

# Chapter 1

*Student:* \_\_\_\_\_

1. Define "interview" and explain the significance of each key word or term.
2. What distinguishes an interview from conversation?
3. What does "interactional" mean?

4. Why is the interview a "process"?

5. Explain why, once the interview begins, the two parties "cannot *not* communicate."

6. Under what circumstances would you become involved in information giving interviews?

7. List five of the components that all interviews share.
8. Describe a focus group interview and explain why it might be used over other forms of nontraditional interviewing.
9. Why would an organization choose to conduct virtual interviews over other traditional and nontraditional forms of interviewing?

10. According to Stewart and Cash, interviewing involves

- A. interactional communication.
- B. the asking and answering of questions.
- C. a predetermined and serious purpose.
- D. all of the above

11. The word process denotes

- A. a dramatic interchange.
- B. a never-changing interaction.
- C. a very high degree of system or structure.
- D. an interaction that is not static.

12. Interviewing involves all of the following *except*

- A. persuading.
- B. information giving.
- C. counseling.
- D. none of the above

13. The word interactional signifies an exchanging of all of the following *except*

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

14. What distinguishes an interview from social conversation?

- A. interaction
- B. asking and answering questions
- C. exchanging information
- D. predetermined and serious purpose

15. Interviews share characteristics with

- A. intimate interactions.
- B. social conversations.
- C. small groups.
- D. all of the above.

16. In successful interviews the parties share

- A. feelings.
- B. beliefs.
- C. motives.
- D. all of the above

17. Collaborative means

- A. a mutual creation and sharing of meanings.
- B. an interactional communication process.
- C. working independently.
- D. all of the above

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 above

19. Although each interview is unique in some respects, all involve which of the following?

- A. apprehensions
- B. coded messages
- C. nonverbal messages
- D. all of the above

20. 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.

21. Which of the following is not a traditional form of interviewing?

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

22. 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

23. If an interviewee has a personal or organization problem, which of the following types of interviews is appropriate to address the situation?

- A. selection interview
- B. persuasion interview
- C. counseling interview
- D. phone interview

24. Which of the following types of interviews usually involves eight to twelve similar interviewees and a single interviewer?

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

25. Which of the following types of interviews involves a moderator or facilitator?

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

26. Which of the following are disadvantage to telephone interviews?

- A. lack of "presence" of parties
- B. interviewees are less serious
- C. parties cannot observe eye contact, gestures, posture, etc.
- D. all of the above

27. Which of the following interview occurs whenever one party attempts to alter or reinforce the thinking, feeling, or acting of another party?

- A. selection interview
- B. persuasion interview
- C. counseling interview
- D. phone interview

28. What is one problem the authors suggest is associated with e-mail interviews?

- A. reluctance of parties to type lengthy answers to questions
- B. inability to meet at agreeable times
- C. lack of computer-related skills
- D. fear of communication on the internet



29. Which of the following are disadvantages of using e-mail in conducting interviews?

- A. difficulty in opening interviews
- B. establishing rapport
- C. determining emotional reactions
- D. all of the above

30. What percentage of interviewers preferred face-to-face interviews over videoconferencing interviews?

- A. 15
- B. 54
- C. 60
- D. 76

31. Communication interactions are not static.

True False

32. Nonverbal signals are not part of creating and sharing.

True False

33. An interview requires a degree of planning and structure.

True False

34. Dyadic means three parties.

True False

35. A communicative exchange involving three people cannot be an interview because an interview involves two people.

True False

36. Conference calls and real-time Internet exchange are not interviews.

True False

37. Asking questions is important in all interviews.

True False

38. A persuasive interview is always formal.

True False

39. Roles of interviewer and interviewee may switch from moment to moment.

True False

40. An Army recruiter meeting with two parents is an interview.

True False

41. A student meeting with her doctor and nurse practitioner to determine when she might be able to resume practice with the gymnastics team is not an interview.

True False

42. Three supervisors discussing ways they might alter performance reviews in the second quarter of the year is an interview.

True False

43. A professor asking questions about an assigned case study and its practical applications in computer software design is NOT an interview.

True False

44. One of the primary purposes of Information-gathering interviews is to transfer facts, data, reports, and opinions from one party to another.

True False

45. If two parties use the Internet to interact in real time and have a predetermined and serious purpose, it is a true interaction and therefore qualifies as an interview.

True False

# Chapter 1 Key

1. Define "interview" and explain the significance of each key word or term.

Answer will vary.

*Stewart - Chapter 01 #1*

2. What distinguishes an interview from conversation?

Answer will vary.

*Stewart - Chapter 01 #2*

3. What does "interactional" mean?

Answer will vary.

*Stewart - Chapter 01 #3*

4. Why is the interview a "process"?

Answer will vary.

*Stewart - Chapter 01 #4*

5. Explain why, once the interview begins, the two parties "cannot *not* communicate."

Answer will vary.

*Stewart - Chapter 01 #5*

6. Under what circumstances would you become involved in information giving interviews?

Answer will vary.

*Stewart - Chapter 01 #6*

7. List five of the components that all interviews share.

Answer will vary.

*Stewart - Chapter 01 #7*

8. Describe a focus group interview and explain why it might be used over other forms of nontraditional interviewing.

Answer will vary.

*Stewart - Chapter 01 #8*

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

Answer will vary.

*Stewart - Chapter 01 #9*

10. According to Stewart and Cash, interviewing involves

- A. interactional communication.
- B. the asking and answering of questions.
- C. a predetermined and serious purpose.
- D. all of the above

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*Stewart - Chapter 01 #10*

11. The word process denotes
- A. a dramatic interchange.
  - B. a never-changing interaction.
  - C. a very high degree of system or structure.
  - D. an interaction that is not static.

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*Stewart - Chapter 01 #11*

12. Interviewing involves all of the following *except*
- A. persuading.
  - B. information giving.
  - C. counseling.
  - D. none of the above

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*Stewart - Chapter 01 #12*

13. The word interactional signifies an exchanging of all of the following *except*
- A. roles.
  - B. expectations.
  - C. responsibilities.
  - D. beliefs.

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*Stewart - Chapter 01 #13*

14. What distinguishes an interview from social conversation?

- A. interaction
- B. asking and answering questions
- C. exchanging information
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*Stewart - Chapter 01 #14*

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- C. small groups.
- D. all of the above.

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*Stewart - Chapter 01 #15*

16. In successful interviews the parties share

- A. feelings.
- B. beliefs.
- C. motives.
- D. all of the above

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*Stewart - Chapter 01 #16*



17. Collaborative means

- A. a mutual creation and sharing of meanings.
- B. an interactional communication process.
- C. working independently.
- D. all of the above

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*Stewart - Chapter 01 #17*

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 above

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*Stewart - Chapter 01 #18*

19. Although each interview is unique in some respects, all involve which of the following?

- A. apprehensions
- B. coded messages
- C. nonverbal messages
- D. all of the above

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*Stewart - Chapter 01 #19*

20. 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.

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*Stewart - Chapter 01 #20*

21. Which of the following is not a traditional form of interviewing?
- A. selection interviews
  - B. telephone interviews
  - C. information-giving interviews
  - D. information-gathering interviews

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*Stewart - Chapter 01 #21*

22. 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

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*Stewart - Chapter 01 #22*

23. If an interviewee has a personal or organization problem, which of the following types of interviews is appropriate to address the situation?
- A. selection interview
  - B. persuasion interview
  - C. counseling interview
  - D. phone interview

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*Stewart - Chapter 01 #23*

24. Which of the following types of interviews usually involves eight to twelve similar interviewees and a single interviewer?
- A. focus group interview
  - B. persuasion interview
  - C. counseling interview
  - D. selection interview

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*Stewart - Chapter 01 #24*

25. Which of the following types of interviews involves a moderator or facilitator?
- A. selection interview
  - B. persuasion interview
  - C. counseling interview
  - D. focus group interview

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*Stewart - Chapter 01 #25*

26. Which of the following are disadvantage to telephone interviews?

- A. lack of "presence" of parties
- B. interviewees are less serious
- C. parties cannot observe eye contact, gestures, posture, etc.
- D. all of the above

*Accessibility: Keyboard Navigation*

*Stewart - Chapter 01 #26*

27. Which of the following interview occurs whenever one party attempts to alter or reinforce the thinking, feeling, or acting of another party?

- A. selection interview
- B. persuasion interview
- C. counseling interview
- D. phone interview

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*Stewart - Chapter 01 #27*

28. What is one problem the authors suggest is associated with e-mail interviews?

- A. reluctance of parties to type lengthy answers to questions
- B. inability to meet at agreeable times
- C. lack of computer-related skills
- D. fear of communication on the internet

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*Stewart - Chapter 01 #28*

29. Which of the following are disadvantages of using e-mail in conducting interviews?
- A. difficulty in opening interviews
  - B. establishing rapport
  - C. determining emotional reactions
  - D. all of the above

*Accessibility: Keyboard Navigation*

*Stewart - Chapter 01 #29*

30. What percentage of interviewers preferred face-to-face interviews over videoconferencing interviews?
- A. 15
  - B. 54
  - C. 60
  - D. 76

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*Stewart - Chapter 01 #30*

31. Communication interactions are not static.

TRUE

*Accessibility: Keyboard Navigation*

*Stewart - Chapter 01 #31*

32. Nonverbal signals are not part of creating and sharing.

FALSE

*Accessibility: Keyboard Navigation*

*Stewart - Chapter 01 #32*

33. An interview requires a degree of planning and structure.

TRUE

*Accessibility: Keyboard Navigation  
Stewart - Chapter 01 #33*

34. Dyadic means three parties.

FALSE

*Accessibility: Keyboard Navigation  
Stewart - Chapter 01 #34*

35. A communicative exchange involving three people cannot be an interview because an interview involves two people.

FALSE

*Accessibility: Keyboard Navigation  
Stewart - Chapter 01 #35*

36. Conference calls and real-time Internet exchange are not interviews.

FALSE

*Accessibility: Keyboard Navigation  
Stewart - Chapter 01 #36*

37. Asking questions is important in all interviews.

TRUE

*Accessibility: Keyboard Navigation  
Stewart - Chapter 01 #37*

38. A persuasive interview is always formal.

FALSE

*Accessibility: Keyboard Navigation  
Stewart - Chapter 01 #38*

39. Roles of interviewer and interviewee may switch from moment to moment.

TRUE

*Accessibility: Keyboard Navigation  
Stewart - Chapter 01 #39*

40. An Army recruiter meeting with two parents is an interview.

TRUE

*Accessibility: Keyboard Navigation  
Stewart - Chapter 01 #40*

41. A student meeting with her doctor and nurse practitioner to determine when she might be able to resume practice with the gymnastics team is not an interview.

FALSE

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Stewart - Chapter 01 #41*

42. Three supervisors discussing ways they might alter performance reviews in the second quarter of the year is an interview.

FALSE

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Stewart - Chapter 01 #42*

43. A professor asking questions about an assigned case study and its practical applications in computer software design is NOT an interview.

TRUE

*Accessibility: Keyboard Navigation*

*Stewart - Chapter 01 #43*

44. One of the primary purposes of Information-gathering interviews is to transfer facts, data, reports, and opinions from one party to another.

TRUE

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*Stewart - Chapter 01 #44*

45. If two parties use the Internet to interact in real time and have a predetermined and serious purpose, it is a true interaction and therefore qualifies as an interview.

TRUE

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*Stewart - Chapter 01 #45*



# Chapter 1 Summary

<u>Category</u>	<u># of Questions</u>
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