much more relaxed. At this point it becomes possible for him to ask "effective....what's that?"
- From a more relaxed position K can experience that it is good to take time to understand, ask questions and make mistakes....so does the interviewer.
- There is also the issue of whether a break is a good idea and this might depend on how the client may benefit from a break balanced against the impact of a break on their memory.

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