



Training Busy Staff to Succeed with Volunteers:
The 55-Minute Training Series

Interviewing Volunteers

Table of Contents

How to Use *The 55-Minute Training Series* to Train Staff

A Unique Perspective	1
The Module Design	1
The Module Components	1
Using the Trainer's Guide for Presenting the Topic	2
Using the PowerPoint® Slides	3
Using the Handouts.....	4
Using the Participant Evaluation Form	4

Trainer's Guide for Presenting the *Interviewing* Module

Introduction to Interviewing	G-1
Learning Objectives	G-1
General Notes to Trainer.....	G-2
Presentation Overview.....	G-3
Presentation Script, with Keys to Slides/Handouts, Timing	G-4
"Thumbnail" View of Slides	G-11
Suggestions for Expanded Activities.....	G-13
Suggested Resources	G-14

Participant Handouts

Key Concepts of Interviewing	H-1
Why Interview?	H-2
Key Steps in the Interview Process.....	H-3
Critical Skills in Interviewing: QUESTIONS	H-4
Critical Skills in Interviewing: LISTENING.....	H-5
Participant Evaluation Form.....	H-6