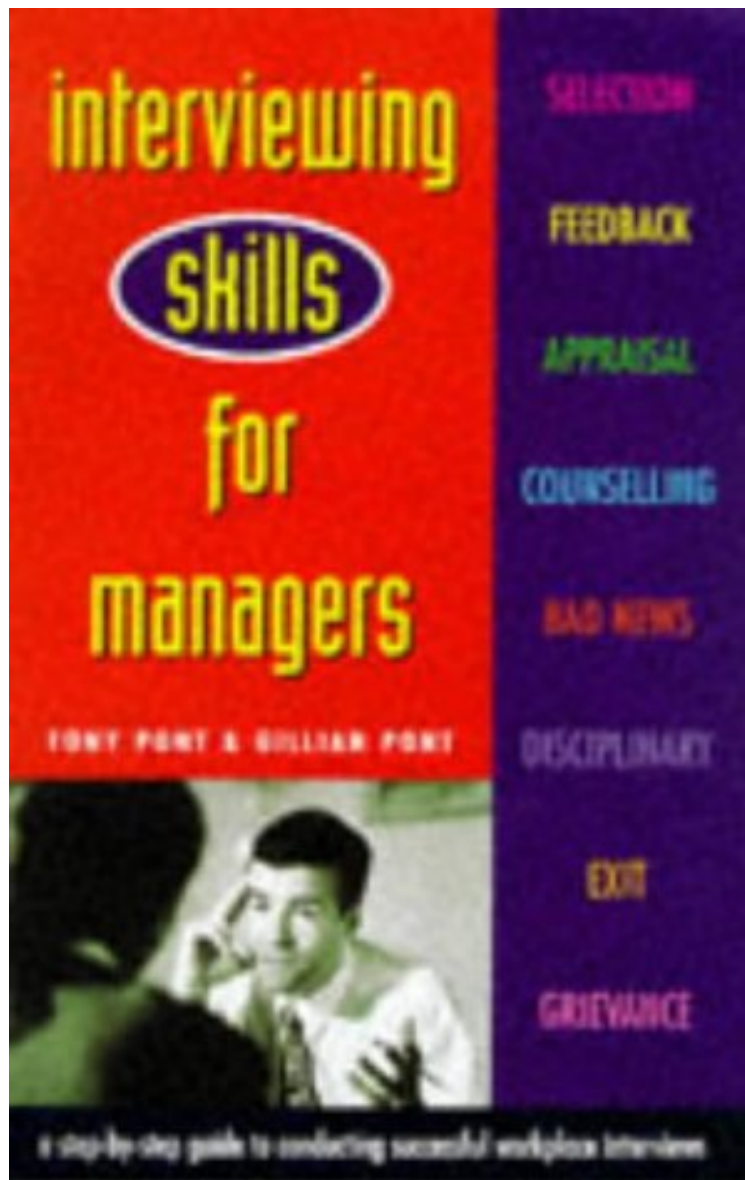


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This is a step-by-step guide to interviewing for managers. The first part of the text deals with the general aspects of interviewing, such as asking the right questions in the right manner, using the correct body language and listening well. The second part focuses on the different types of interview that a manager is likely to come across, including: selection, appraisal and counselling interviews; grievance and disciplinary interviews; giving bad news and exit interviews. There are also questionnaires, sample questions and scenarios, tips, practical advice and useful psychological background information.