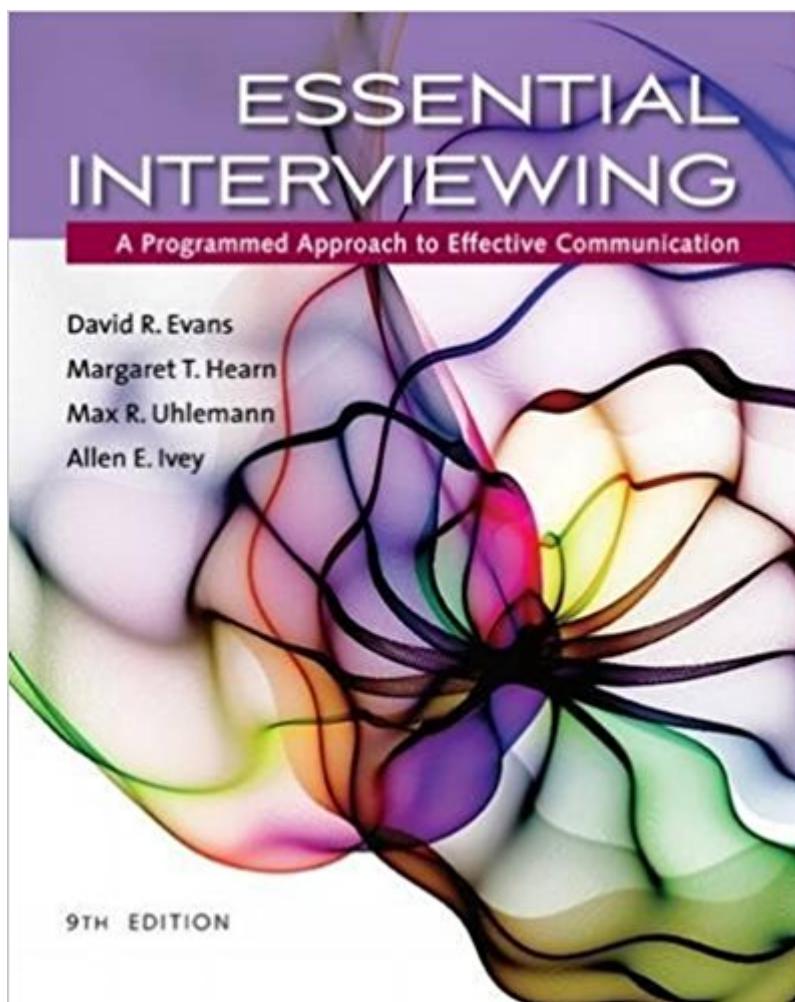


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# Essential Interviewing: A Programmed Approach To Effective Communication



## **Synopsis**

Interviewing is one of the most important skills that you'll use in your career. This proven text gives you the tools you need to conduct successful interviews with diverse clients in a variety of professional settings, including social work, counseling, nursing, personnel work, and human services. With an emphasis on the three major stages of interviewing: exploration, clarification, and action, **ESSENTIAL INTERVIEWING** offers the same programmed-learning model of interviewing that has successfully trained countless members of the helping professions for nearly 30 years. The text makes interview skills clear and specific -- and exposes you to a variety of client situations and cultures. Each chapter highlights an ethical situation you may confront in your future career, further grounding you in current standards of professional practice.

## **Book Information**

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## **Customer Reviews**

"A great book, one that I have been in search of for ten years." "I have previously reviewed this text, and it only gets better! It is invaluable in providing my students with much needed practice in the actual mechanics of what to say."

David R. Evans is professor emeritus at the University of Western Ontario, where he was a member of the Clinical Psychology Program for 30 years. He has been a consultant to numerous agencies, including hospitals, adolescent facilities, addictions facilities, and police services. He holds a Ph.D. in applied psychology from the University of Toronto. He has twice been a visiting scholar at

Wolfson College, Cambridge. He is a past president of the Canadian Psychological Association and the Ontario Psychological Association. He also has been a member of the Council of Representatives of the American Psychological Association and a representative to the International Union of Psychological Science. He is the author of numerous books, chapters, journal articles, tests and papers. Margaret T. Hearn has spent over 30 years in the field of psychology. She holds a Ph.D. in counseling psychology from the University of Western Ontario. She has had extensive practical and research experience in clinical health psychology with children and adults at London Health Sciences Centre. Before retirement, her involvement was in the area of hospital management. Dr. Hearn has served as a teacher in the departments of psychology, psychiatry and pediatrics at the University of Western Ontario. She is the author of many books, chapters, articles and papers. In addition she has had extensive involvement with psychology at both a professional and regulatory level. Max R. Uhlemann is Professor of Counseling in the Department of Educational Psychology and Leadership Studies at the University of Victoria where he is Coordinator of the Counseling Graduate Program. He received his doctorate in Counseling Psychology from Colorado State University in 1974. He has been a counselor educator since 1970. He has been a licensed psychologist since 1976. His research and teaching interests include professional and paraprofessional counseling skill training, micro-counseling skill training, interpersonal process in the counseling dyad, multi-cultural issues in counseling, and ethics and legal education and practice. He has had a private practice in counseling and clinical psychology since 1988. The focus of this practice has been on working with individuals experiencing anxiety, depression, grief, loss, and traumatic stress. He was president of the Canadian University and College Counseling Association from 1984 to 1985. He is currently concluding his nine-year editorship of the CANADIAN JOURNAL OF COUNSELING. In 1996, he received the Professional Contribution Award from the Canadian Counseling Association. He has served on ethics committees for the Canadian University and College Counseling Association, College of Psychologists of British Columbia, and Canadian Counseling Association. He is a member of the Canadian Counseling Association, Canadian Psychological Association, College of Psychologists of British Columbia, Canadian Register of Health Service Providers in Psychology, and the Western Association of Counselor Education and Supervision. Allen E. Ivey is Distinguished University Professor (emeritus) at the University of Massachusetts, Amherst. A Diplomate in counseling psychology, Dr. Ivey is a Fellow of the American Psychological Association, American Counseling Association, and Asian-American Psychological Association. His work in diversity led him to be honored as a Multicultural Elder at the National Multicultural Conference and Summit. He has written more than

40 books and 200 articles and chapters, translated into 20 languages. Dr. Ivey's undergraduate work was in psychology at Stanford University, followed by a Fulbright Grant to study social work at the University of Copenhagen, Denmark. His doctorate is from Harvard University. He is the originator of the Microskills approach, basic to this book.

My one-star rating does not so much have to do with the content of the book so much as the character of it. This book is, in many respects, the industry standard, and there is good reason for that. It combines a very practical learning style with useful theoretical information essential for the skills of interviewing (no pun intended). However, it seems as though the publishers are well aware this book has become the standard and are exploiting it to the detriment of all of us hopeful students. At an over-hundred dollar price point, I don't expect perfection, but I do expect some degree of excellence. Instead, in this 8th edition I get pictures that have clearly not been updated since the 80's... we're talking mullets, double-pleated pants, and hair mousse... lots of hair mousse. In addition, it's soft cover (which I typically prefer, but not for over \$100) and the entire book is in black and white. All the pictures, lines, numbers... everything is black and white. As a student who, all too often, frequents my texts at strange hours of the night and morning, all I'm asking for is that my over-priced text books show a little pizazz. Give me something (please, anything!) to help me from waking up in a pool of my own drool. (Side note: I carry a 3x5 super computer in my pocket at all times that communicates with outer space, thus, I'm fairly certain we have the technology for relatively inexpensive color-printed textbooks.) My point is, that it is quite apparent the publisher (like most of them) are cutting corners to save a few bucks and creating profit margins that would make the executives at Enron blush. This single review is probably not going to change anything, but hopefully cautions those thinking about buying this text new.

This text accompanied Social Work 3501 at The Ohio State University Autumn 2015. Even at around 350 pages, the textbook is filled with interactive interviewing scenarios for social work practice. It's essentially a choose your own adventure book for future social workers. I wish I had purchased instead of rented on my kindle because the format and material has been invaluable. Structure of the Text: Each chapter will spend 2-3 pages introducing a new skill and when/why it's appropriate to use or not to use with a client. The bulk of each chapter is an actual interview scenario in which you choose responses as the social worker and move to the next section of conversation based on your response. Each option first lets you know why it's a good or bad choice in the situation. If it's not a good choice, it sends you back. If it's considered an appropriate option, it sends you forward--pretty

straight forward. After the interaction scenarios are activities for in and out of class. Most require additional people and are not intended for individual work. Initial Concerns + Resolutions: I was worried I would have too much on my plate after receiving my course syllabus and all the reading required each week. I was pleasantly surprised when I realized that you really only end up going through about half of each chapter if you understand the concepts presented in the beginning of each. Since so much is in the choose-your-own-adventure style, if you continue to choose correctly, you never have to go through your poor choices and start over which saves a LOT of time (although this helps to know what not to do and why not to do it later on). I wish more textbooks could be presented in a way similar to how this one was structured. It was actually enjoyable and not boring in any capacity.

I was required to order this book for a course that I completed for my Masters in Counseling. The skills that are taught in this book are essential for therapists. However, they are also applicable, and beneficial, for many diverse situations and occupations. This book is excellent for engaging another individual in conversation. Additionally, this text is not a tough read as it guides the reader through various types of conversation scenarios and encourages the reader to select the most appropriate response. Information is provided to tell the reader why certain answer choices wouldn't be correct. Great book, highly recommend!

The material presented in this book is pretty straight forward and easy to understand. I would recommend this book to enhance your interviewing skills or as a great introduction into developing your assessment skills.

Great.

Great school book at great price! College students love how easy it is to find what they need at a good price, great shape and students have Prime FREEEEEEEE. So love shipping.

I had to get this book for my master's of social work program. It's very engaging, especially for a first time interviewer. The way the book allows the student to explore their own interviewing style is awesome. I'd recommend this book for anybody interested in any type of counseling or even patient intake. The online resources connected to the book are very helpful as well

Hopefully I can be a better listener now after reading this book...and maybe even not offend people with my opinions ;)

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