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## TYPES AND TECHNIQUES OF INTERVIEW

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### **Abstract:**

Every aspiring candidate has to face interviews for better career prospects. Types and techniques of interviews have been evolved during the period of years owing to the development of technology. The paper illumines different types and techniques of interview. The paper also provides useful tips regarding preparation of candidates for an interview. Interview is a two way communication process where the interviewer and the interviewee engage in the process of encoding and decoding. Verbal and non verbal communication is two important factors to be focused in an interview. It is important for the candidates to be abreast of the types and techniques of interview. Language and communication is not stable and always undergoes a change complementing the socio cultural situation. Both the interviewer and the interviewee should be well prepared for better results.

### **Keywords**

techniques, profession, communication, interview etc

### **Types and Techniques of Interviews**

When two persons happen to meet, they engage in dialogue. What is dialogue? Dialogue means conversation between two persons. Face to face communication between two persons is called

interpersonal communication. Interpersonal communication may be formal or informal. Conversation between two friends or colleagues is informal. Conversation is a talk, an informal one, between two or more people, in which messages are interacted. Formal interaction between two people with a purpose is called interview. The term 'inter' means between two objects or people and 'View', means reading or analyzing the quality and capacity of the other. Hence interview is face to face, oral and interpersonal communication where two involved participants view and assess each other through interaction. The two participants engage in the interview process are *the interviewer and interviewee*. Broadly speaking, the term interview is closely associated to job interviews. The person who conducts the interview is called *interviewer* and the candidate who attends the interview is called *interviewee*. During the interview, the interviewer asks probing questions to the interviewee to find out if the candidate is suitable for the post.

Every aspiring candidate has to face interviews to climb up the ladder of successful career. Interview is a face to face, two way and oral communication. Interview is conducted either by an individual or by a committee. When a company is run by a sole proprietor,

interview is conducted by the proprietor of the company. In case of big organization, interview is conducted by a *Panel* of experts. This panel comprises of experts from different fields who ask probing questions to the interviewee. The interview panel is also the Selection Committee playing major role in selecting suitable candidates for the post that is vacant in the company. Both the interviewer and the interviewee have to be well prepared before facing the interview.

### **Group Interviews**

A Group interview is also known as a panel interview. This technique is different from interpersonal interview as it is conducted along with a group of candidates who are vying for the same position. All candidates in the group are interviewed simultaneously. Hence, candidates may feel nervous and intimidating while being interviewed openly amidst a group of candidates. But good preparation and good communication skills boost the confidence of the candidates to perform better in group interviews. The interviewers observe the response, reaction of the candidates registering the communication skill of the candidates before a group. Companies conduct group interviews widely to screen the job applicants and to review the candidates' performance in group as team work plays a major role in work place.

### **There are two types of group interviews**

**A Candidate Group:** In this interview, all candidates are put together in a room and general information like job responsibilities and policies of company are briefed to the candidates. Candidates are expected to answer the questions

directed to them and the interviewers observe group communications skills of the candidate.

**A Panel Group:** This interview is conducted by a group of experts. The Panel comprises of two or more experts from various fields. This type of group interview always a question and answer session and the candidates may also be asked to participate in some type of exercise or test that simulates potential environment of the candidates.

### **Preparation of the candidates for Group Interviews**

□ Dress and grooming plays a vital role in interview. Therefore the candidates should wear neat and clean dress with minimum make up. Formal attire of the candidate will

make good impression to the interviewers.

□ The candidates may shake hands with everyone present in the room.

□ Special attention should be given for the Presentation Skills. The candidates should answer in clear, audible voice with confidence.

□ The candidates should listen properly to the questions asked by the members of the panel before answering.

□ Candidates should have eye contact with the interviewer while answering to the questions.

□ Specific skills for group interview include decent appearance, proper listening, following instructions and clarity of expression of ideas. □

□ Before leaving the interview room, the candidates should not forget to thank the interviewers. Parting is a very important technique of interview. Candidates can shake hands with the interviewers before leaving the interview room.

### **Conduct of the interview**

1. The interviewer should know the nature of post that is vacant i.e. whether the post is permanent or temporary.
2. The interviewer should have knowledge about the remuneration and job responsibilities of the post.
3. The interviewer should provide comfortable environment for the candidates.
4. If the interview is conducted by the Selection Committee then each member of the selection committee should be provided the copy of resume and application of all the candidates.

### **Technique of WASP**

WASP is a technique adopted by the interviewer while conducting the interview.

W stands for Welcoming the candidate.

A stands for Acquiring information from the candidates pertaining to family background, curricular and extracurricular activities, hobbies etc.

S stands for Supplying information to the candidates regarding job responsibilities, remuneration of the post, Company's Policies and Objectives.

P stands for Parting. When interview comes to an end the interviewer should

make the parting in a friendly manner. He/she may add a friendly remark, 'Thank you, we will contact you if you are shortlisted'.

### **Preparation of the interviewee**

Facing interview will be easier if the interviewee plans and prepares for the interview.

Planning and preparation should focus on the following facts:

1. The interviewee should first of all arrange all the certificates and credentials sequence wise in a clean file.
2. Interview letter should be perused thoroughly ensuring the date, time and venue of the interview.
3. Dress and grooming is the important ingredient for the successful interview. Interviewee should wear neat and clean formal dress. Hair properly trimmed. Good appearance certainly wins extra points to the interviewee at the time of interview.
4. The interviewee should reach the venue of the interview half an hour earlier to get sufficient time to relax and mentally prepare to face the interview.
5. The interviewee should enter the interview room after lightly knocking the door taking permission from the interviewer.
6. Good smile always pleases people and creates a good impression on the interviewee and the answers of the interviewee should be given in clear, audible voice.
7. Eye contact without glaring shows confidence of the interviewee.
8. The interviewee should be calm, composed and honest in presentation of facts.

9. Over communication may irritate the interviewer hence the answers should be given in brief after listening to the questions properly.

### Types of Interview

#### The Selection Interview

The interviewer should adopt the technique of WASP at the time of interview. The objective of the selection interview is to choose the right candidate for the post. The process of a Selection Interview involves two participants, the interviewer and the interviewee. The interviewer is the one who conducts the interview and put across the requirements of the company and the interviewee is the one attends the interview trying to convince the interviewer that he/she is the suitable candidate for the post that is vacant in the company. During the Selection Interview, the interviewer should create a comfortable atmosphere for the interviewee. The technique of selection process differs from one interview to another depending on the interviewer. Therefore no two selection processes are identical. The interviewee has to learn to adapt to unexpected situations all the time. In the Selection Interview the organization attempts to pick and select the suitable candidate from among the many candidates who are invited for the interview. The candidate on the other hand can judge whether the job requirements and offer reaches to his/her expectations or not. The selection is interview is therefore a formal meeting between the employer and the employee to get acquainted with each other before entering into any agreement.

#### The online Interview

An online interview is conducted using computer-mediated communication (CMC) such as instant messaging, email and video. The process of online interview is like offline interview where the interviewer asks probing questions to the candidates to assess their ability. The online interview can be Synchronous or Asynchronous. *Synchronous*: The interview is synchronous if it is conducted in real time. Skype interview is face to face and direct using computer as a medium of communication conducted in real time. Another way of conducting synchronous interviews online is using WebRTC, a web browser (Firefox, Chrome or IE) acts as a client and both the interviewer and the interviewee can connect over a real time video chat. *Asynchronous*: An asynchronous online interview takes place when the interviewer and interviewee are not online at the same time. This interview uses email sending a set of questions to the candidates who will answer at their convenience. The main advantage of this type of interview is that the candidates get sufficient time to answer the questions.

However, this type of interview is time consuming as the candidates may not have the dedication to follow a specific block of time. Hence the completion of the process requires high level of dedicated participation from the candidates.

#### Appraisal interview

The word appraisal means evaluation, assessment, review or judgment. An appraisal interview is conducted between an employee and the manager at regular intervals. During this

interview the superior discusses job expectations, work performance and possible areas of growth with the employees. This interview is a two way communication process that allows both the participants to assess the work performance of the past and plan for the future. These interviews are conducted on a regular basis to give feed back to the employees regarding their work performance and ensure the employees that they stay on track with the expectations of the company. This interview also gives a chance to the employee to explain and give reasons about any poor performance that has been noted. The employee can also discuss his future career prospects where the manager can inform to the subordinate if there is any significant changes in the policies of the company. Hence, if this interview is conducted properly, it certainly offers a chance for thoughtful communication between the superior and the subordinate facilitating better communication.

### **Exit interview**

When the employee leaves the organization, the exit interview is conducted to get the feedback from the employees about the working conditions and company policies. Generally human resource panel conduct this interview to gather information from departing employees about day-to-day activities of the company. This interview is useful for the management to understand the plus and minus points of the company which will be helpful towards improving, hiring and employee retention. The employee may give his/her honest opinion about the job as he or she is leaving the organization.

### **Grievance interview**

Grievance is a formal complaint which demonstrates any kind of dissatisfaction that an employee has towards his work. Grievances of the employee mainly focus on the following issues.

1. Poor relations with the team members or the head.
2. Lack of confidence.
3. Lack of proper infrastructure.
4. Lack of basic amenities in the office like unhygienic environment, safety issues etc.

Some organizations allow employees to see the higher officials directly to express their grievances at the work place. The grievance interview is an upward communication where the employee communicates with the superior. This interview is possible only when the superior adopts open door policy which gives opportunity to the employees to meet their superiors. In many organizations such opportunities are rare. This interview helps the superior to find out the barriers that affect the work performance of the employees.

This interview allows the employee to share his/her grievances with the superior without any reservation. The superior should win the confidence of the employee and provide comfortable environment for the employee so that he/she can share the grievances frankly. This interview has the following advantages:

- a) It improves employer-employee relations.

- b) The grievances of the employee may help the superior to tackle important issues on time.
- c) Further developments in working conditions of the employee are possible.
- d) It facilitates vertical communication.
- e) Important issues may be brought to the notice of the superior.
- f) It helps to identify the areas that need improvement.

### **Stress interview**

This interview is conducted to assess the mental and emotional stability of the candidates. Some jobs need emotionally stable candidates. For example, the candidates who apply for the post of teachers, doctors, and police have to be emotionally and rationally balanced to deal with crisis with competence and expertise. In this interview, the interviewer may ask intentional intimidating questions to the candidates and subject them to psychological stress in order to check if the candidates crack, remain calm or thrive under pressure. The reactions of the candidates are duly observed by the interviewer which provides a key to the competent level of the candidates during trying situations. Interview is subjective depends on the psyche of the interviewer. Hence interviewing techniques may differ complementing the mindset of the interviewer. The candidates should be adept at understanding the interviewer and respond accordingly. Presence of mind and self confidence would enable the candidates to pass interviews successfully.

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