



# Essential Interviewing: A Programmed Approach to Effective Communication

*David R. Evans, Margaret T. Hearn, Max R. Uhlemann, Allen E. Ivey*

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This programmed approach to basic interviewing skills breaks down the complex process of effective professional/client communication into single-skill components. Based on Allen Iveys proven Micro Skills model, the text leads readers step-by-step to mastery of basic communication skills. Chapters 2 through 6 focus on rapport building and information-seeking skills that are basic to all effective communication, while Chapters 7 through 13 examine specific skills that can help bring about change in both cooperative and resistant clients.

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