

## INTERVIEWING

This twelfth edition of *Interviewing : Principles and Practices* continues to reflect the growing sophistication with which interviewing is being approached, the ever expanding body of research in all types of interview settings, the recent interpersonal communication theory, and the importance of equal opportunity laws on interviewing practices. We have made a concerted effort to include the latest research findings and developments throughout the text while continuing to maintain the emphasis on building interviewing skills for both interviewers and interviewees. The increasing diversification of the American workforce and the influences of the global village receive special treatment in several chapters.

We have attempted to make this edition student-friendly with precise explanations, additional sub-headings, fewer lists, and boldface print that calls attention to important words and phrases. Important guidelines, observations, principles, and cautions appear in the margins. A list of key terms is provided at the end of each chapter, and there is a glossary of important terms and theories at the end of the text.

