

Psych 560 Principles of Psychological Measurement

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Unit Objectives: Unit 8

Students should be able to:

1. Describe why interviewing is a reciprocal experience.
2. List the three types of responses considered to be effective when interviewing.
3. Give three examples each of open and closed questions.
4. Describe the importance of, and then give an example for, the following category of interview responses:
 - a. Verbatim phrase; b. Verbatim playback; c. Paraphrasing and restatement; d. Summarizing; e. Clarification; f. Empathy and understanding
5. Provide a rationale for, and then give an example of, the five levels of responses Carkhuff describes for communicating empathy and understanding.
6. Briefly describe the two sources of error in the interview as a method of measuring behavior.