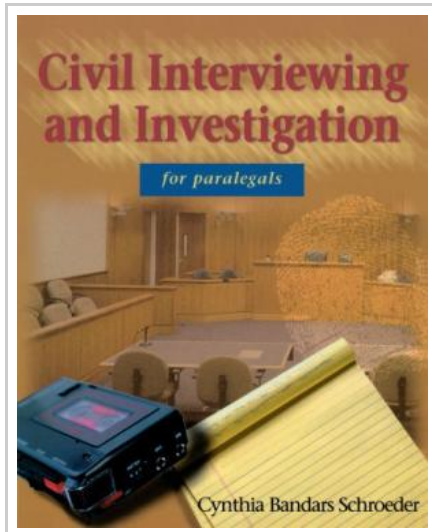




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By Schroeder, Cynthia Bandars

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Summary: PREFACE. ACKNOWLEDGEMENTS. SECTION ONE:

INTERVIEWING: 1. INTERVIEWING-UNDERSTANDING THE

BASICS: Introduction. Defining the "Interview". Interviewing

Roles. Perceptions. Interactions. Listening Skills. Evaluations.

Scheduling the Interview. Summary. Activities. Case Study 2.

THE INTERVIEW STRUCTURE: Planning Ahead. Opening the

Interview. The Body of the Interview. Closing the Interview.

Summary. Activities. Case Study. 3. QUESTIONING: Why "Good"

Questions are Required. Open Questions vs. Closed Questions.

Leading vs. Neutral Questions. Probing Questions. How to

Structure Questions. Problem Producing Questions. Summary

Activities. Case Study. 4. INTERVIEWING THE CLIENT:

Introduction. The Initial Client Interview: An Overview.

Conducting the Interview. Identifying Difficult Clients.

Questioning the Client. Evaluating the Interview. Ethical

Considerations. Summary Activities. Case Study. 5.

INTERVIEWING THE EXPERT: Introduction. Preparing for the

Interview. Conducting the Full Expert Interview. Medical

Experts. Ethical Considerations. Summary. Activities. Case

Study. 6 THE INVESTIGATIVE INTERVIEW: Introduction. The 5

W's of the Interview. Quintamensional Questioning Technique.

Conducting the Interview. Special Considerations. Analyzing

the Investigative Interview. Ethical Considerations. Summary.

Activities. Case Study. SECTION TWO: INVESTIGATION

MECHANICS. 7. INVESTIGATION-UNDERSTANDING THE BASICS:

Introduction. Understanding the Investigation. Objectives of the

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