Course Number and Title: CMS 334 Interviewing and Investigation

Instructor: Thomas A. Duden, MA Management, BA Public Administration
HR Director Design Data-Software Piracy investigator, Retired Lincoln Police Department

Instructor Contact Information: Design Data Corporation, HR|Facilities Manager, Software Piracy Investigator-Litigation Coordinator, tom.duden@doane.edu, or tom@sds2.com, Ph. (402) 450-8926.

Credit Hours: 3 hrs Date/Time: Wednesdays 6:00PM – 10:20PM

Course Description: This course is a study of the strategies used to gain information from individuals, businesses, government agencies, and health care organizations. The principles applicable to all interviewing situations will be examined, as well as the various techniques and approaches used. Students will develop skills for structuring, planning, and conducting an effective interview and for accurately analyzing and recording the information gained.

Specification:

Textbook: Interviewing: Principles and Practices by Charles Stewart & William Cash

Course Learning Outcomes: By reading the assigned material, listening to lectures, planning and participating in interviews for the purpose of securing information for assessment, evidentiary or recording purposes the students will be able to:

1) Pre-plan interview questions and apply them in a designed sequence appropriate to the type and purpose of the interview.
2) Engage in mock and actual interviews and articulate the information gained in a report.
3) Demonstrate verbal and non verbal communication techniques that are adaptable and flexible for the purpose of establishing a rapport with the interviewee.
4) Interpret responses from questions for their accuracy and integrity.
5) Control interviews professionally by applying direct and empathetic language.

The outcomes will be measured by assessing the student's participation in interviews, reviewing their reports, testing their level of knowledge and understanding of techniques acquired from the reading material, lectures and demonstrations, through quizzes and exams and by observing their performance and obtaining feedback from the interviewees.

Course Content and Instructional Methods: This course is comprised of reading material, lectures and instructor-led discussions, mock interviews, group and individual exercises and exams. Students are encouraged to contribute their knowledge and experiences to discussions. Participation is important because engaging people to illicit information takes practice and requires listening, communication and interpretation skills. Reinforcement of learning is accomplished through course objectives, readings, discussions, seminars, quizzes, interviews and the submission of written assignments. Communication occurs between the students, volunteers and the instructor in a classroom or mock field setting.

Instructor Expectations: Participation and professionalism are part of each student’s grade. As an educational institution designed to help students acquire and maintain viable employment, we strive to teach professionalism to our students. To be professional, a sense of responsibility and accountability must be displayed.

Each student is expected to:
Arrive on time to each class session or make alternative arrangements with instructor approval.
Be prepared for each class session and complete the assigned work on time.
Participate in each class session and show respect for diversity of people, opinions and cultures.
Dress appropriately for an academic setting, turn cell phones to silence or vibrate.
Grading:

- Interview Exercises (15%) 150 points
- Participation in discussion and in-class activities (29%), 290 points
- Practical/Written Exam (24%), 240 points
- Interviews/Quiz (20%) 200 points
- Attendance (12%) 120 points

Assignments

**Reading Assignments:** Week 1 - Read Chapters 1 - Prior to First Class Meeting, Week 2 - Read Chap 2, 3, & 4 Week 3 - Read Chap 5, 6 Week 4 - Read Chap 7, 8, Week 5 - Read Chap 9, Week 6 - Read Chap 10, 11, Week 7 Read Chap 12, Week 8- Chap 13

**Participation** – includes assessment of your active participation in discussions, role-playing, reflective responses from instructor generated questions over the assigned material.

**Interviews / Exercises** - are in-class or volunteer planned opportunities to be the interviewer and/or the interviewee, your grade will be determined by your performance and the clarity of associated reports.

**Practical / Written Exam:** Each student will be required to write preplanned questions and an interview report, which will count for the mid-term and final exam.

**Quiz/Interview:** A quiz over the reading material, lectures and hand-out material reflects the student's analysis and understanding of how to conduct and/or interpret an interview. Quizzes will cover a series of chapters and may include a practical interview exercise.

**Late Work Policy**
Students are expected to submit assignments and projects on the due date. At times extenuating circumstances occur, so late work or alternative assignments will be accepted with instructor approval on a limited...case by case basis.

**Comment:** *Interviewing is the act of engaging people to gather information and it’s the preliminary step to an interrogation. An interview applies interpersonal skills and is both verbal and non-verbal. The information gained has functional, clinical and legal purposes. In many disciplines, questions and answers need to be recorded accurately, as well as the tone, demeanor and timeliness of responses by the interviewee.*

**Academic Integrity Policy** - All projects and tests will represent your own work. If someone helps you, whether a fellow student, the author of a book/article, a family member, a pastor or priest, a coworker, a child, a pet, or anyone else, say that they helped you. That’s called citing a source. Always show respect for the ideas or words of others by giving them the credit. Failure to show respect will result in an “F”.

---

**Grading Table**

<table>
<thead>
<tr>
<th>Date</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>week 1</td>
<td>week 2</td>
<td>week 3</td>
<td>week 4</td>
<td>week 5</td>
<td>week 6</td>
<td>week 7</td>
<td>week 8</td>
</tr>
<tr>
<td><strong>Assigned Reading</strong></td>
<td>Ch 1</td>
<td>Ch 2,3,4</td>
<td>Ch 5,6</td>
<td>Ch 7,8</td>
<td>Ch 9</td>
<td>Ch 10,11</td>
<td>Chap 12</td>
<td>Chap 13</td>
</tr>
<tr>
<td><strong>Participation</strong></td>
<td>20</td>
<td>25</td>
<td>25</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>20</td>
</tr>
<tr>
<td><strong>Interview-Exercises</strong></td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
</tr>
<tr>
<td><strong>Practical/Written Exam</strong></td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>120</td>
<td>120</td>
<td>120</td>
<td>120</td>
<td>240</td>
</tr>
<tr>
<td><strong>Quiz/Interview</strong></td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>200</td>
<td></td>
</tr>
<tr>
<td><strong>Attendance</strong></td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>120</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>25</td>
<td>150</td>
<td>265</td>
<td>405</td>
<td>615</td>
<td>705</td>
<td>845</td>
<td>1000</td>
</tr>
</tbody>
</table>