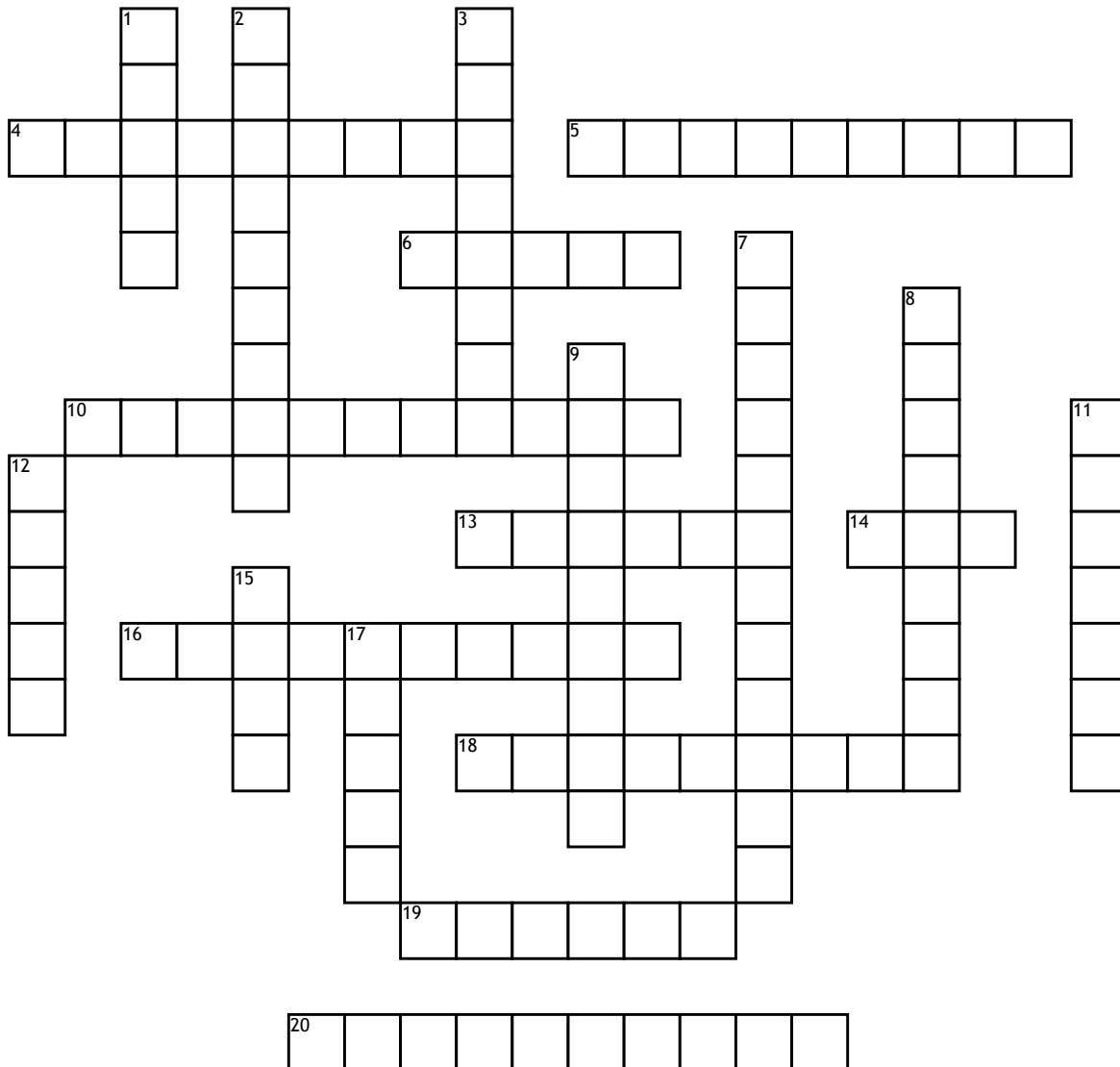


Appendix



Across

4. Exit interviews identify why an employee is leaving and use insights to improve
 5. Leave-taking is the process of ending an
 6. Primary questions introduce topics or new areas within a
 10. Secondary questions follow up on answers given by an
 13. Leading questions point the respondent to a preferred
 14. Selection interviews determine whether applicants have the education, experience, and proper attitude required for a
 16. Attending skills show that you are mentally and physically ready to listen by

18. The interviewee is the person answering the
 19. Résumé is a written summary of your education, work experience, and
 20. Rapport building is exchanging messages that create a bond and a positive first

Down

1. Performance or appraisal interviews evaluate employees' work and set new
 2. Developing an interview protocol, a list of questions, written in a logical order, that guide the
 3. Closed questions usually require only a yes or no
 7. The interviewer determines the interview purpose, plans the questions, and manages the flow of the

8. Open questions give interviewees a lot of freedom in formulating their
 9. Employment interviews manage an organization's
 11. Interviewing is a planned and structured conversation between two or more persons that uses questions and answers to meet a specific
 12. Information interviews generate knowledge or understanding about a particular
 15. Paraphrasing is restating in your own words what you think the person
 17. Neutral questions are designed to find out what the interviewee thinks or feels about a