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Sixteenth Edition

INTERVIEWING

Principles and Practices



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CHARLES J. STEWART

Interviewing Principles And Practices Stewart

William Cash, Charles Stewart



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professional problems which may crucially affect the practice of interviewing This book should be of interest to professionals and students in psychology health counselling human resource management and business

Conducting the Reference Interview, Third Edition Catherine Sheldrick Ross ,Kirsti Nilsen ,Marie L. Radford,2019-07-03 Based on the latest research in communication theory but tailored specifically for real world application this updated manual speaks equally to the needs of students preparing to enter the profession and those who are already fielding reference inquiries The authors working in consultation with a stellar advisory board of scholars and practitioners present a convenient and comprehensive resource that will teach you how to understand the needs of public academic and special library users across any virtual setting including email text messaging and social media as well as in traditional and face to face models of communication Packed with exercises and examples to help you practice effective reference transactions and avoid common pitfalls this book tackles the fundamentals of the reference interview from why it s important in the first place to methods for setting the stage for a successful interview and techniques for finding out what the library user really wants to know covers the ins and outs of the readers advisory interview examines a wide range of contexts such as children young adults parents seniors adults from diverse communities and those with disabilities presents case studies of innovative reference and user encounters at a variety of libraries offers updated coverage of virtual reference including new research virtual reality transcripts and a look at crowd sourcing reference via social media features new content on common microaggressions with guidance on how to use awareness of emotion as a factor in reference interactions to ensure better outcomes discusses topics such as respecting protecting privacy overcoming assumptions implicit judgment the importance of context determining the real information need and many other lessons learned from challenging reference encounters and thoroughly addresses policy and training procedures as well as the unique challenges faced by paraprofessionals and non degreed staff Find your bearings in the continually evolving hybrid reference environment through proven strategies advice exercises and research from three experts in the field

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