**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 listeningEye-contactNoddingEmphaticSupporting utterances (huhumm etc.)Follow-up questions  |  |
| Summarising1. 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 confrontationWhen?How? |  |
| Would you do things different yourself?What?When?How? |  |