tools of the trade

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Interviewing Skills


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."
   Spake 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,
Parodist, K. Robert Kern.