Student name:\_\_\_\_\_\_\_\_\_\_

**1)** Define “interview”.

**2)** What distinguishes an interview from conversation?

**3)** What does “interactional” mean?

**4)** How is an interview a collaborative process?

**5)** Explain why, once an interview begins, the parties involved “cannot *not* communicate.”

**6)** Under what circumstances would you become involved in information-giving interviews?

**7)** Discuss the role of asking and answering questions in an interview.

**8)** Describe a focus group interview, and explain why it might be used over a single-person interview.

**9)** Why would an organization choose to conduct virtual interviews over other traditional and nontraditional forms of interviewing?

**10)** Which of the following types of interviews is critical and common in health care interviews?

A) information-giving interviews   
 B) appraisal interviews  
 C) promotion and placement interviews  
 D) focus group interviews

**11)** Which of the following statements is true about conversations and momentary meetings?

A) They are primarily well structured.   
 B) They are rarely conducted with a predetermined and serious purpose.  
 C) They are rarely informal and spontaneous.  
 D) They are primarily well planned.

**12)** Interviewing typically involves

A) persuading.   
 B) information giving.  
 C) counseling.  
 D) All of the answers are correct.

**13)** The word “interactional” signifies an exchanging of all of the following *except*

A) roles.   
 B) expectations.  
 C) responsibilities.  
 D) beliefs.

**14)** What distinguishes interviews from social conversations?

A) interactions   
 B) asking and answering questions  
 C) exchanging information  
 D) predetermined and serious purpose

**15)** Interviews share characteristics with

A) brief interactions.   
 B) social conversations.  
 C) small groups.  
 D) All of the answers are correct.

**16)** In interviews, the parties share

A) feelings.   
 B) beliefs.  
 C) motives.  
 D) All of the answers are correct.

**17)** “Collaborative” means

A) a mutual creation and sharing of meanings.   
 B) an interactional communication process.  
 C) working independently.  
 D) All of the answers are correct.

**18)** An interview is

A) a collaborative process.   
 B) an interactional communication process.  
 C) a process with a predetermined and serious purpose.  
 D) All of the answers are correct.

**19)** Questions are tools interviewers and interviewees employ for all of the following *except*

A) to obtain information.   
 B) to verify impressions and assumptions.  
 C) to disclose their own motives.  
 D) to check the accuracy of messages sent and received.

**20)** Which of the following is *not* a traditional form of interviewing?

A) selection interviews   
 B) virtual interviews  
 C) information-giving interviews  
 D) information-gathering interviews

**21)** Which type of interview consists of two parties taking part in orienting, coaching, instructing, and briefing sessions?

A) selection interviews   
 B) telephone interviews  
 C) information-giving interviews  
 D) information-gathering interviews

**22)** If an interviewee has a personal or professional problem, which of the following types of interviews is most appropriate to address the situation?

A) a selection interview   
 B) a persuasion interview  
 C) a counseling interview  
 D) a telephone interview

**23)** Identify an accurate statement about focus group interviews.

A) They usually require similar but unrelated interviewees.   
 B) They are the most common form of placement interviews.  
 C) They involve eight interviewers and one interviewee.  
 D) They discourage interactions among interviewees.

**24)** An interviewer structures the interview with a carefully crafted set of questions designed to generate interactions among the interviewees in a

A) selection interview.   
 B) persuasion interview.  
 C) counseling interview.  
 D) focus group interview.

**25)** Identify the disadvantage(s) of telephone interviews.

A) the lack of “presence” of parties   
 B) the inability to give subtle cues to interviewees about role changes  
 C) the inability to observe an interviewee’s appearance and gestures  
 D) All of the answers are correct.

**26)** Which of the following interviews occurs when one party attempts to alter or reinforce the thinking, feeling, or acting of another party?

A) a selection interview   
 B) a persuasion interview  
 C) a counseling interview  
 D) a telephone interview

**27)** The sales interview is typically an example of a(n)

A) focus group interview.   
 B) persuasion interview.  
 C) counseling interview.  
 D) appraisal interview.

**28)** Which of the following statements is true about an e-mail interview?

A) It makes it difficult to establish rapport with an interviewee.   
 B) It requires more bandwidth than other forms of multimedia interviews.  
 C) It is the most interactive form of interview.  
 D) It provides an interviewer a significant advantage in opening interviews.

**29)** It is best to use a webinar to conduct

A) surveys.   
 B) interviews.  
 C) assessments.  
 D) workshops.

**30)** Identify an accurate statement about performance review.

A) It is the most common form of focus group interviews.   
 B) It requires a minimum of six to eight interviewees and one interviewer.  
 C) It was once commonly referred to as an exit interview.  
 D) It is used primarily to analyze the skills and abilities of an interviewee.

**31)** Identify an accurate statement about e-mail interview fairness.

A) An e-mail interview may be less fair to a verbally challenged person than to an orally challenged person.   
 B) An e-mail interview may be less fair to an orally challenged person than to a verbally challenged person.  
 C) E-mail interviews are equally unfair for both orally challenged and verbally challenged people.  
 D) An e-mail interview provides an advantage to the interviewer over the interviewee.

**32)** A “placement interview” is a type of

A) counseling interview.   
 B) persuasion interview.  
 C) selection interview.  
 D) information-gathering interview.

**33)** In a typical interview, there are two distinct parties: an interviewer party and an interviewee party.

⊚ true  
 ⊚ false

**34)** A wink is a nonverbal sign in an interaction.

⊚ true  
 ⊚ false

**35)** An interview requires a degree of planning and structure.

⊚ true  
 ⊚ false

**36)** “Dyadic” means three parties.

⊚ true  
 ⊚ false

**37)** A communicative exchange involving three people *cannot* be an interview because an interview involves two people.

⊚ true  
 ⊚ false

**38)** An interview is interactive in real time.

⊚ true  
 ⊚ false

**39)** Asking questions is an important aspect of an interview.

⊚ true  
 ⊚ false

**40)** A persuasive interview is always formal.

⊚ true  
 ⊚ false

**41)** Roles of the interviewer and interviewee may switch from moment to moment.

⊚ true  
 ⊚ false

**42)** An Army recruiter meeting with two parents is an interview.

⊚ true  
 ⊚ false

**43)** A student meeting with her doctor and nurse practitioner to determine when she could resume practice with the gymnastics team is *not* an interview.

⊚ true  
 ⊚ false

**44)** Three supervisors discussing the ways in which they might alter performance reviews in the second quarter of the year is an interview.

⊚ true  
 ⊚ false

**45)** A professor asking questions about an assigned case study and its practical applications in computer software design is *not* an interview.

⊚ true  
 ⊚ false

**46)** One of the primary purposes of information-gathering interviews is to transfer facts, data, reports, and opinions from one party to another.

⊚ true  
 ⊚ false

**47)** An advantage of an e-mail interview is that it is easy to determine the emotional reactions of an interviewee.

⊚ true  
 ⊚ false

**Answer Key**Test name: chapter 1

10) A

11) B

12) D

13) B

14) D

15) D

16) D

17) A

18) D

19) C

20) B

21) C

22) C

23) A

24) D

25) D

26) B

27) B

28) A

29) D

30) D

31) A

32) C

33) TRUE

34) TRUE

35) TRUE

36) FALSE

37) FALSE

38) TRUE

39) TRUE

40) FALSE

41) TRUE

42) TRUE

43) FALSE

44) FALSE

45) TRUE

46) TRUE

47) FALSE