

SIVA's specialists continue gaining new skills and knowledge

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In 20.september the specialists of Social Integration State Agency participated in online practical training to learn how to use GROW* model for in-depth client consultation.

During the training SIVA specialists learned not only the theory (for example - what the GROW* model is, the questioning techniques and types of questions), but also practically tested the new knowledges in order to get faster and better result of consulting the client.

GROW* is an acronym for the four stages of this model.

G: Goal – defining short and long-term goals

R: Reality – exploring the current situation

O: Options – identify and evaluate possible options

W: Will – define what client will be doing and by when



<https://www.siva.gov.lv/en/article/sivas-specialists-continue-gaining-new-skills-and-knowledge>