

Interviews

- An interview is a psychological and sociological instrument.
- It is an interaction between two or more persons for a specific purpose, in which the interviewer asks the interviewee specific questions in order to assess his/her suitability for recruitment, admission, or promotion.
- It can also be a meeting in which a journalist asks somebody questions to determine their opinions. It is a systematized method of contact with a person to know his/her views and is regarded as the most important method of data collection.
- In addition, interviewing a person gives an idea of how effectively the person can perform a particular task.
- We may have to face interviews at different times in our life.
- If we consider an interview just as an interaction between two or more people, we may not feel nervous to face the panel members of an interview.
- However, the thought 'I am being observed and assessed by each member' often makes one nervous.
- Although the nature of interviews may be different for different organizations, several rules are common for all.

- For example, for any job interview, one need to prepare or update one's resume, know the profile of the company, prepare answers for commonly asked questions, etc.
- This chapter throws light on how you can achieve success by adopting certain strategies before, during, and after an interview, especially a job interviews.

Objectives of Interviews

Interviews may be conducted for various reasons. Generally, interviews are conducted to achieve some of the following objectives:

To select a person for a specific task.

To monitor performance.

To collect information.

To exchange information.

To counsel.

Depending on the objective and nature, interviews can be categorized into the following types:

<u>Job</u>	<u>Information</u>
<u>Persuasive</u>	<u>Exit</u>
<u>Evaluation</u>	<u>Counseling</u>
<u>Conflict resolution</u>	<u>Disciplinary</u>
<u>Termination</u>	<u>Media</u>

- Each of the above types has a slightly different approach.
- For example, in a job interview you may have to convince the interviewer that you are the best person for the job, whereas in a termination interview your employer may have to convince you that your services have been terminated for reasons that are specific, accurate, and verifiable.
- Comparing the involvement and contribution of the interviewer and the interviewee, an interview can be divided into three types: telling, telling and listening, and problem solving.

1. **Telling** In a telling interview, the flow of communication is almost entirely one way downwards, it is used most effectively in a directing, time constrained situation; but it can cause hostility and defensive behavior when the employee does not have the opportunity to participate.
2. **Telling and listening** In a telling and listening interview, more feedback from the subordinate is allowed, but the interviewer still maintains control over the flow of communication.
3. **Problem-solving** In a problem-solving interview the flow of communication is two way. The bulk of communication is upwards, a genuine rapport is established, ideas are pooled, and exchange facilitated.

4. **Job interviews**

- In job interviews, the employer wants to learn about the applicant's abilities and experiences, and the candidate wants to learn about the position on offer and the organization.
- Both the candidate and the employer hope to make a good impression and to establish rapport. In the initial round, job interviews are usually formal and structured.

- ✿ But later, interviews may be relatively spontaneous as the interviewer explores the candidate's responses.

The various kinds of interviews

1. Information interviews

- ✿ The interviewer seeks facts that bear on a decision or contribute to basic understanding.
- ✿ Information flows mainly in one direction: one person asks a list of questions that must be covered and listens to the answers supplied by the other person, e.g., doctor patient, boss subordinate, etc.

2. Persuasive interviews

- ✿ One person tells another about a new idea, product, or service and explains why the other should act on his/her recommendations. Persuasive interviews are often associated with, but are certainly not limited to, selling.

- ✿ The persuader asks about the other person's needs and shows how the product or concept is able to meet those needs.
- ✿ Persuasive interviewers require skill in drawing out and listening to others as well as the ability to impart suitable information, adapted to the situation and the sensitivities of the interviewee.

Dr. Rinku Palwal