

HCOM 325: INTERVIEWING PRACTICES AND PRINCIPLES

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<u>Section:</u>	MW 1:00 - 2:15, T 4:00-6:45	<u>Office Hours*:</u>	M 2:15- 3:45, T 3:00-4:00, W 12:00-1:00

Corresponding with your instructor via email is encouraged!

(*In addition to the office hours listed above, I am available by appointment.)

Required Texts & Materials:

Stewart, C.J., & Cash, W.B. (2006). Interviewing: Principles and Practices (11th ed.). Boston, MA: McGraw Hill.

HCOM 325 Coursepack. Available at Copyco 2438 E. Chapman Ave., Fullerton

Microcassette Tape Recorder. Prices vary \$17.95 - \$26.00. May be purchased online or at local retail stores such as Office Depot, Office Max, Circuit City, etc.

Course Objectives:

1. To introduce students to interviewing theory
2. To prepare students for their roles as interviewers and interviewees
3. To instruct students in methods of interview preparation
4. To provide students with practice in various types of interviews

Note: This course will be especially useful for students pursuing internships and jobs in the fields of their choice!

Major Units of the Course:

UNIT I: Introduction to Interviewing

Definition of interviewing
Model of interviewing process
Communication principles related to interviewing

UNIT II: Informational (Probing) Interviewing

Definition of informational interviewing
Questions and questioning techniques
Model of informational interviewing
Structure of the informational interview
Types of interview schedules

UNIT III: Persuasive Interviewing

Analyzing a "persuadee"
Methods of researching a topic
Structuring a need-solution interview
Adapting to a specific "persuadee"
Persuasive process

UNIT IV: Employment Interviewing

Preparation of supplemental materials
Applicant preparation for interviews
Topics covered in employment interviews
Resumes and cover letters
EEOC and employment interviews

Assignments:

- | | |
|---|-------------------|
| 1. Probing Interview (outlined in coursepack 2-10) | 100 points |
| 2. Persuasive Interview (outlined in coursepack 11-19) | 50 points |
| 3. Employment Interview/Clipbook (outlined in coursepack 33-59) | 130 points |
| 4. Field Project (outlined in coursepack 20-32) | 170 points |
| 5. Exams | <u>200</u> points |

Total Points: 650

Semester Grades:

<u>PROBING INTERVIEW</u>	<u>100 points</u>	<u>PERSUASIVE INTERVIEW</u>	<u>50 points</u>
Probing Interview	50	Persuasive Prep Form & Evidence/	
Probing Schedule	30	Persuasive Interview	50
Transcribed Probing			
Schedule of Q's	10		
Probing Critique	10		
<u>FIELD PROJECT</u>	<u>170 points</u>	<u>EMPLOYMENT INTERVIEW</u>	<u>130 points</u>
Proposal	30	Employment Interview, R	30
Schedule of Q's	40	Employment Interview, E	20
Report	100	EmployeR Schedule	25
		EmployeE Schedule	15
		EmployeE Clipbook	30
		Employment Critiques	10
<u>EXAMINATIONS</u>	<u>200 points</u>	<u>TOTAL POINTS AND FINAL GRADES (650 pts)</u>	
Exam One	100	A = 585-650	D = 390-454
Exam Two	100	B = 520-584	F = 000-389
		C = 455-519	

Course Policies (these are very important, so please read them carefully):

1. Each student must provide a brand-new completely rewound micro-audio cassette tape to record all assignments. These tapes should be of the 60-90 minute variety.
2. All assignments to be turned in to instructor must be typed. NO handwritten copies allowed.
3. Late work will not be accepted unless prior arrangements have been made with the instructor.
4. In-class interview assignments cannot and will not be rescheduled due to absence.
5. The following attendance policy will be strictly followed in this class:
You may have up to two (2) absences--for any reason--for "free." Use them wisely.
EACH ABSENCE AFTER YOUR FIRST TWO WILL RESULT IN APPROXIMATELY A 1% DEDUCTION (8 POINTS) FROM YOUR FINAL POINT TOTAL IN THE CLASS.

Three tardies (and/or leaving early) will be counted as an absence, so be warned! Defining "tardy" or "leaving early" will be at the discretion of your instructor. Excused absences will be granted only for verified medical emergencies or other unavoidable crises which can be documented. It should be noted that a trip to the health center does NOT constitute a medical crisis. If a serious medical emergency or long-term illness presents itself, you should drop or withdraw.

6. If you are absent when you are scheduled to be an Observer for an interview assignment, you will be penalized an additional 10 points for each missed observation day.

7. Exams must be taken on the scheduled day. They will NOT be rescheduled for any reason.

University regulations require that you are provided with a statement about plagiarism in the course syllabus.

8. **NO Plagiarism:** Plagiarism is defined as the act of taking the specific substance of another and offering it as one's own without giving credit to the source. Sources must be cited accurately and appropriately. When sources are used, acknowledgment of the original author or source must be made following standard scholarly practice. Cases of plagiarism will constitute dismissal from the course with a failing grade. [see "Academic Dishonesty" in the University catalog].

9. All cell phones must be turned off during class time.

10. Please do not engage in private conversations during class. Such conversations are disruptive; they communicate a lack of focus and a lack of respect for the instructor and other students.

****TENTATIVE COURSE SCHEDULE**** (May change)

Chapters and page numbers listed in the Assignment column should be read prior to class on the designated day.

Note: S/C is the textbook (Stewart & Cash)

<u>DAY</u>	<u>DATE</u>	<u>TOPIC</u>	<u>ASSIGNMENT</u>
M	20 Aug	Syllabus/Overview of Course	
W	22 Aug	Interviewing Defined; Types and Approaches ASSIGN FIELD PROJECT**	S/C (Chpt. 1 & 2) p. 1-45 Coursepack p. 20-32
M	27 Aug	Interviewing Processes and Approaches	S/C (Chpt. 2 & 3) p. 47-68
W	29 Aug	Types and Uses of Questions ASSIGN PROBING INTERVIEW <u>TOPICS DUE FIELD PROJECT**</u>	S/C (Chpt. 3) Coursepack p. 2-10
M	3 Sept	OFF HOLIDAY	
W	5 Sept	Phrasing Questions & Common Pitfalls	S/C (Chpt. 3)
M	10 Sept	Schedules: Openings, Closings & Q Sequences	S/C (Chpt. 4) p. 69-93
W	12 Sept	Questions and Schedules <u>FIELD PROJECT PROPOSALS DUE**</u>	Coursepack p. 3-5, 39
M	17 Sept	Mock Probing Interview/Discussion	
W	19 Sept	Note-taking; Probing R skills	S/C (Chpt. 5) p. 95-123
M	24 Sept	PROBING INTERVIEWS	
W	26 Sept	PROBING INTERVIEWS <u>Transcribed Interviews Due for Monday Presenters</u>	
M	1 Oct	PROBING INTERVIEWS <u>Transcribed Interviews Due for Wednesday Presenters</u>	
W	3 Oct	Review for Exam One <u>Transcribed Interviews Due for Monday Presenters</u>	
M	8 Oct	EXAM ONE	

**** NOTE:** Field Project Interviews to be scheduled between October 11-October 29 (at your convenience).

W	10 Oct	ASSIGN PERSUASIVE INTERVIEW & TEAMS	Coursepack p. 11-19
M	15 Oct	Stages of Persuasion/ Types and Tests of Evidence	S/C (Chpt. 10 & 11) p. 269-318
W	17 Oct	Reasoning & Persuasive Tactics/Group Meetings <u>PERSUASIVE TOPICS DUE</u>	S/C (Chpt. 10 & 11)
M	22 Oct	Mock Interview and Discussion	Coursepack p. 18-19
W	24 Oct	Handling Objections/ Group Meetings	S/C (Chpt. 10)
M	29 Oct	PERSUASIVE INTERVIEWS	
W	31 Oct	ASSIGN EMPLOYMENT INTERVIEW <u>PERSUASIVE CRITIQUES DUE</u>	Coursepack p. 33-59
M	5 Nov	Resumes /Cover Letters	S/C (Chpt. 8) p. 191-235
W	7 Nov	Answering Questions as an E	Coursepacket p. 49-53 S/C (Chpt. 8) Coursepack p. 54-59
		<u>FIELD PROJECT REPORT DUE</u>	
M	12 Nov	OFF HOLIDAY	
W	14 Nov	NCA/Employment Groups	
MW	19, 21 Nov	OFF FALL BREAK	
M	26 Nov	Asking Questions as an E/ EEOC Guidelines <u>CLIPBOOKS DUE</u>	S/C (Chpt. 8)
W	28 Nov	Networking/Other Interview Scenarios	S/C (Chpt. 8)
M	3 Dec	EMPLOYMENT INTERVIEWS	
W	5 Dec	Review for Exam Two; Course Wrap-up <u>EMPLOYMENT INTERVIEWS, SCHEDULES & CRITIQUES DUE</u>	
M-F	8-14 Dec	Finals	