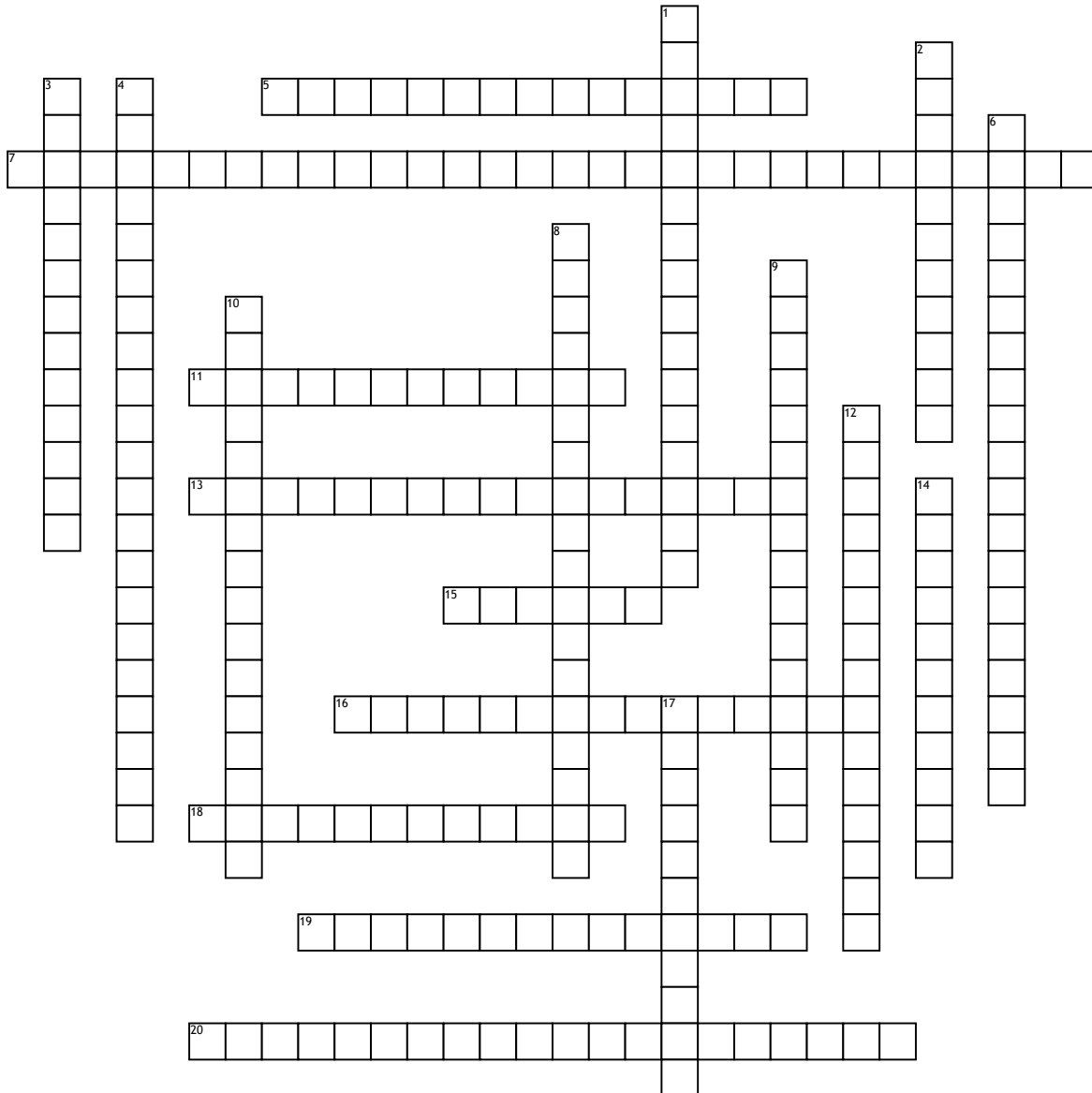


APPENDIX KEY TERMS



Across

5. usually require only a yes or no response
 7. evaluate employees' work and set new goals
 11. is restating in your own words what you think the person said
 13. A list of questions, written in a logical order, that guide the interview
 15. a written summary of your education, work experience, and skills.
 16. is exchanging messages that create a bond and a positive first impression.
 18. a planned and structured conversation between two or more persons that uses questions and answers to meet a specific purpose
 19. identify why an employee is leaving and use insights to improve practices.

20. manage an organization's personnel.

Down

1. introduce topics or new areas within a topic
 2. is the process of ending an interview.
 3. give interviewees a lot of freedom in formulating their responses
 4. generate knowledge or understanding about a particular topic
 6. determine whether applicants have the education, experience, and proper attitude required for a job.
 8. follow up on answers given by an interviewee
 9. designed to find out what the interviewee thinks or feels about a topic are

10. point the respondent to a preferred answer

12. show that you are mentally and physically ready to listen by practicing.
 14. the person answering the questions
 17. determines the interview purpose, plans the questions, and manages the flow of the conversation