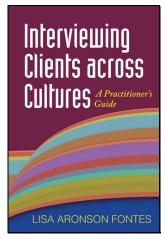
## **NEW IN PAPER FROM GUILFORD PRESS**

15% OFF!

Use Promotional Code 2E when Ordering



Publication Date: August 2009 334 Pages, Paperback ISBN 978-1-60623-405-1 Cat. #2E3405, \$24.00 Special Discount Price: \$20.40

Also Available in Hardcover (2008): ISBN 978-1-59385-710-3 Cat. #2E5710, \$38.00

## **Interviewing Clients Across Cultures**

A Practitioner's Guide

Lisa Aronson Fontes, PhD, Union Institute and University, Brattleboro, VT

"This book is a 'must read' for anyone training to be, or already serving, in a professional role in today's multicultural society. It is important, accessible, and filled with lively case examples. I recommend this book as required reading for graduate and undergraduate courses and for professionals who work with clients or carry out research in any mental health or human service setting."

—Sandra A. Graham-Bermann, PhD, University of Michigan

"This extremely helpful and instructive book has amazing breadth and depth in analyzing the interview process from beginning to end....Highly readable, the book is suitable for everyone from students to practicing professionals."

—Stanley Sue, PhD, University of California, Davis

Packed with practical pointers and examples, this indispensable, straight-talking guide helps professionals conduct productive interviews while building strong working relationships with culturally and linguistically diverse clients. Chapters cover avoiding different types of bias; verbal and nonverbal ways to build rapport and convey respect; how to overcome language barriers, including effective use of interpreters; culturally competent interviews with children and adolescents; and key issues in working with immigrants and refugees. Strategies for avoiding common cross-cultural misunderstandings and producing fair, accurate reports are presented. Every chapter concludes with thought-provoking discussion questions and resources for further reading.

## **Contents**

- 1. A Guide to Interviewing across Cultures
- 2. Preparing for the Interview
- 3. Biases and Boundary Issues
- 4. Setting the Right Tone: Building Rapport and Conveying Respect
- 5. Beyond Words: Nonverbal Communication in Interviews
- 6. Language Competence: Building Bridges with People Who Have a Different Native Language
- 7. The Interpreted Interview

- 8. Understanding and Addressing Reluctance
  - to Divulge Information
- 9. Interviewing Culturally Diverse Children and Adolescents
- 10. Interview Reports and Documents
- 11. Authority and Trust Issues for Specific Professions
- 12. Common Dilemmas and Misunderstandings in Cross-Cultural Interviews

Afterword: Your Self as a Resource

<b>Guilford Public</b>	2E when ordering for	
72 Spring Street, New York, NY 10012		automatic discount
Order Online:	www.guilford.com	
Call Toll-Free:	9 am to 5 pm Eastern Time 800-365-7006 (or call 212-431-9800)	
Fax:	212-966-6708	
Instructor Copies:	www.guilford.com/instruc	tors
Name		
Address 1		
Address 2		
City	State/Prov.	Zip/Postal Code
Daytime Phone # (To be a	used only in the event of a probl	em with your order.)
E-mail (You will receive a suphone # will not be released	hipment confirmation. Your e-m to any third party.)	ail address and

☐ Please e-mail me special discounted offers!

Please Send:	
Copy(ies) of Interviewing Clients Across Cultures (pb)	
Cat. #2E3405, <del>\$24.00</del> , <b>\$20.40</b> *	
Copy(ies) of Interviewing Clients Across Cultures (hc)	
Cat. #2E5710, \$38.00*	
\$ Amount	
\$ Shipping: In US (via USPS Media Mail), add \$5 first book, \$2.50 each add'l. To Canada (via CanPar), US\$8.00 first book, US\$2.50 each add'l.	
\$Subtotal	
\$ CA, NY, and PA residents add sales tax; Canadian residents add GST	
\$ Total	
Method of Payment:  ☐ Check or Money Order Enclosed (US Dollars Only)	
☐ Institutional P.O. Attached	
BILL MY: ☐ MasterCard ☐ Visa ☐ American Express	
Account #	

Signature (Required on credit card orders) Exp. Date
\*List prices slightly higher outside the US and Canada and are subject to change.