

270-650 Theory & Practice of Interviewing

Fall 2015

Lecture

Instructor: Alberta M. Gloria, Ph.D.

Meeting Time: Fridays 8:00am – 9:15am

Meeting Place: 1100 Grainger

Office: 325 Education Building

Email: amgloria@wisc.edu

Office Hours: by appointment

Class materials (syllabi, assignments, readings, handouts, etc.) are available on Learn @UW.

Course Description and Objectives

We engage in interviewing and interpersonal communication on a daily basis, in both our personal and professional lives. From psychotherapy to casual conversation, effective communication involves complex, dynamic, and, at times, challenging interactions. This class is designed to provide you with a theoretical, empirical, and personal understanding of effective communication and interviewing skills across a variety of contexts.

Becoming an effective communicator involves understanding our own attributes and how they may help or hinder the communication process. Some personal and cultural characteristics that can affect the interview process include one's assumptions, biases, strengths, skills, beliefs, values, and level of self-awareness. In this course you will be asked to engage in activities that help you to explore who you are as a cultural being and its role on your communication process. Course objectives include:

- To increase awareness of one's self as a cultural being in order to understand and engage in effective communication.
- To gain familiarity with research and theory on communication.
- To learn about your own communication style and how this applies to the interview setting.
- To practice basic communication skills of active listening, effective questioning, empathy, and letting others know you understand their point of view.
- To conduct video-recorded practice interviews and evaluate your performance.
- To understand the goals and techniques utilized in different types of interviews.

Taught through the Department of Counseling Psychology, concepts of culture (broadly defined), context, and worldview will be integrated throughout the lecture and labs to facilitate an understanding of oneself as a cultural being within the context of communication and the interview process.

Required Texts

PDF readings are available on Learn@UW. After the first week of class, readings should be completed before lecture.

Course Structure

This course involves both a lecture and a lab section. The lecture will present core concepts which you will analyze and practice thoroughly in the lab sections. During lectures, students should sit with their lab. Lab instructors will be available in their sections 15 minutes before the lecture starts to assist students with questions regarding lab or lecture or course assignments. The required labs provide in-depth discussion, examination and practice of the principles presented in the texts and in lecture. Labs are intended to increase awareness and understanding of self as a cultural being through experiential practice and use of communication skills with their classmates.

Attendance and Participation

Given the experiential nature of the course, attendance and participation is a crucial part of creating a cohesive lab section and factors heavily in grading. If you believe you have serious, extenuating circumstances that warrant modification of the attendance policy below, please contact both your lab instructor and the course instructor as soon as possible.

Lecture

Students are expected to be present and engaged in every lecture. Labs will not re-teach content; they give you the opportunity to analyze, discuss and apply the course concepts. Attendance in lecture is included in your participation grade. Success in CP650 requires integration of lecture and lab materials. Based on the lab policy, participation points may be lost for missing lecture and for the inability to participate in lab due to missing the content of lecture.

Lab

Students are expected to attend and actively participate in each lab meeting. Students must attend the lab section for which they are formally enrolled and will not receive credit for attending another lab section. In the event that you must miss a lab, please inform your lab instructor of your absence ahead of time or shortly thereafter in the case of emergencies. Students are allowed a maximum of two absences:

First Absence:	0 participation points awarded
Second Absence:	0 participation points awarded, 4 points deducted
Third Absence:	100 points deducted, Withdraw or Fail

Students who miss three labs can withdraw from the class if the deadline for withdrawal has not passed or they will fail the course. Students who know that they will miss three or more labs should consider taking the course at a later time (Spring or Summer semester).

Technology

No lecture or lab materials, including powerpoint presentations, will be distributed in class or posted on Learn@UW. Concept outlines for each lecture are provided via Learn@UW. Photography, audio- or video-recording is not allowed in either lecture or lab.

Students are encouraged to use their laptops or tablets for course purposes during lecture, however, you are asked to refrain from any distracting use of laptops for non-class related purposes (e.g., watching videos, surfing the net, social networking/etc.). Students who distract other students by their use of technology will be asked to refrain from computer use. Lab instructors will define how technology is used in their classrooms.

Students will need a video recording device to complete the two video assignments. Various campus libraries have devices you may check out that will allow you to record your interviews. Laptops can work for these assignments if the recording quality is high enough for your lab instructor to hear and see clearly the interview.

Course communication

Course expectations are communicated by the lecture and lab portion of the syllabus, supplemental instructions on Learn@UW, e-mails from the course instructor and Lab Instructors, as well as verbally in lecture and lab. The “News” section of Learn@UW should be checked regularly. Students need to balance all of these information sources to ensure all expectations are met.

If you have questions or concerns, your first contact should be your lab instructor. To facilitate communication, when contacting the course instructor please identify your lab instructor by name *and* cc:

them on the email correspondence. If you have a concern and you do not feel it is appropriate to cc your lab instructor, please omit the cc and indicate that you have purposefully done so.

Accommodation Statement

Please inform your lab instructor within the first two weeks of the course if you have a McBurney VISA and need accommodations in the curriculum, instruction, or assessment of the course in order to participate fully. To the extent possible, the information provided will be kept confidential. For those students who need testing accommodation, please coordinate in advance with your Lab Instructor for the day of the exam.

Religious Accommodation Statement

We will make every effort to accommodate religious obligations. Please let your Lab Instructor know, in advance, of any absence due to religious observation so we can make appropriate arrangements for make-up work and/or adjust assignment deadlines.

Grading: All grading is completed by your lab instructor. If you believe you have serious extenuating circumstances that warrant modification of syllabus requirements, please contact your lab instructor as soon as possible.

Assessment in Lecture

Quizzes and exams will take place in lecture; all other assignments will be due in lab or as indicated by your lab instructor.

Unannounced Quizzes

A total of *five* unannounced quizzes will be given on materials presented in the lecture and/or texts over the course of the class. The lowest quiz grade will be dropped. Because the lowest quiz score is dropped, make-up quizzes are not provided. The quizzes are short answer and ask students to apply the course materials. Each quiz is worth 2.5 points. Additional time to complete a quiz will not be provided if a student comes to class late/begins the quiz late.

Exam 1: October 23rd

The first exam will cover the readings and lecture materials from the first half of the course. Please note that the readings compliment the lectures, but do not overlap completely. You will have the full class period to complete the exam. The exam consists of 60 multiple-choice items. Please bring a #2 pencil to the exam. Exam 1 is worth a total of 15 points.

Exam 2: December 11th

The second exam will cover the readings and lecture materials from the second half for the class. Again, please note that the readings and lectures parallel one another, but do not overlap completely. You will have the full class period to complete the exam. The exam consists of 40 multiple-choice items and several short answer questions. Please bring a #2 pencil to the exam. Exam 2 is worth a total of 10 points.

Lab Syllabus

Student will receive a syllabus in lab that will contain specific information assignments, lab requirements and expectations, and grading.

270-650 Theory & Practice of Interviewing

Fall 2015

Lab #317

Lab Instructor: Elaina Meier, M.A., M.S., LPC-IT

Meeting Time: Friday, 9:30-12:00

Meeting Place: Education L159

Office: 341 Education Building

Mailbox: 335 Education Building (in the CP Office)

Email: emeier3@wisc.edu

Office Hours: By appointment

Lab Description and Objectives

This course provides an introduction to and overview of communication skills and applies them to interviewing. The lab section of this course will allow you to put what you're learning in lectures and readings into practice. However, labs do not take the place of lecture, so **you are expected to attend both lab and lecture every week**. This lab does *not* meet Comm B requirements.

The objectives of this lab include:

- Increasing your knowledge of your personal communication styles and patterns
- Gaining awareness about how experiences, attitudes, beliefs, values, and culture influence interviewing styles and how others are perceived
- Practicing and enhancing basic communication skills, including those most pertinent to interviewing

Discussion will be a key component of the learning process in lab. We will all learn from each other by sharing about our own personal experiences, attitudes, and assumptions, as well as actively listening to others who are different from or similar to ourselves.

Class Expectations

Respect our learning environment.

- Everyone is expected to behave respectfully toward one another and the issues that are being discussed. It is my goal to provide an open, safe, and fun learning environment while challenging all of us to expand. Debate is encouraged, disrespect is not.
- Arrive early or on time to avoid disrupting class discussion. *Tardiness will result in not receiving the full participation point for that day.*
- Please be sure your use of technology in class is not disruptive. Cell phones should be set to vibrate or silent and should be out of sight. Laptops may *not* be used during lab. *If I need to ask you to refrain from technology use during lab, you will not receive the full participation point for that day.*

Challenge yourself.

- Consider taking risks. Don't be afraid of making mistakes – they are part of the learning process!
- Focus on *active* participation, stretching beyond how much you have participated in prior courses.

Late work Policy

Journals must be submitted to dropbox on Learn@UW site for this class. Each journal is due 15 minutes before the start of our Friday lecture, so the dropbox folder for each journal will close at 7:45 a.m.. All late journal entries will receive 0 points, but you must complete all ten journals before submitting the Course Reflection paper or it will not be graded. All other assignments will receive a 1-point deduction for each calendar day late, up to three days. If your assignment is more than three days late (72 hours), it will not be graded and no credit will be given. If you need an extension for any assignment, contact me at least 24 hours before the due date.

Grading

Attendance & Participation	15	Ongoing
Quizzes	10	Unannounced
Course Journals	10	See course calendar
Exam #1	15	October 23 th
Exam #2	10	December 11 th
DVD #1	15	October 23 rd
DVD #2	15	December 4 th
Mock Interview	5	November 20 th
Course Reflection	5	December 11 th
Total: 100 points		
<i>7 possible points of extra credit – see Learn@UW for current opportunities</i>		

Percent	Grade
94-100	A
88-93.99	A/B
82-87.99	B
76-81.99	B/C
70-75.99	C
64-69.99	D
0-63.99	F

Lab Requirements and Assignments**Attendance and Participation (15 points total):**

You are expected to attend and actively participate in all 12 required lab meetings. Attendance and active participation will be assessed each lab, earning up to one point per lab. Additionally, three points will be assessed for professionalism and attendance in lecture. Of course, sometimes life issues arise that may interfere with class attendance. If you have to miss a lab, please let me (Meier) know about your absence via email in advance, or shortly thereafter in the case of an emergency. One absence from lab due to unforeseen life circumstances may be excused, although no lab participation points will be awarded. ***Each additional absence beyond the first will be marked as unexcused and will result in an additional four-point deduction from your final grade. If you miss three or more labs, you will be asked to withdraw from the course or will fail the course.*** You must attend the lab section for which you are formally enrolled and will not receive credit for attending another lab section.

Participation grades are based on effort, level of engagement, and conduct in the classroom. Be on time to class and come prepared to discuss the materials presented in the readings and in lecture. You are expected to attend the entire lab and to engage in all lab activities including discussions, exercises, role-plays, mock interviews, and individual meetings. Students can actively participate by:

- Coming prepared to discuss the materials presented in readings and lectures
- Asking and answering thoughtful questions
- Offering honest opinions and experiences, and respectful feedback
- Demonstrating nonverbal engagement
- Applying class concepts to personal and professional experiences

Self-Reflection Journals (1 point each):

An important aspect of this course is self-exploration. You will be asked to reflect on your own communication style and on the process of communication as it relates to the interview setting. Your journal should contain *your* reflections and “wonderings” about lecture concepts, lab activities and conversations, and out-of-class exercises and readings as they relate to your personal and professional life.

Format: All journal entries must be typed, double-spaced, 12-point font (Times New Roman/Arial) with 1” margins. Additionally, include your name at the top of *each* page and number the pages. Keep all your journal submissions for use in the Journal Summary. Please, turn in your reflection journals by uploading them to the appropriate journal folder in the section of **Learn@UW’s dropbox for this lab** (Elaina Meier, Lab #317). Save your journals with the title format: first initial, last name, and journal number.doc (i.e. astark-1.doc). They are due 15 minutes before the start of lecture on Friday, so the dropbox submission folder will close at 7:45 a.m. (You should probably upload them by the morning to avoid last-minute technical issues.)

Journals: Journals 1, 2, and 3 must answer the prompts found on Learn@UW. For Journals 4 through 10, you may continue to use the suggested prompts in this syllabus, or choose to write about something that indicates your experiences or your thoughts and questions about relevant communication and interview topics. Clearly tie in either a course concept or something that happened in lab. **Journals must be 2 full pages long.**

Grading: You are graded on clarity, specificity, depth of reflection, critical thinking, and integration of course materials. In general these journals will be graded on content, but if spelling and grammar make it difficult to read it may result in a lower grade. Please proofread your journals before submission!

Individual Meetings

Each student will meet with me individually for 15 minutes once during the semester. This is an opportunity to reflect on your growth and struggles with the lab work, discuss assignments, and provide me with an opportunity to understand your goals pertaining to this class and life. You will be asked to come with an agenda in mind, based on what is most important for you to discuss. Topics of discussion can include: questions about course material or assignments, practice using skills from class, future career/graduate school plans, feedback on your experience in the course, etc. These meetings will be held during our normal lab time, and a schedule will be made on the first day of lab. Failure to come to your meeting or to have an idea for a topic to discuss will result in not receiving the full lab point for that day. On the lab days preceding the two exams, no individual meetings will be scheduled.

Course Reflection Paper: (Due December 11th, 7:45am, 5 points total)

For the final journal entry, write a synthesis of your growth as a cultural being, communicator, and interviewer. Review your previous journal entries to identify how you have understood yourself and the communication and interview process, finding trends, themes, and general reflections over the course of the semester. What have you gotten out of the course? What have you noticed about your communication style over the course of the semester? Do you feel you

have changed your communication style or perceptions? What themes stick out in your journals over the semester? Follow the same formatting style as your reflection journals (i.e. 12-point font, 1" margins etc.). The Journal Summary must be **4 - 5 pages long** and is **due at 7:45am (before the exam) to our section's dropbox on Learn@UW.**

Video Project 1 & 2 (Due October 23rd and December 4th, 15 points + 15 points = 30 points total):

You are required to submit two video recordings during the semester. Please refer to the course syllabus and documents posted on Learn@UW for additional details and instructions regarding the video assignments. Further instructions will be given during lab closer to the time of the assignment due dates.

- **Due Dates:** **Video 1 is due October 23rd at 7:45 a.m.** (but there is no lab that day) and **Video 2 is due December 4th at 7:45 a.m.** Late assignments will receive a 1-point deduction for each calendar day late. After 3 days late, no credit (i.e. 0 points) will be given. Both the video and written portions are required for your assignment to be considered submitted, so be sure you have both in on or ahead of time!
- **Format & Submission:** Written components of this assignment (introduction, transcript, and evaluation) will be handed in via our section's Learn@UW dropbox. Please note that I am giving you several options for video format so that technical difficulties are not an excuse for late submission. Some options for video format/submission include:
 - **PREFERRED METHOD:** Upload your video to Google Drive, as a *private* video, or to your Wisc Webspaces, and authorize my email to view it (**emeier3@wisc.edu**). Please note that if you choose this route, it is your responsibility to mark your videos as private/unlisted in order to protect your privacy, and also be aware that we cannot guarantee the security of websites such as Google Drive. Your video will not be considered submitted until you have received confirmation from me via email that it is viewable through your link.
 - Hand in video file on flash drive/DVD/CD inside a Ziploc bag with your name and section number on it. If you wish to use this method, please arrange with me ahead of time to test out your video on my computer before it is due to make sure that the formatting will work.

Mock Interviews (Due November 20th, 5 points total):

You will participate in a mock interview through L&S Career Services or through another department or program (see info on Learn@UW). The L&S Career Services mock interview dates, times, and locations are to be determined and will be announced as soon as possible. You will sign up for a mock interview time slot ahead of time once exact dates and times are posted. You will turn in a copy of the signed Mock Interview Form (posted on Learn@UW content tab) along with a one- to two-page reflection paper for 5 points total. This is **due November 20th**. The format of the reflection paper is the same as other assignments for this lab, and you should focus your content on your experiences before, during, and after the mock interview, what you learned from the experience, and what you would like to continue working on and why.

Extra Credit (Due December 11th, up to 7 extra points)

All extra credit opportunities are *voluntary*. It is your responsibility to download the correct forms, have them signed by the appropriate people and turn them in to your lab instructor to receive extra credit. Extra credit forms are available on the class website at Learn@UW. All extra credit must be completed and forms turned in **by December 11th**.

NOTE ABOUT ASSIGNMENT REQUIREMENTS

Many assignments will be discussed in further detail during lab, and additional directions may be handed out at that time. Also, this syllabus may be subject to change. Any changes will be communicated in class. It is your responsibility to make sure you obtain this information, as you will be held accountable for it.

Academic Honesty

All students are expected to know and follow all UW-Madison policies regarding academic honesty.

Counseling Services

In this class we will be thinking about and discussing topics that may be difficult for some students. If you feel you need additional emotional support, please do not hesitate to seek counseling services. Counseling is available for University of Wisconsin students at UHS Counseling and Consultation Services. There is no fee for service as the cost is included in your tuition.

<http://www.uhs.wisc.edu/services/counseling/>

For appointments call 608-265-5600

For 24-hour crisis services call: 608-265-5600 (select option 9)

Counseling services for students and community members are also available at the Counseling Psychology Training Clinic (CPTC). The CPTC provides counseling services for individuals, families, adolescents and children. Services are provided on a sliding scale fee based on income.

<http://eptc.education.wisc.edu/cptc.aspx>

For appointments call 608/265-8779 or use the clinics contact form:

<http://eptc.education.wisc.edu/CPTC/ContactUs.aspx>

No emergency Services are available.

Course Schedule

Lecture	Topic	Lab	Info and Assignments
Sept 4	Course Introduction Interviewing as Communication	Sept 4	Welcome to our lab!
Sept 11	Principles of Communication I	Sept 11	Journal # 1 (See Learn@UW for prompt)
Sept 18	Principles of Communication II	Sept 18	Journal #2 (See Learn@UW for prompt)
Sept 25	Helping Interviews: Active Listening	Sept 25	Journal #3 (See Learn@UW for prompt)
Oct 2	Helping Interviews: Effective Inquiry	Oct 2	Journal #4
Oct 9	Helping Interviews: Reflecting Content	Oct 9	Journal #5
Oct 16	Helping Interviews: Reflecting Feeling	Oct 16	Exam review lab Journal #6
Oct 23	Exam 1 **Bring #2 pencil for exam	Oct 23	No Lab but Video #1 due today!
Oct 30	Individual and Cultural Differences	Oct 30	Journal #7
Nov 6	Persuasive Interviews	Nov 6	Journal #8
Nov 13	Information Gathering Interviews	Nov 13	Journal #9
Nov 20	Legal Interviews	Nov 20	Journal #10 Mock interview write-up
Nov 27	NO CLASS: Thanksgiving Break	Nov 27	No Lab: Thanksgiving Break
Dec 4	Selection (Employment) & Wrap-up	Dec 4	Exam review lab Video #2 due today!
Dec 11	Exam 2 **Bring #2 pencil for exam *All Extra Credit Due	Dec 11	No Lab – Good luck on the exam! All extra credit due Dec 11 th Course reflection due Dec 11 th

NOTE: Schedule subject to change

Journal Assignments

Journal#	1-3: Prompts and additional instructions on Learn@UW 4-10: Prompts below only
1	Respect-Appreciate-Agree
2	Best & Worst Communication of the Day
3	Messages
4	<p>Reflect and compare your thoughts about the following two quotes. Incorporate CWI and/or IGU:</p> <ul style="list-style-type: none"> • “We can never judge the lives of others because each person knows only their own pain... It’s one thing to feel that you are on the right path, but it’s another to think that yours is the only path.” - Paulo Coelho • “You’re going to come across people in your life who will say all the right words at all the right times. But in the end, it’s always their actions you should judge them by. It’s actions, not words, that matter.” - Nicholas Sparks
5	<ul style="list-style-type: none"> • What is your worldview? • Who are you are a cultural being? • How do your questions (in daily interactions) reflect your different cultures or worldview? • What types of questions are you most likely to ask? Least likely? How come? • What do you think Dr. Seuss means by “ Sometimes the questions are complicated and the answers are simple?” • Voltaire said: “Judge a man by his questions rather than by his answers.” What do you think he meant by that? What assumptions (or judgments) might someone make about you based on the questions you tend to ask?
6	<ul style="list-style-type: none"> • What have been some of your messages and training (from family, friends, larger society) about emotions and feelings? • How does that training and your CWI/IGU affect how you interpret/respond to the following quotes: <ul style="list-style-type: none"> - “Happiness is not a brilliant climax to years of grim struggle and anxiety. It is a long succession of little decisions simply to be happy in the moment.” <ul style="list-style-type: none"> ▪ J. Donald Walters - “Anxiety is the handmaiden of creativity.” <ul style="list-style-type: none"> ▪ T. S. Eliot - “We fear violence less than our own feelings. Personal, private, solitary pain is more terrifying than what anyone else can inflict.” <ul style="list-style-type: none"> ▪ Jim Morrison - “I’m bored’ is a useless thing to say. I mean, you live in a great, big, vast world that you’ve seen none percent of. Even the inside of your own mind is endless; it goes on forever, inwardly, do you understand? The fact that you’re alive is amazing, so you don’t get to say ‘I’m bored.’” <ul style="list-style-type: none"> ▪ - Louis CK

7	<ul style="list-style-type: none"> • What are your most salient cultural identities? • How do your identities changes as a function of context? • How are your cultural values and differences implemented in everyday direct and indirect communication and interactions?
8	<ul style="list-style-type: none"> • How do you understand control and responsibility and how does your CWI/IGU play a role in that? • How do these dynamics play out in your daily life? • Thoughtfully and critically reflect on one of the following quotes with respect to those ideas: <ul style="list-style-type: none"> ○ “Your life is the sum result of all the choices you make, both consciously and unconsciously. If you can control the process of choosing, you can take control of all aspects of your life. You can find the freedom that comes from being in charge of yourself.” <ul style="list-style-type: none"> ▪ Robert Foster Bennett ○ “Acceptance doesn't mean resignation; it means understanding that something is what it is and that there's got to be a way through it.” <ul style="list-style-type: none"> ▪ Michael J. Fox ○ “Most people do not really want freedom, because freedom involves responsibility, and most people are frightened of responsibility.” <ul style="list-style-type: none"> ▪ - Sigmund Freud
9	<p>Tell me about a time when you’ve had to persuade someone of something. It can be something small, but preferably something that you felt was a challenge to try to convince the person of. What was challenging about it? What was the outcome? How did IGU/CWI factor in? What about context? What did you learn from the experience? Is there anything you would do differently in the interaction when looking back on it?</p>
10	<p>Final journal: Tell me about your own favorite quote(s)! What is it about that quote that resonates with you? How do you think CWI/IGU factors into your understanding of the quote and its power for you?</p> <p>If you don’t have specific favorite quotes, go find some cool ones on BrainyQuote.com or GoodReads.com...</p>