



Reference Interview Skills 2004: Looking for Questions in All the Right Places

*Workshop Agenda
Spring 2004*

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An Infopeople Workshop

Why Don't They Just Ask?

- ◆ Why Patrons Don't "Just Ask?"

Parts of the Reference Interview

- ◆ Definition of a Reference Interview
- ◆ Components of the Reference Interview:

Exercise 1: Practice Reference Scenarios with Discussion

Doing the Reference Interview

- ◆ A Little More on Open vs. Closed Questions

Exercise 2: Identifying Interview Skills

Exercise 3: Focus on Using Open-Ended Questions

Neutral Questioning

- ◆ What's Involved in Neutral Questions

Exercise 4: Focus on Neutral Questioning

Exercise 5: Putting it All Together

Special Situations to Think About

- ◆ When it's Not in Person: Telephone, E-mail and Virtual Reference

Coaching a Partner

- ◆ Why Do It?
- ◆ Making it a Success

Exercise 6: Practice Coaching Using the MRB Checklist

Exercise 7: More Coaching

Summary and Evaluation

Choosing a Time for the Conference Call (aka "Conversation Circle")

There will be two 15-minute breaks and an hour for lunch.