

Art of Interviewing

By Deepak Bharara



LEVERAGING PEOPLE FOR TOMORROW...

Art of Interviewing....

How to conduct immersive user interviews that are rich, insightful & enjoyable is the Art of Interviewing

We are interested in differentiating, what people think they do, what they say and what they actually do... Let us...

- Immerse ourselves in people's lives
- Make close observations through great conversation
- Ask them to reflect on their own behaviors

Make Interviews a great experience on both sides

...

What is Interview....

A Conversation

A Sensorial Experience

A Negotiation of Ideas ...



A Chance to see the world from someone else's perspective

The fact is that Interview starts before the Interview
Consider 4W & 1H (who, what, when, where & how)

3 Components - Plan – Conduct – Capture

Interview....

“An interview is a structured conversation where one participant asks questions, and the other provide answers”

It is a conversation between two individuals

It could be:

- Structured
- Semi-Structured
- Unstructured



Job Interview....

“A Job interview is a conversation which occurs between a potential employer and a job applicant”

During Job interview, the employer gets an opportunity to know about applicant's qualifications, appearance & general fitness for the job opening

Three fits are important:

1. Organization Fit
2. Motivational Fit
3. Cultural Fit



Types of Interview....

- Telephonic Interviews /Phone Calls – Screening
- Physical/Virtual Mode Interviews – Selection
- Panel Interview – Selection
- Competency Based Interviews – BEI – Selections
- The Virtual Assessment Centre – Validation



Why is an Interview Important

Interviewing is an important step in the employee selection process. If done effectively, the **interview** enables the employer to determine, if an applicant skills, experience and personality meet the job's requirements



11 Important Questions to answer....

1. Tell me about your self ?
2. What are your Career Goals /Ambitions for the future ?
3. Why do you feel fit for the job ?
4. Why do you want this job ?
5. How has your experience prepared you for this role?
6. What is your greatest strengths ?
7. What is your areas for Improvements
8. Why are leaving/left your current job/assignments ?
9. How do you handle stress/pressure ?
10. How do you handle conflicts ?
11. What your Salary Expectations ?

Effective Interview....

“A successful & effective interview is one in which both the interviewer and the interviewee receives accurate information & can make informed decision about the applicant suitability for the job”

The interview is mostly about the applicant, so listen him/her attentively. Pay attention to verbal clues such as postures, alertness, dress & personal grooming. Allow applicant to ask questions toward the end...

The Best Tool is BEI

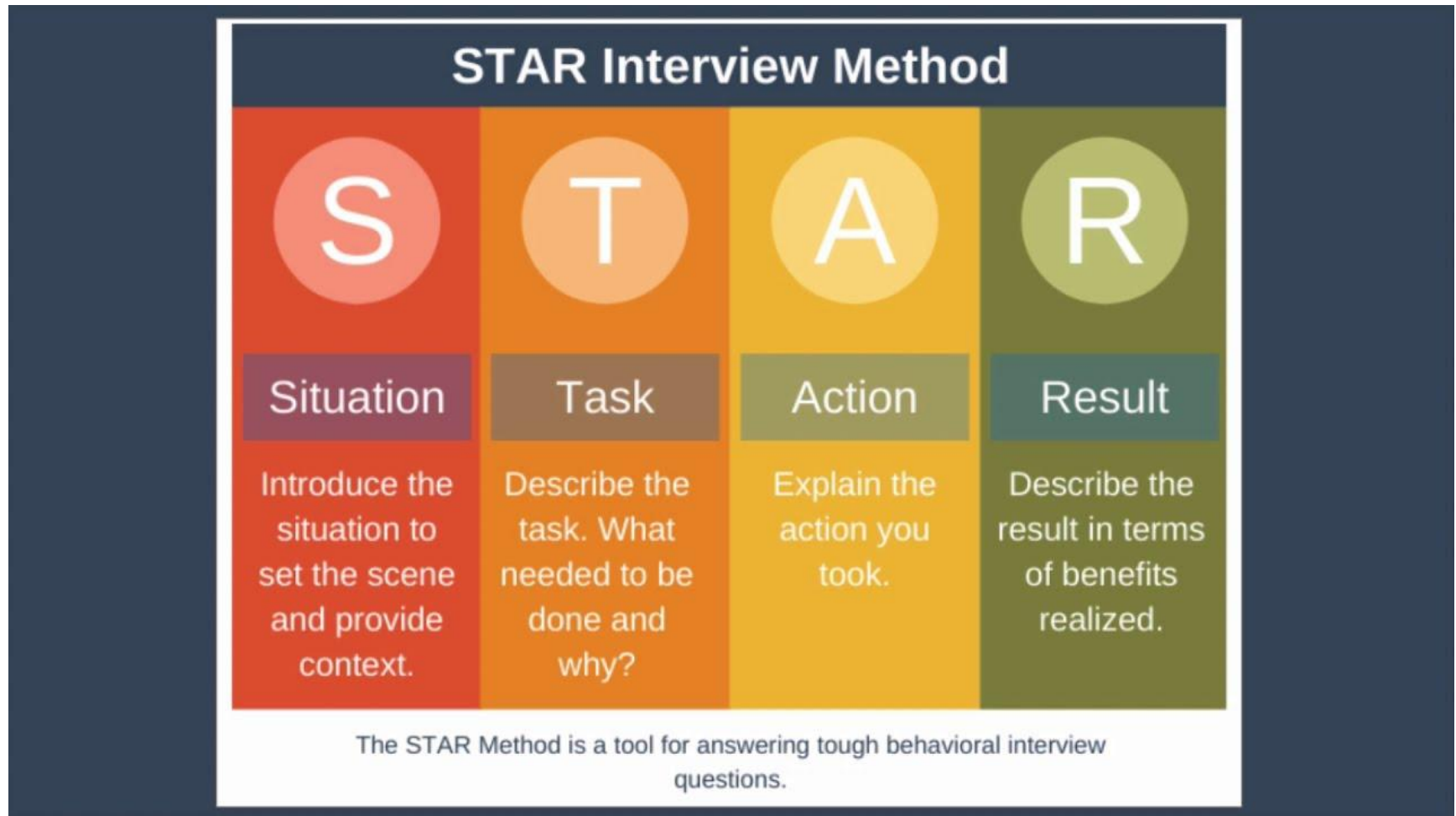
Behavioral Event Interviews helps to judge the competencies of candidate... It is based on what candidate has done & can do... It is form of Structured Interviews... The accuracy of BEI tool is more than 80%...

We need to Develop Competency Directory & prepare Behavioral Based Questions to capture Positive (Full) STAR (Situation, Tasks, Action & Results)

Identify the False or Incomplete or partial Stars & Review. Taking notes is very Important ...

... Train the Interviewers ...

BEI Based Interview...



Tips for Interviewer....

1. Review the resume of Candidate before the meeting
2. Make a list of questions that relate to job responsibilities
3. Ask BEI Behavioral Interview Questions – Collect STAR
4. Outline/Structure the interview structure for the candidate
5. Don't talk much, focus on listening
6. Watch non-verbal clues
7. Extend professional courtesies
8. Build Rapport & Impact
9. Follow up, if required by email/phone
10. Explore Past, Present & Future ...



Tips for Interviewee....

1. Know yourself & the employer
2. Practice Beforehand. Be Polite & Humble
3. Be Punctual
4. Try to Sell yourself
5. Dress up for the occasion
6. Remember to focus on listening
7. Have Question ready to ask
8. Don't lie, make false statements
9. Thank the interviewer
10. Work on FAQ's



Interviewing Competencies

1. Empathy
2. Compassion
3. Research & Open Mindset
4. Time Management
5. Art of Questioning/Analytical
6. Planning
7. Curiosity
8. Follow up
9. Effective Communication Skill including Listening



Golden Rules

1. Be Prepared
2. Be on Time
3. Be Professional
4. Be Yourself
5. Express What You Want
6. Check Social Media
7. Take Notes



Interview Etiquettes....

- Be Considerate
- Make the Interviewee the Expert
- Observe Acutely
- Follow 80/20 Rule
- Let go and enjoy the Ride - Experience it
- Smile & make applicant feel comfortable – Engage into deeper conversation
- Document the Conversation with your Observations



Few Comments

I was incredible nervous before my interview, but when I met the team, interviewing me, they immediately put me to ease ...

Start WIDE, with the stuff they know ...

Relax & feel in control ... then go deeper (5 Why's)... Use your Discussion Guide ...Tell me more... But be flexible...

If an interview is going off-track, it is okay to say ...“Can we move to other Theme...This is quite interesting let us change the Gears...I just want to take a moments, when/where you mentioned...”

Few Comments

Weave together... The Conversation...The Topics, The Themes, The Observations & The Insights ...

Create Mental Models – Imagine Conversation Visually...

Respect the space - Give time to reflect & don't interrupt

Keep an eye on time... it is important ...

Get the most out of your interview by asking open ended questions ... OQ What was your experience in School...

CQ Did you enjoy you school

Reflect to clarify doubts ...to validate

Evaluate Post – Offer Results



- Better Retention Rate
- Better Timeline
- Better Performance
- Higher Productivity
- Specific Benchmark with other Industry or Organization

Let us get going



Ordinary people can deliver extraordinary performance





Contact Us

Email: contact@peoplea2z.com

Twitter: @peoplea2z

LinkedIn: <https://in.linkedin.com/in/peoplea2z-advisory-n-solutions-a52837124>

Facebook: @peoplea2z

Mobile: +91 9810048409