Define what is meant by open-ended interview questions. Give eight benefits and five drawbacks of using them

Step 1:

In general, open-ended questions are those that do not have a straightforward "yes" or "no" response. There are many reasons why an employer would ask an open-ended inquiry. In order to understand your personality and determine whether you would fit into the corporate culture, they will typically offer an open-ended question.

Open-ended inquiries demand consideration and force the job candidate to express attitudes or thoughts. For instance, a behavioural interview question requests that the applicant compares prior work-related experiences to scenarios they will probably face once more in the new role.

Step 2: Benefits of open ended question

Permit countless responses

Deliver fresh, frequently surprising insights

Give more specifics Offer in-depth, qualitative information

Give you your feelings and viewpoints

Track each step of the client journey.

able to provide specific details

a richness of quantitative information

Aim to improve client satisfaction

Drawback of open ended question

Taking a long time to respond

lower levels of responsiveness

Comparing is challenging

Many distractions and useless details

Difficult to examine

Define what is meant by closed interview questions. List six benefits and four drawbacks of using them.

Step 1:

Closed-ended interview questions

Simple, informative answers are required for this subset of interview questions. Although answers are frequently as simple as "yes" or "no," you should still give candidates the chance to explain themselves. You may rapidly learn the fundamentals about the job candidate using these questions.

Closed-ended questions are those that can only be answered by choosing one of a small number of possibilities. These questions are typically multiple-choice with a single-word response, such as "yes" or "no," or they can use a rating system (e.g. from strongly agree to strongly disagree).

Step 2:

Benefits

quicker and easier to respond.

assistance in gathering quantifiable and measurable data.

improved comprehension through answer choices.

Customer response is more likely.

Help eliminate irrelevant responses.

comparable solutions

Can be customized easily.

Drawback

unable to give specific details.

unable to prevent requesting client feedback.

It is impossible to address every potential response.

More options could lead to greater confusion.

can offer solutions that the client might not be considering.

Customers who are undecided will also respond.

Define what is meant by diamond-shaped structure. When is it useful to employ this structure in interviews?

Step 1:

Structure Resembling a Diamond

Easy, closed-ended questions are asked at the start of the interview as a warm-up. In the course of the interview, the subject is questioned about ideas on broad subjects for which there is obviously no "correct" response.

Step 2:

Diamond-Shaped Structure useful in interview because

Generic to particular to specific

Closure, open-endedness, and closure

Start with particular questions, then elicit opinions before wrapping up with crucial specific questions.

Negative: Takes more time

Benefit: Maintains interviewee's interest