

# POLICY & PRACTICE

THE MAGAZINE OF THE  
AMERICAN PUBLIC HUMAN  
SERVICES ASSOCIATION

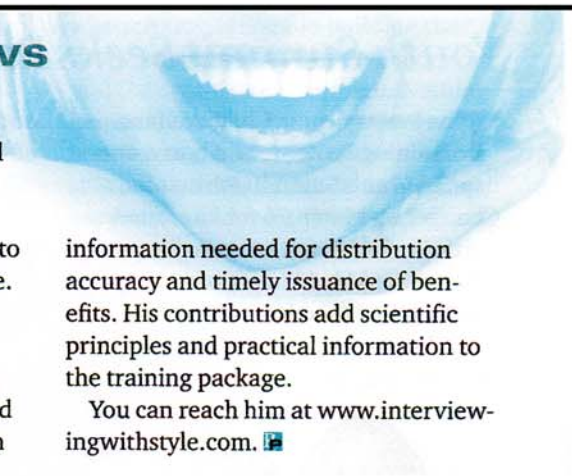
MARCH 2008



## Public Health



## Get a Laugh Out of Your Interviews



If you are a human service agency director, manager or supervisor, you probably would want to increase the quality of your interviewing skills and experience, from both sides of the desk, while reducing costly errors. You probably would like to get these skills at a fraction of the cost of traditional training and in a way that optimizes time. And you probably would prefer that your staff get the training in an informative, user-friendly and, if possible, fun setting.

Tim Gard, certified speaking professional, leading authority on human service interviewing and a pioneer in humor-based tools training, will make your staff laugh while learning the serious stuff.

With extensive experience in and around government, Gard spent 16 years at the city and state levels as an eligibility caseworker, welfare fraud investigator and as a federal worker at the U.S. Department of Agriculture Food and Nutrition Service with the Food Stamp Program. He understands the challenges for human service

professionals and those who train them. This understanding, combined with his expertise as a professional speaker, enables him to effectively teach how to apply these techniques to real-life work situations in your office.

Gard developed solid methods to encourage lowered error rates and proper benefits distribution in direct interviewing, phone interviewing and paper-only applications. His program addresses concepts and common obstacles as well as the technical aspects to interviewing. The training is fun, fast-paced, and alleviates the tendency for dreaded reluctance to skill improvement. His style is light-hearted, and uses the benefits of humor to drive points home.

In 1994 Gard partnered with Jay Arthur, a master practitioner of Neuro Linguistic Programming and seven-time published author on achieving effective communication. NLP is the study of conscious and subconscious communication, and Arthur's insights in this area supply a unique approach to the giving and gathering of essential

information needed for distribution accuracy and timely issuance of benefits. His contributions add scientific principles and practical information to the training package.

You can reach him at [www.interviewingwithstyle.com](http://www.interviewingwithstyle.com). 