



INTERVIEW AND ITS VARIOUS TYPES

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MBA-HR Semester 1

What is an interview?

The term interview has been derived from the French word **entre voir** that means to glimpse or to see each other.

By definition it means a meeting for obtaining information by questioning a person or persons.



Interview as defined by The Oxford Advanced Learner's dictionary

- A formal meeting at which somebody is asked questions to see if they are suitable for a particular job or course of study of a college/university.
- Private meeting between people where questions are asked and answered.
- To ask somebody about their life, opinions especially on radio or television or for the newspaper or magazine.
- To give an interview is to agree to answer questions.

Meaning of the term 'Interview'

- ◆ Basically ,an **interview** is a conversation between two people (the interviewer and the interviewee) where questions are asked by the interviewer to obtain information from the interviewee.
- ◆ The word interview can have different meanings. For example a reporter interviews a celebrity for television. This kind of interviews can be **one-on-one** but usually when it comes to television there are many reporters from different channels.

- ◆ There are also **job interviews** which a person has to go through in order to get a job he wants. Job interviews are **usually face-to-face interviews** and include paperwork.
- ◆ During an interview you can expect to be asked questions about your **educational background, previous work experiences and questions relating to your personal characteristics and goals**. But what happens after that? It depends on what **interview style** your interviewer prefers. Below are some of the more common interview styles used.

The Purpose of an Interview

An interview has two purposes :-



- ◆ To find if the candidate has the right attitude and fits the requirement and company culture
- ◆ To find the best candidate to fill a vacancy

Interviews

ADVANTAGES



- ☐ Deep and free response
- ☐ Flexible, adaptable
- ☐ Glimpse into respondent's tone, gestures
- ☐ Ability to probe, follow-up, clarify misunderstandings about questions

DISADVANTAGES



- ☐ costly in time and personnel
- ☐ impractical with large numbers of respondents
- ☐ requires skill
- ☐ may be difficult to summarize responses
- ☐ possible biases: interviewer, respondent, situation

What does an interviewer look for ?

- ❑ Who you are as a person
- ❑ Your knowledge
- ❑ Your skills
- ❑ Your attitude
- ❑ Your ability to interact with people
- ❑ Your capacity to take work pressure

Types of Interviews

BASIS

CLASSIFICATION ACCORDING TO STRUCTURE

CLASSIFICATION ACCORDING TO THE PURPOSE

CLASSIFICATION ACCORDING TO INTERVIEW'S
CONTENT

CLASSIFICATION ACCORDING TO ADMINISTERING
THE INTERVIEW

I. CLASSIFICATION ACCORDING TO STRUCTURE

- 1. STRUCTURED OR DIRECT INTERVIEW
 - The questions and acceptable responses are specified in advance
 - Responses are rated for appropriateness of content
 - Also called **standardized interviews** as they are **pre planned** to a high degree of accuracy and precision

□ 2. UNSTRUCTURED OR INDIRECT INTERVIEW OR OPEN-ENDED INTERVIEW

- Not directed by questions or comments as to what the candidate should be asked
- No set format is followed
- Candidate is encouraged to express himself on any topic of his interest, his expectations, background etc.
- Interviewers look for traits of character and nature of his aspirations, strengths, weaknesses, potential etc.

□ 3. SEMI-STRUCTURED INTERVIEW

- specific topic areas
- a general set of questions
- but the interview flows like a conversation and topics are covered as they come up.

Pros and Cons of Structured & Unstructured Interview

❑ STRUCTURED INTERVIEWS

- More reliable and valid as all candidates are asked the same set of questions
- Enhance consistency across candidates

❑ UNSTRUCTURED INTERVIEWS

- Flexibility to pursue points of interest as they develop
- Help in assessing the clarity of thoughts of the candidate

II. CLASSIFICATION ACCORDING TO PURPOSE

□ 1. STRESS INTERVIEW

This type of interview is rare in the present job scenario. It was a very common interview method when selecting for sales position.



Stress interview means-

- Being asked more than one question at a time;
- Being asked further questions without being allowed adequate time to respond;
- The interviewer adopts a hostile behavior and deliberately puts the candidate on defensive by trying to annoy, embarrass or frustrate him;
- He asks questions rapidly, criticizes his/her answers, interrupts him/her frequently, makes derogatory remarks etc.
- Having his/her feelings provoked.

Why stress interviews?

- This interview is **an attempt to see how the candidates handle themselves under stress.**
- So, the interviewer **deliberately assumes a sarcastic or argumentative** position.
- The **trick for the interviewee is to remain calm** under such a situation.



□ 2. APPRAISAL/ ASSESSMENT INTERVIEW

- A discussion following a performance appraisal
- In which the supervisor and employee discuss the employee's rating and
- Possible remedial actions to be taken.

□ 3. EXIT INTERVIEW

- When an employee leaves the company for any reason, an exit interview is conducted
- Aims at eliciting information about the job or related matters
- Help the employer in having a better insight into what is right or wrong about the company
- Highlights the work of **an HR Manager**

III. CLASSIFICATION ACCORDING TO ADMINISTERING INTERVIEW

1. ONE TO ONE INTERVIEW

- Single interviewer who takes interview

one by one

- Maybe structured, unstructured or sequential
- Easier to handle, generally more informal
- Best way to handle such interviews is to relate them as a form of a conversation



❑ 2. SEQUENTIAL/SERIAL INTERVIEW

- These interviews are Those in which the applicant is interviewed Sequentially by several persons (interviewers)
- Each one rates the applicant on a standard evaluation form and these ratings are then compared before the hiring decision is taken
- Each interviewer rates from his/her own point of view, asks different questions and forms an independent opinion of the candidate



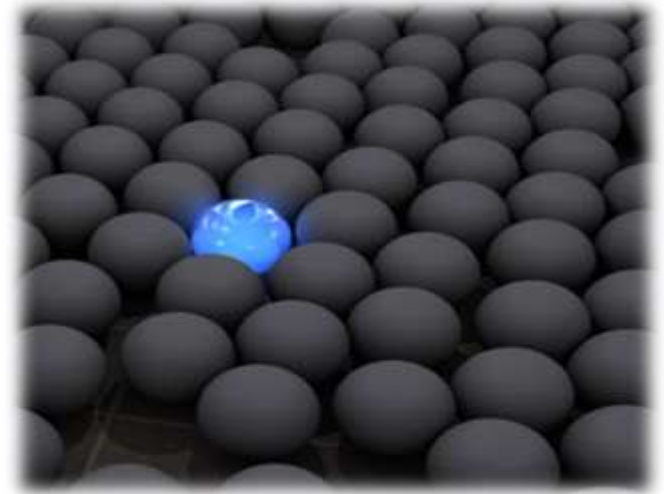
□ 3. GROUP INTERVIEW/ GROUP DISCUSSION

- The main purpose of the interview is to see how the interviewee interacts with others and how he/she influences others with his/her knowledge and reason.
- Also known as GD's, a topic for discussion is given to a group.



Why group interviews?

- Group interview is also the best way to discover any leadership potential, group participation, team playing skills and communication skills among the candidates.
- The selected candidates from the group interview are then taken for an informal one to one interview.



□ 4. PANEL INTERVIEW/ COMMITTEE INTERVIEW

- A panel interview comprises more than two members interviewing a person for the hiring.
- It is most common mode of interview when hiring at the senior level.
- The interviewee should try to connect with each interviewer and the best way to do this is to read the personality of each interviewer.

- ◆ In a panel interview,

the interviewer tries

to gauge the group

management and group presentation skills of

the interviewee.



- ◆ The interviewee should maintain eye contact with the person asking the questions but also seek eye contact with the other members of the panel.

IV. CLASSIFICATION ACCORDING TO INTERVIEW'S CONTENT

1. SITUATIONAL INTERVIEW

- Here the interview will focus on the individual's ability to project what his behavior will be in a given situation.
- The interview can be both structured and situational with predetermined questions requiring the candidate to project what his behavior will be.

2. JOB RELATED INTERVIEW

- Here the interviewer tries to deduce what the applicant's on-the-job performance would be, based on his answers about his past behaviors.
- Job related questions are asked to draw conclusions about the candidate's ability to handle the job to be filled.



3. BEHAVIOURAL INTERVIEW

- Here a situation is described and candidates are asked how they have behaved in the past in such a situation.
- While situational interviews ask candidates to describe how they would react to a situation in future,
- The behavioral interviews seek candidates to describe how did they react to situations in the past.

4. PSYCHOLOGICAL INTERVIEWS

- Psychological interviews are interviews conducted by a psychologist,
- In which questions are intended to assess personal traits such as reliability or dependability etc.

SOME MORE TYPES :-

➤ TELEPHONE INTERVIEW

- Phone interviews are increasingly used in mass hiring.
- The interview is conducted entirely over the phone and this is very effective in eliminating any bias that may arise from the appearance and manner of the candidate.



- **PROMOTION INTERVIEW** (of the employees who are due for promotion)
- **ANNUAL INTERVIEW** (before writing annual reports, reporting officer interacts with employees subordination)
- **PERIODICAL INTERVIEW** (with the existing employees)
- **PROBLEM INTERVIEW** (of an employee whose performance is unsatisfactory-to find out reasons and find solutions)
- **COMPUTERIZED INTERVIEW** (questions are presented in MCQs)
- **WALK-IN INTERVIEW** (no specific candidates are called, but those who are eligible can come with their valid documents)
- **VIDEO CONFERENCING** (using video technology; clothing, body language and dialogue are important here as well)
- **CASE INTERVIEW** (to solve problems 'on the spot')

FACTS YOU SHOULD KNOW ABOUT THE COMPANY

- About the company, history, employment and position in the industry
- Competitors
- Products and services
- Global presence
- Publications, blogs, presence in social media, analysts' review
- Finances of the company
- The position you have applied for
- Requirements of the specific position

Continued-

- Job profile
- Growth opportunities
- Salary offered for the role
- Requirement of travel
- Working hours to be put in
- Qualifications and any technical skills required

DOs and DON'Ts for an interview

DOs	DON'Ts
Groom yourself well	Do not demonstrate overconfidence
Show enthusiasm	Do not answer before the question has been completed
Carry extra copies of your resume	Do not talk continuously
Wear a cheerful smile	Do not be rude or get into an argument with the interviewers
Be polite, assertive and firm	Do not fiddle with your tie or pen
Be genuine and truthful when you reply	Do not extend your hand first for a handshake
Look into the eyes of the interviewer while talking to him/her	Do not be unclear about your expectations from the job

QUESTIONS YOU MUST PREPARE FOR..

- Tell me something about yourself.
- What are your hobbies ?
- Why did you do your MBA after graduation ?
- Which is the most recent book that you have read ?
- Have you heard about (a current topic) ?
- What will you do if you reach office one morning and find out that you have lost your job ?
- What was your role in your previous company ?
- Where do you see yourself two years down the line ?
- What are your expectations from the job ?
- What are your strengths and weaknesses ?
- Give us an example of an adverse situation at work and how you tackled it ?

FOLLOWING UP

- The last logical step after an interview.
- It has mainly two purposes.
 - (i) to demonstrate good etiquette
 - (ii) to give a gentle reminder to the interviewer

Follow-up should be done either over phone or email.

◆ *THANK-YOU NOTE*

It is generally written in a **positive and direct tone to the interviewer**. Its purpose is to express gratitude for the interviewer's time and for giving a positive impression about you at the interview. You can say that you are hoping for a quick decision from them.

It is **also written after you have received the offer letter**.

◆ *INQUIRY*

There could be a situation when you were confident that you would be selected but have not heard from your prospective employer. If you have not heard from an interviewer, you can raise an enquiry. Adopt a direct approach for such correspondence. Try and **restrict yourself to two paragraphs**- neither too long, nor too short.

LIMITATIONS OF INTERVIEWS

- Personal Bias
- The Halo Effect
- Constant error
- Leniency
- Projection
- Stereotyping
- Snap judgement
- Lack of Integration
- Pressure to Hire
- Too much/ Too Little Talking

CONCLUSION

- The candidate has to physically and emotionally be prepared apart from being knowledgeable in the domain area.
- Many of the recruiters believe in recruit for attitude, train for skills.
- Apart from a pleasing personality, grooming and effective communication play a vital role in succeeding at interviews.

Thank you!

