

Public Speaking
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Lecture: 37
Interviews

Good morning friends and welcome back to NPTEL online certification course on Public Speaking. My dear friends, we have come a long way and in this week we shall be talking about interviews as forms of public speaking. Now most of you might be thinking---- can interviews also be a form of public speaking and if so why? Dear friends, whenever we speak in public, this is public speaking.

So, the moment we talk of interviews many of us rather feel a sort of anxiety because most of us think about interviews only to be job interviews. But then one can come across interviews in different forms. Sometimes they do not know interview passes off peacefully. One must remember the fact that interviews have become a part and parcel of human life today.


Even in your personal life as well as in your professional life these interviews or the term interview has become quite common. How? Think of last time when you visited a school just to get your child admitted. You are asked that you have to appear at an interview along with a child. You wanted to buy a new house, a new car, you wanted to get a loan from the bank, you wanted to get something in return and for that you have to appear at interviews.




Whether it is visiting a doctor, visiting a counsellor visiting the school principal visiting the vice chancellor or for that matter visiting a minister, a leader, I mean all these forms of face-to-face communication can be considered under the umbrella term of interviews and that is why today's lecture is titled interviews. Now from today onwards we shall be talking about what interviews are how interviews are different from everyday conversations.

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Introduction

- ❑ The term interview has its origin in the French word *entrevoir*, meaning to “see each other”.
- ❑ It functionally implies face-to-face communication between the *interviewer* and *interviewee*.
- ❑ Interview as a selection method employs an oral medium to assess skill sets of candidates.
- ❑ Depending on the type of interview, the number of participants involved in an interview varies.






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What are the objectives of interviews what are the purposes what are the prerequisites what a person should do before the interview during the interview and after the interview? But before we go into the details of interviews, let us try to understand how did this word interview come into origin and what is its background. The term interview has its origin in the French word *entrevoir*, *entrevoir* and the meaning of this term is to see each other *entrevoir*.

I mean the inner view of a person the site between that is called interview. It is actually a face- to- face communication. And this often is conducted between the person who appears at the interview and the person or the group of persons who actually conduct the interview. Interview as a selection method or a rejection method employs an oral medium and what is this oral medium? For this oral medium is meant to evaluate, to examine the skill sets of candidates.


You might well remember that when the first time you visited a school for getting your child admitted not only the parents but the child also had to face an interview. And during that interview, other school authorities actually try to understand the home atmosphere. They also endeavour to understand the communicative abilities of the candidate, along with their parents, because they wanted to ensure that there ought to be a proper environment where the child can have his or her proper growth.

Now since interviews can be of different types, their natures may be different. So, depending upon the nature of interviews-- the number of participants involved in an interview varies.

Now sometimes you may think of as here on the right hand side you can find it is actually an interview between two people perhaps they might be discussing some issue where only one person is needed but there are times when you will find that there can be more number of interviewers.

So, the people who interview a candidate are interviewers and the person who actually is examined is an interviewee fine. Now you might be interested to know what actually are the purposes of interview, why interviews are taken, fine?


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Purpose of the Interview

❑ Career development centre (CDC) of Occidental College, L.A, lists down the purpose of an interview as to address the following questions:

- **What you have to offer** (your skills, abilities, basic knowledge).
- **Who you are** (your personality, character, interests).
- **Why you should be hired** (your potential).



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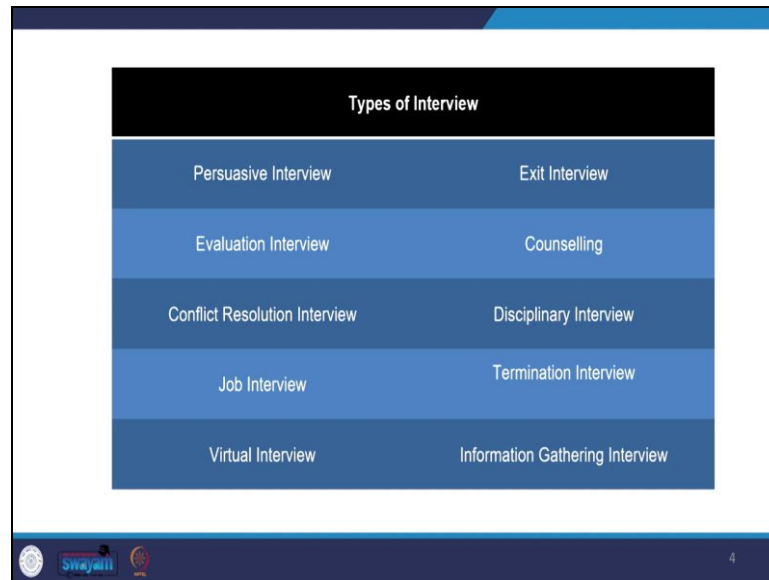
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So, if we have a look at one of the surveys of a college of Los Angeles the CDC of Occidental College I mean Career Development Center, it actually lists down certain criteria and it also says that there can be some purposes behind an interview and what are these purposes? The purposes can be as a candidate what are you going to offer, fine. So, what are you going to offer and these include your skills, your abilities your basic knowledge and that is true of all sorts of interviews.

Now the interviewers also want to know what sort of person you are and for that also when we come to panel interviews we will talk about that, group interviews we will talk about that. So, who are you, what sort of personality do you have, what sort of character do you have, what are your interests, how much do you value the values. And then the last purpose is why should you be hired. In many interviews you might have realized especially in job interviews,

they often ask you why you should be hired, fine. Actually, the interviewer there wants to know what are the positives in you. So, these three purposes are very important they actually want to know your potential, your abilities. Now as I have said in the beginning that there can be different types of interview.

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Now you might also be interested to know what types of interview can there be whether it is in your personal life or in your professional life. All of us are actually striving to succeed in our professional life but that does not mean that we do not want to grow in our personal lives because we have certain responsibilities also and in order to fulfil those responsibilities, we, at times, also have to appear at certain interviews.

Now the very first is persuasive interview. I think there is no need to focus more on this term persuasive interview because it has got an element of persuasion. Maybe things go wrong, maybe some people want the other person to understand something, and for that they conduct a sort of persuasive interview. Maybe they want to tell you about a new product, they want to tell you about a new policy, how that has to be implemented and for that persuasive interview is very important.

Then comes evaluation interview--- a person is evaluated; evaluated on the performance of a project on the performance of an experiment. So, for that also and such interviews are very short in length unless and until the situation so demands. Then comes conflict resolution interview once you enter a professional life you might find that there has or have been at times some amount of conflict between two employees, between two people.

There might have been at times some amount of miscommunication also which could have resulted into a sort of conflict but in order to make our life go smoothly we have to resolve these conflicts and for that we conduct a conflict resolution interview. Then comes job interview, which most of you not only are looking forward to, but most of you also get nervous the moment they say or the moment you are told you have a job interview on such and such date.

I think I have seen many people sweating at times only in the name of interviews. But my dear friends, interview also a sort of conversation where the other party wants to know about certain set of skills from you. They actually want to understand your capabilities, your potentials as we have said. We shall have a detailed discussion on job interviews in some of the coming lectures. Then, nowadays there has been a rise in another sort of interview where it is virtual interview.

I mean when we talk about interviews, especially job interviews, maybe the job interview also has certain criteria in several interviews you will find that there are several rounds maybe sometimes they go for a screening one, where because the number of applicants is too many. So, they want to find out, they actually want to segregate the potential ones and there may be several rounds of interview for that.

Nowadays, there has been a new trend of virtual interviews which does not cost much because interview in its physical form has to entail a lot of cost not only from the candidates' point of view but also from the organization's point of view. And then once you are in a job my dear friends, at times you want to change your jobs, you want to shift your jobs for your own betterment and then when you resign, then there is another sort of interview that is called exit interview.

Now as the term exit itself says that somebody is leaving an organization but then the host organization wants to know what was lacking in our organization that has compelled the person to leave. So, through this they also want to cull certain information, gather certain pieces of information certain reasons about the exit. So, that from the next time onwards and for the next candidate onwards they could be more conscious and they would be able to understand the gaps.

Then there are counselling interviews. At times, you might have found that something goes wrong your son is not doing well your daughter is not doing well and they have adapted different ways and means of spending their times. So, for that you need a sort of counselling interview. In many competitive examinations also, you can find that even after the results have been declared, the students are called for a sort of counselling. So, through that they actually want to motivate and they want to boost their confidence and what not.

Then comes disciplinary interview. You are working in a particular organization in a particular discipline and when you want to tell people about certain invaluable things of that discipline, you may call a disciplinary interview as well. Then there is termination interview. At times ,you know people have to be terminated but before they are terminated they actually are called for an interview. Because no organization wants to leave a candidate and no one wants to leave an organization.


But before anyone is terminated there can be a short interview which is called termination interview. And then another sort of interview is information gathering interview imagine you are conducting a research you have to gather data and in order to gather data also you may have to conduct certain interviews or through which you apply different methodologies right from observation to telephonic interview to personal interview or through questionnaires. So, all these are done just for information gathering.

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Interview set-up

□ Apart from the differences in the interview, with respect to its context, interviews may also vary in accordance to their physical setting:

- One-on-one interviews
- Group interview
- Panel interview
- Mealtime interview
- Phone interview
- Video-conference interview
- On-the-job interview
- Stress interview



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Now you might also be eager to know that apart from all these types of interviews and based upon their nature, the exigencies and the differences interviews may also vary in accordance to their physical setting. Especially if the interview is to be conducted face- to- face because whenever we talk about interviews naturally at the core of our mind we understand that it might be in a physical form.

Of course, after the pandemic there has been an immense rise in virtual interviews but even in virtual interviews also you are to see people face- to- face. So, what actually is an interview set up for all these the very first is one on one interviews I mean, between two people. So, this is one on one interviews then there can be group interviews. Some organizations or some start-ups they are going to do something and for that they have sent a proposal and an interview is to be followed by.

So, may be at times there can be a sort of group interview. Then there is panel interview in which there are people from different fields and there are more number of people in such interviews and this is called panel interview. Then in certain organizations there is a mail time interview which is a very informal sort of thing you do not have the experience as if it is going to be an interview.

Where are the needs and the expectations are to make the candidate very comfortable as I have been saying that nowadays in order to save time, money and in order to overcome the rigors of travel, nowadays there has been an increase in video conference interview so where much depends upon the technology. Because sometimes the glitches in technology may affect.


And then on the job interview, once you are in the job and you are going to be elevated to a next position then also there can be on the job interview and sometimes even during a job or for a job there are stress interviews where you know some of the hidden qualities of a person are to be evaluated. And for that they will create a sort of situation where they will put you questions which appear to be very stressful but then as a person you have to prove yourself that you can come out of such critical situations. So, this is called stress interview.

Now, since we are going to be prepared for all sorts of interview right from personal to professional we need to remember certain points before we go to the interview and while we are during the interview and after the interview.

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Points to remember for an Interview

- Display of self-confidence
- Well-informed with the area concerned
- Application of the acquired knowledge
- Efficient handling of the interview environment
- Understanding the needs and expectations of the interview
- Proper use of formal language



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So, now what is the first thing which is very important----- the very first thing is---- one has to display, one has to prove self-confidence my dear friends a man loses or wins in the very first instance if he is on a low confidence. So, one has to display a proper confidence, then depending upon the subject and the nature one needs to have a proper background information about the concerned area for which this interview is going to be conducted.

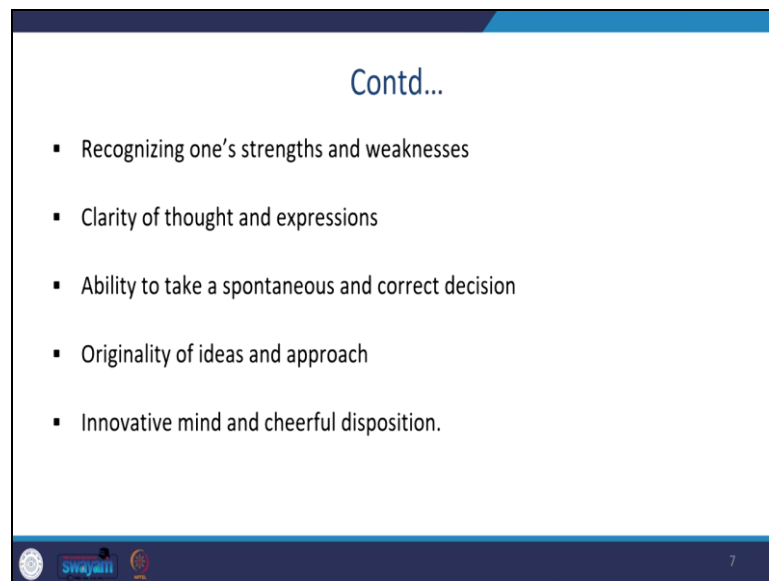
One also must know if certain skills are required and for that you need to have an application of the acquired knowledge. You cannot or you must not simply apply for a job or appear at an interview where you are not yourself eligible because they require certain skill sets. Say for example, if it is an interview just to select candidates who can record these sessions who can record online sessions.

So, naturally a candidate for this will have to have certain requisite skills not only the thing that one simply has an access to computers and all that one should simply apply actually one has to understand the requisites and the expectations. Now, another thing that is very important is environment most of us as I said some somewhere that the name interview itself actually makes you so anxious. You are in a fight or flight mode and why is it so?

Because of the environment. So, one needs to--- that is why I have seen many people are going there beforehand just to acclimatize himself with the environment. Then try to understand the needs and expectations of the interview and then another thing that is very

important because interview is a sort of formal communication one needs to be quite formal and one needs to be very careful in terms of the use of language.

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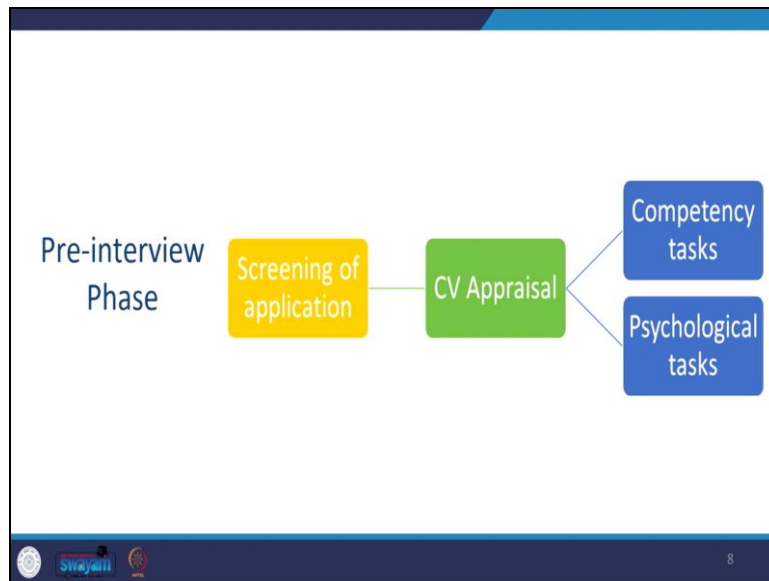


As a candidate one must understand one's strengths and weaknesses and you know on majority of the occasions when you are going to introduce yourself, you can give them a sort of hint about your strengths and weaknesses it has always been said that even if you are going to talk about your weaknesses please present your weaknesses as a sort of merit even though you are talking about a weakness, but you are presenting it in the form of a sort of strength.

Now one must be very clear in terms of one's thoughts and expressions and on many occasions even during the interview you are actually asked to take a decision immediately of course taking decisions immediately is very challenging but it is your intelligence and your emotional intelligence rather that can help you take a spontaneous and correct decision you can refer to lecture on emotional intelligence which has already been delivered and you can get a lot of cues about that.

Now, how original you are? Fine. Originality is always welcome; how innovative you are what sort of a disposition or what sort of a mood do you possess. Are you always in such a cheerful disposition that you can create a sort of warmth in the environment in which you are I mean, all these things actually add too much weight to the potential of a candidate.

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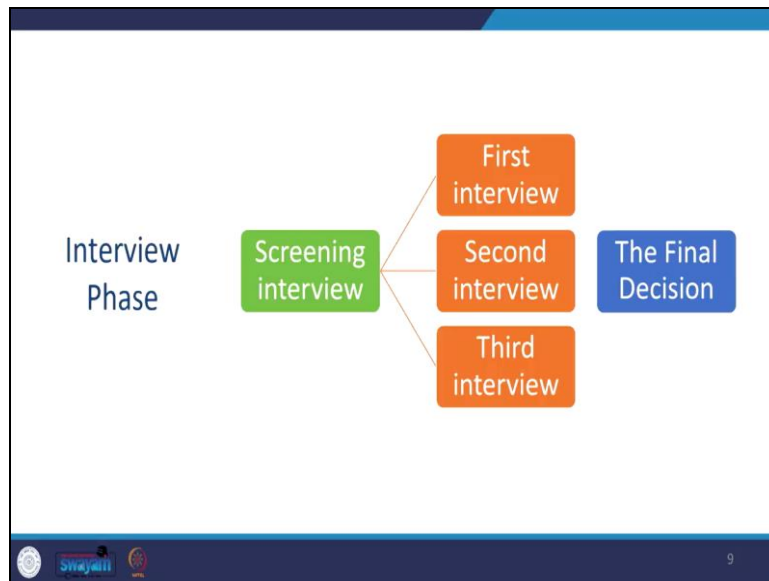


Now as I had been saying that there can be three phases of interview The very first phase is called pre-interview phase, especially for admissions for jobs. So, you will find that nowadays one gets quite a good number of applications. So, the very first round is screening as I had been saying, that there can be several rounds even in an interview. So, the very first is screening of application.

So, while you are going to send them your resume or CV or while you are going to fill up the form please be quite careful, fine. Because once your application has been screened, then your CV is to be appraised, then people can have a look at your CV and depending upon your capabilities depending upon your achievements attainments and all then perhaps the next round is the competency task and then the psychological task.

Sometimes, they also organize a sort of psychological task. For that also they provide you a sort of written psychological test because through that they want to assess or measure the candidates psychological you know bearing or being.

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Now comes the interview phase. After the screening interview is over, sometimes depending upon what an organization needs and how many candidates they are hiring or finding to recruit, then you can find there can be another screening interview that has to be followed by several other rounds of interview. May be the first interview, then the second interview, then the third interview and then the final decision.

Sometimes, we find that one candidate has to go through different channels or different panels and finally when the decision is to be taken that is actually by the most important person who will decide upon your fate. You might all be thinking that even when you have been screened even when you have been called for an interview whatever be the type of the interview how important is verbal communication during interviews.

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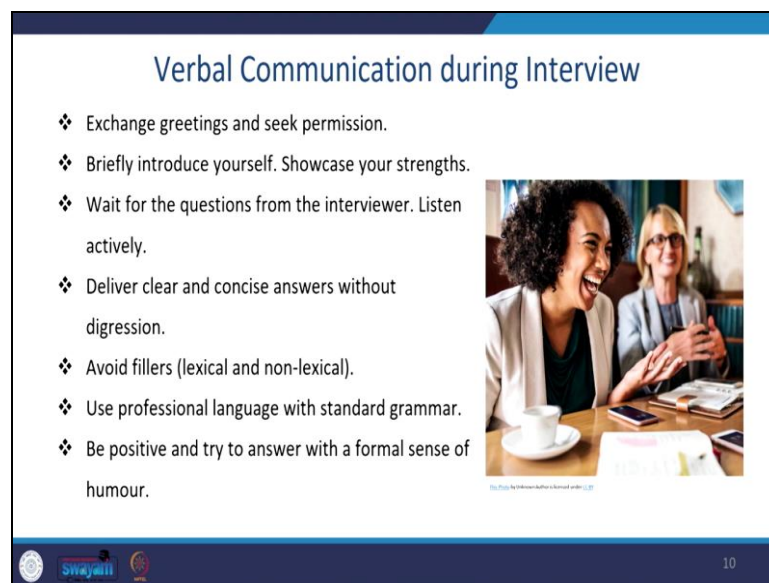
Verbal Communication during Interview

- ❖ Exchange greetings and seek permission.
- ❖ Briefly introduce yourself. Showcase your strengths.
- ❖ Wait for the questions from the interviewer. Listen actively.
- ❖ Deliver clear and concise answers without digression.
- ❖ Avoid fillers (lexical and non-lexical).
- ❖ Use professional language with standard grammar.
- ❖ Be positive and try to answer with a formal sense of humour.

How you talk? Because interview is a form of conversation, it is a conversation between one person and the other person. It is a sort of interpersonal communication, my dear friends, where you may be one person and there may be another party which may comprise so many people. So, when you go for the interview what is the first thing that you want to do or you should rather do is---- to greet everyone, wait for the nod, when you are going to be told to sit down.

And then the questions will follow. But before that they actually try to make you comfortable and you have to introduce yourself briefly you actually have to showcase your strengths.

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Verbal Communication during Interview

- ❖ Exchange greetings and seek permission.
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- ❖ Use professional language with standard grammar.
- ❖ Be positive and try to answer with a formal sense of humour.

The slide includes an image of two women sitting at a table during an interview. One woman is smiling and looking towards the other, who is also smiling and looking down at some papers on the table. There is a white cup and saucer on the table. The slide has a blue header and footer with the Swajani logo and the number 10.

And now is the time that having set the ball. Now they are going to ask questions. Wait for the questions. Waiting always pays, fine? But while answering the questions do not be very impatient very excited listen carefully to the question fine do not interrupt in and between the question fine one has to deliver clear and concise answers without any digressions. It is also to be seen that while you are answering the questions, please try to avoid fillers.

What do I mean by fillers sometimes you will find that many people have actually got a very bad habit of filling their empty hours with ah, ums, uh, fine? So, there are certain lexical and non-lexical things which actually are to be avoided. Whatever you speak when you speak a sentence b. So, that it is grammatically correct. Do not bring any informal use of word because this is a formal situation my different.

And every now and then you must be ready to answer with a formal sense of dignity discipline and humour.

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Non-verbal conversation during Interview

- ❖ Dress appropriately in a formal business tone.
- ❖ Start the interview with a firm handshake.
- ❖ Keep steady eye- contact. Establish rapport.
- ❖ Have a smile on your face. Express positive communication.
- ❖ Demonstrate strong and confident posture throughout the interview.
- ❖ Refrain from squirming and displaying your nervousness.



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Even if virtual communication is important non-verbal communication is also important we have already talked about what are the non verbal cues that one can display during a public speaking situation. The very first thing is----- care for your dress, care for your bearing, fine? In certain conditions you can always be given a chance to shake hands with the interviewer and then throughout the interview maintain eye- contact.

Because the interviewers are always ready to bounce upon you but then you need to maintain the patience and you need to establish the rapport while talking to one person establish the eye -contact and maybe that another person pours in a question but then you are not to lose your patience my dear friend please try to bring a smile on your face. And this smile should actually express a sort of positivism throughout.

And a confident posture. It has at times been seen that when a person feels quite energy one starts changing one's position too often even while sitting in a chair I mean they start squirming I mean they start making unnecessary movements and that actually in a way is the direction or the hint that you are quite nervous.

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Personality Test

- Most of the interviews have a dedicated part (or a set of questions) to evaluate the personality of the interviewee:
- Personality interview seeks to evaluate **human skills** than technical or competency skills.
- Human skills include reflecting values such as:
 - Empathy.
 - Compassion
 - Motivating fellow employees
 - Decision-making
 - Leadership etc.

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Then comes personality test. During personality test there are certain sets of question that are being asked in order to measure your human skills. Now what are these human skills, that at times, can be tested? The very first is empathy compassion motivating fellow employees. Decision making, leadership all these actually come under the term as human skills. Now if you have all these things into consideration then perhaps you are ready.

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Advantages and Disadvantages of Interviews

Advantages	Disadvantages
Personal and deep approach.	Expensive in terms of time, space and personnel involved.
Structured yet adaptable.	Long and hefty process with a large number of participants/applicants.
Scope for improvisation with follow-ups, parallel assessments etc.	Scope for misinterpretation.
Questions can be explained better to generate appropriate responses.	Less room for evaluating soft skills and behavioural skills.
Provides better outlook towards non-verbal communication.	Interviewer bias might hamper final decision/assessment.

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But one thing that one needs to be quite aware of is what could be the advantages and disadvantages of interviews because in just say a 20-minute or a 30-minute interview not everything about you can be measured that is why at times even good people are not able to succeed even good people are not able to perform better. So, it is always better if we can understand are the advantages and the disadvantages beforehand.

Now the advantages are that there is a personal and deep approach, an interview has to be structured but then it can be adaptable I mean only experienced people can say how they can bring the interviewers back to their subject area there are chances that you can improvise even during that short period of time if you are conscious throughout, questions can be explained better but see to it that at times there can be interruptions, fine.

One has to ensure that an interview in a way is advantageous because it allows you to have a proper outlook towards your non verbal communication. I mean your behaviour is also gauged throughout. Then there are disadvantages because if physical interview is arranged it actually entails a lot of cost, fine? So, many people are to be brought from different corners of the country or the world from different disciplines.

At times there is also scope for misinterpretation but one thing is very important during this 20 or 30 minutes, at times, becomes very difficult to allow a person or a group of persons to know about your soft skills and your behavioural skills. And then one thing which is very detrimental is the bias of the interviewers. So, this bias is actually very harmful. Now, at times, it has happened that many of the traditional interviews have failed.

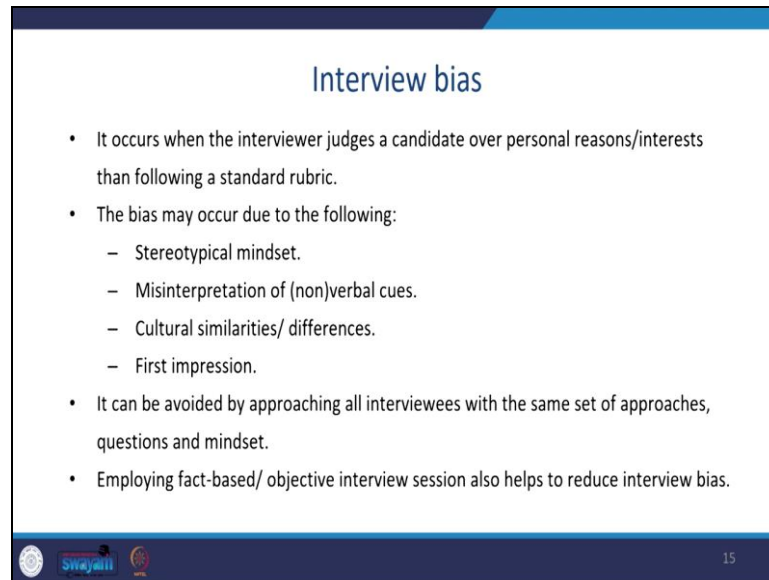
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Here, you can get a sort of data about why and where traditional interviews have failed? I mean they are not able to these traditional interviews are not able to assess the candidates' soft skills are then their weaknesses are also not in a position to be measured. Of course, bias as I have been saying, bias is quite detrimental and sometimes because the several rounds of interview that can at times become very irritating.

And it has also been seen I mean 18% of people have responded saying that they perhaps do not know the best questions which could be asked and the prospective candidate can be selected.

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The slide is titled "Interview bias" in a blue font. It contains a bulleted list of points. The first point states that interview bias occurs when an interviewer judges a candidate based on personal reasons or interests rather than a standard rubric. The second point lists four causes: stereotypical mindset, misinterpretation of (non)verbal cues, cultural similarities/differences, and first impression. The third point suggests that bias can be avoided by using a consistent set of approaches and questions. The fourth point notes that fact-based or objective interview sessions can help reduce bias. At the bottom left, there are logos for "Swajati" and other institutions. The number "15" is in the bottom right corner.


- It occurs when the interviewer judges a candidate over personal reasons/interests than following a standard rubric.
- The bias may occur due to the following:
 - Stereotypical mindset.
 - Misinterpretation of (non)verbal cues.
 - Cultural similarities/ differences.
 - First impression.
- It can be avoided by approaching all interviewees with the same set of approaches, questions and mindset.
- Employing fact-based/ objective interview session also helps to reduce interview bias.

Now when we talk about the interview bias it actually appears and occurs may be because of some personal reasons because of certain interest, because of the interest of the organization, because of the preference of the organization and there are certain reasons behind it. If there is a stereotypical mindset again that is not going to work sometimes the non-verbal queues are also misinterpreted.

If there are, no proper hints available then sometimes also because of cultural differences it can be hampered. And then the very first impression when the candidate enters the board room that first impression if it continues for a long time that may also give rise to a sort of bias. Now such biases have to be avoided by approaching all the interviews with the same set of approaches but this does not happen by different there are different questions for different people fine. And employing fact best or objective interview session can also help to reduce this interview bias.

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"I want to make sure I always show off my smile and have a positive attitude the whole time, whether it's during a performance, practice, or doing an interview."
- Laurie Hernandez, American Gymnast.



The image shows a woman, Laurie Hernandez, speaking at a podium. The podium has the NCLR logo on it. The background is a blue and white gradient.

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Now, here we can take one very beautiful quote by an American gymnast Laurie Hernandez who says—“ I want to make sure I always show off my smile and have a positive attitude. My dear friends, as prospective candidates you also should encash these two qualities. I mean, your smile but do not smile frequently and one must have a positive attitude throughout the interview.

So, what this gymnast says is—“ I want to make sure I always show up my smile and have a positive attitude the whole time whether it is during a performance practice or doing an interview.” So, I think all of you must keep all these things into consideration and then if you feel that you have been able to arm you yourself with all are these qualities merits dispositions and all then perhaps you are the candidate for which an organization is waiting.

So, before we come to wind up this session let me take a quote by a very famous personality named Alexander Graham Bell who had invented telephone and what he said is an eye opener.

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“When one door closes, another opens; but we often look so long and so regretfully upon the closed door that we do not see the one which has opened for us.” –Alexander Graham Bell

Thank You



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“When one door closes, another opens; but we often look so long and so regretfully upon the closed door that we do not see the one which has opened for us.” What is the implication that one never needs to get anxious when something does not work, rather one needs to have an optimistic outlook and that is why Graham Bell says that most of the time we concentrate on the door that is closed and we do not look for the door which actually is open for us.

There is always an opportunity waiting for all of you. Please try to encash that opportunity but with proper set of skills and proper capabilities. With this we end this session. Thank you very much. I wish you all a good luck for your interview. Thank you.