

# Screening the Whole Applicant

The importance of motivation interviews

Anneliese Thies

anneliese@accessfund.org

bfickett@cobs.org

## *There is power in the sentence:*

"We talk to everyone before they head into the wilderness"

- **Built trust** with parents. Apprehensive parents were more comfortable.
- **Built trust** with students. It increased students confidence going in.
- **Built trust** with field staff. Higher student buy-in allowed our staff to develop a more cohesive group, earlier on.

Where an incident occurred in the field, the TRUST was already established with these parties which set our team up for success in dealing with issues post course.

## *Diminished incident rate:*

For COBS, a strong interview policy contributed to a statistically significant drop in motivational and behavioral incidents, as well as the level of undisclosed issues.

### **Review your 2013/2014 Incidents:**

What was your rate of undisclosed issues? Were they primarily medical or psychological? How could you use open ended interview questions to target your highest areas of undisclosed issues? Could those questions be asked to all participants?

What are the medical or psychological issues that your staff struggle with the most in the field? Are these issues important for your organization to be able to accommodate? If not, how can you use interviews to provide a more nuanced screen for participation? If they, how can interviews be used to better prepare staff and participants before the program?

## *Community:*

Our interview commitment was a catalyst for improved relationships between field staff and our admission department. Can this relationship be improved?

**HOWEVER** being on the phone doesn't mean anything without substance and purpose.

The next time you approach a student interview ask yourself:

**Who are you talking to?** Have you tailored your approach to their age/experience?

**Why are you talking with them?** Do your questions serve a purpose?

**How are you talking with them?** Is your goal to build confidence or set boundaries?

**What will you do with this information?** How will you share the stories you hear?



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