**Observation form 1. Exercise #1: Building rapport**

Six questions to build rapport:

|  |  |
| --- | --- |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| 5 |  |
| 6 |  |

**Observation form 2. Exercise #3: Beating around the Bush**

|  |  |
| --- | --- |
| Asking Questions:  Open or closed questions? Suggestive questions? Multiple choice questions? Double questions?  On which topics?  Facts?      Context    Practical issues  …  Questions within the topic, or are new topics (implicitly) introduced?  Questions to clarify or to support and motivate answers? |  |
| Active listening  Eye-contact  Nodding  Emphatic  Supporting utterances (huhumm etc.)  Follow-up questions |  |
| Summarising   1. What? 2. When? 3. How? 4. Remarks: |  |

**Observation form 3. Exercise #4: The armed robbery**

*In the right-hand column, please describe the behavior that you observe (give concrete examples!). Please use the remaining space on the sheet if necessary.*

|  |  |
| --- | --- |
| *I. Building rapport* |  |
| Note lawyer’s behavior that relates (positively or negatively) to:   * Establishing rapport at the first contact |  |
| * Showing respect to client |  |
| * Showing empathy |  |
| * Active listening |  |
| What would you have done differently to establish rapport with the client in this video? |  |
| *II. Obtaining the client’s story* |  |
| Was the client willing to disclose information to the lawyer? |  |
| What kind of questions did the lawyer ask: e.g. open or closed questions? Leading, inviting, accusatory, etc.? (*Note examples*) |  |
| Note lawyer’s behavior that relates (positively or negatively) to:   * Obtaining accurate information from the client * Clarifying questions to the client * Summarising and/or paraphrasing |  |
| What would you have done differently to  obtain the client’s story? |  |
| *III. Advising client* |  |
| Which of the three counseling models did the lawyer follow, and why? (*Lawyer-centered, client-centered, or collaborative model*)? |  |
| What did the lawyer do well in respect of advising client? |  |
| What would you have done differently to advise client? |  |

**Observation form 4. Roleplay #1 Consultation**

|  |  |
| --- | --- |
| *I. Building rapport* |  |
| Note lawyer’s behavior that relates (positively or negatively) to:   * Establishing rapport at the first contact |  |
| * Showing respect to client |  |
| * Showing empathy |  |
| * Active listening |  |
| What would you have done differently to establish rapport with the client in this roleplay? |  |
| *II. Obtaining the client’s story* |  |
| Was the client willing to disclose information to the lawyer? |  |
| What kind of questions did the lawyer ask: e.g. open or closed questions? Leading, inviting, accusatory, etc.? (*Note examples*) |  |
| Note lawyer’s behavior that relates (positively or negatively) to:   * Obtaining accurate information from the client * Clarifying questions to the client * Summarising and/or paraphrasing |  |
| What would you have done differently to  obtain the client’s story in this roleplay? |  |
| *III. Advising client* |  |
| Which of the three counseling models did the lawyer follow, and why? (*Lawyer-centered, client-centered, or collaborative model*)? |  |
| What did the lawyer do well in respect of advising client? |  |
| What would you have done differently to advise client in this roleplay? |  |

**Observation form 5. Roleplay #2: Challenges**

|  |  |
| --- | --- |
| *I. Building rapport* |  |
| Note lawyer’s behavior that relates (positively or negatively) to:   * Establishing rapport at the first contact |  |
| * Showing respect to client |  |
| * Showing empathy |  |
| * Active listening |  |
| What would you have done differently to establish rapport with the client in this roleplay? |  |
| *II. Obtaining the client’s story* |  |
| Was the client willing to disclose information to the lawyer? |  |
| What kind of questions did the lawyer ask: e.g. open or closed questions? Leading, inviting, accusatory, etc.? (*Note examples*) |  |
| Note lawyer’s behavior that relates (positively or negatively) to:   * Obtaining accurate information from the client * Clarifying questions to the client * Summarising and/or paraphrasing |  |
| What would you have done differently to  obtain the client’s story in this roleplay? |  |
| *III. Advising client* |  |
| Which of the three counseling models did the lawyer follow, and why? (*Lawyer-centered, client-centered, or collaborative model*)? |  |
| What did the lawyer do well in respect of advising client? |  |
| What would you have done differently to advise client in this roleplay? |  |

**Observation form 6. Role play #3 The real deal**

|  |  |
| --- | --- |
| Asking Questions: *The police*  Open or closed questions? Suggestive questions? Multiple choice questions? Double questions?  On which topics?  Case facts?      Context      Practical issues  …  Questions within the topic, or are new topics implictly introduced?  Questions to clarify or to support and motivate answers? |  |
| Active listening |  |
| Pressure |  |
| What is your opinion of the general quality of the interview? |  |
| **The Role of the Lawyer** |  |
| Did the lawyer intervene?     * When * What (type of intervention, e.g. question, clarification, advise…) * How (manner, style, tone, etc.)? |  |
| Positive confrontation  When?  How? |  |
| Would you do things different yourself?  What?  When?  How? |  |