

# Contents

<i>Preface</i>	viii
<i>Acknowledgements</i>	xii
<i>Introduction</i>	1
1 Values and Anti-discriminatory Practice	12
2 Theory: Its Place in Interviewing	36
3 Types and Purpose of Interviews in the Agency Context	52
4 Preparation and Pre-planning	78
5 Questions and Interview Techniques	109
6 General and Specific Communication Skills	140
7 The Stages of the Interview	166
8 Thinking and Interview Handling	199
9 Potential Pitfalls	209
10 Recording an Interview	232
<i>Conclusion</i>	249
<i>Bibliography and References</i>	250
<i>Index</i>	257