

Chapter 8 Principles of Interviewing

Multiple-Choice Questions

- 1) More than 90 percent of business organizations provide training in _____ for their employees.
- A) telephone operation
 - B) cash register operation
 - C) communication
 - D) leadership

Answer: C
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- 2) What three characteristics do most definitions of an interview have in common?
- A) Relationships, communication, and skills
 - B) Planned, dyadic, and interactive discourse
 - C) Planned, dyadic, and interpersonal activity
 - D) Interviewer, interviewee, and adviser

Answer: B
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- 3) Paying too much attention to the relationship and not enough to the overall purpose of the interview is a problem related to
- A) communication.
 - B) competence.
 - C) anxiety.
 - D) goal setting.

Answer: D
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- 4) Which of the following could be an obstacle to the achievement of goals in the interview?
- A) An uncomfortable setting and inconvenient time for the interview
 - B) Sufficient preparation by the interviewer
 - C) The interviewee talking enthusiastically
 - D) A willingness to contribute on the part of the interviewer

Answer: A
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5) What part of the interview provides an opportunity for the interviewer and the interviewee to increase their knowledge of each other, clarify the purpose of the interview, and explain the direction of questioning?

- A) The opening
- B) The body
- C) The closing
- D) All of the above

Answer: D

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6) In the opening of the interview, when people evaluate each another on the basis of limited external information, such as stereotypes and outward appearance, they are forming

- A) credibility.
- B) motivation.
- C) first impressions.
- D) orientation.

Answer: C

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7) The interviewer who asks him or herself such questions as "Will the interviewee know what the interview is about, and will the interviewee want to participate in the interview?" is addressing which two components of the interview's opening?

- A) Orientation and motivation
- B) First impressions and orientation
- C) Credibility and motivation
- D) Credibility and first impressions

Answer: A

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8) Use of directive or nondirective guides is most important in what part of the interview?

- A) The opening
- B) The body
- C) First impressions
- D) The closing

Answer: B

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9) If an interviewer has prepared an interview guide that includes all major questions with possible probe questions under each major question, she or he is using a _____ guide.

- A) nondirective
- B) moderately scheduled
- C) highly scheduled standardized
- D) nonscheduled

Answer: B

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10) In the closing of an interview, which function describes the expression of pleasure with the interaction and the projection of what will happen next?

- A) Summarizing
- B) Concluding
- C) Supporting
- D) Identifying

Answer: C

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11) Mastering a question's meaning, form, and sequence occurs during the _____ phase of the strategic communication process.

- A) goal-setting
- B) communication competence
- C) situational knowledge
- D) anxiety management

Answer: B
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12) What three concepts bear on question meaning?

- A) Clarity, relevance, and bias
- B) Opening, body, and closing
- C) Bias, sequence, and form
- D) Alternatives, lists, and prestige

Answer: A
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13) An interviewer who uses directive, leading, and loaded questions may be unintentionally introducing _____ into the interview.

- A) relevance
- B) prestige
- C) bias
- D) sequence

Answer: C
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14) What form of question is the following: "Do you believe that women should be allowed to take combat roles in the military"?

- A) Secondary
- B) Closed
- C) Open
- D) Loaded

Answer: B
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15) What form of question is the following: "Can you tell me more about your feelings regarding women in combat"?

- A) Secondary
- B) Closed
- C) Loaded
- D) Primary

Answer: A
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16) A funnel sequence asks questions that

- A) go from the specific to the broad.
- B) are all at the same level.
- C) go from the broad to the universal.
- D) go from the broad to the specific.

Answer: D
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