

tools of the trade

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Interviewing Skills

The Interviewing Skills. Resources for Education and Management, Inc. Reading, Massachusetts: Addison-Wesley, 1971. Six (6) Audio Cassettes and Leader's Guide: \$10.00 Available on loan for training purposes from the Staff Development Office, ES/ESDA.

This six audio cassette series provides training for five types of face-to-face interviews between a manager and an employee: employment, counseling, disciplinary, appraisal, and exit interviews. The purpose of the learning units is to familiarize trainees with general principles of interviewing

and some unique characteristics of each type of interview. The situations are professionally scripted and acted and are interrupted by bell tones to indicate appropriate discussion stops. This is a versatile training tool and can be used in several ways. The interviews are realistic and thought-provoking and can contribute to meaningful training.

There were four folks in Iowa
Who one day chanced to meet
Near an Extension office
Along a quiet street
And in a test of understanding
They proceeded to compete.

"Now, this Extension Service,"
Spoke the first one of the four,
"Can tell you how to spray a bug
Or pour a feeding floor;
To answer know-how questions,
That's what it's really for."

"Now, just a minute," quoth the next,
"Extension's not like that.
It helped my group make salads
And weave a fiber mat,
And even picked accessories
To fit my Easter hat."

The third stepped up and waved a hand
And said, "Now, if you'll look
You'll see Extension teaches kids
To sew and paint and cook
And groom a calf and feed a pig
And keep a record book."

"It's clear to me you're all confused,"
The fourth one then opined.
"Extension's real concern is with
Deep matters of the mind;
It's management and civic needs
And problems of that kind."

And so these four in Iowa
Disputed loud and long;
Each in his own opinion
Exceeding stiff and strong,
Though each was partly in the right
And all were in the wrong.

--Parody on *The Blind Men and the Elephant*,
by John Godfrey Saxe. Prepared for staff
training in communications, April, 1961.
Parodist, K. Robert Kern.