

Interview Technique

Dr. K.K. Chauhan

(Assistant Professor)

Department of Education,

C.S.J.M. University, Kanpur

Email: aprof.kkc@gmail.com

Self-Declaration

The material provided by me is my original work and/or obtained from online, open access sources, and if any content is copied, appropriate acknowledgment has been made. The information provided in this e-content is authentic and best as per knowledge.

Dr. K.K. Chauhan

Introduction

Interviewing is the **meeting of two people** for the purpose of **exchanging information and ideas through questions and responses**. This exchange involves **communication** and leads to **joint understanding** about a particular topic.

In guidance and counseling, an interview is a **serious conversation between a counselor or guidance professional** and an **individual seeking assistance**. It serves to **gather information, establish rapport, assess the client's needs, set goals, provide support, and guide the client** toward solutions or personal growth.

As per Bingham and Moore – “A serious conversation directed to a serious purpose, other than satisfaction in the conversation itself, is an interview.”

Definitions of Interview

- **According to Good, Bar and Scates,** "In the Interview for investigational purpose the research work is gathering data directly from others in face contacts."
- **According to Goode and Hatt,** "The Interview is in a sense, the foundation upon which all other elements rest, for it is the data-gathering phase."
- **According to John G. Darley,** "Interview is a situation which the client can gain better understanding of himself."
- **According to Bingham and Moor,** "A series conversation directed to definite purpose other than satisfaction in the conversation itself is an interview."
- **According to Theodore L. Torgerson,** "Interview method of study extends certain aspects of the observational technique."

Purpose of Interview

- 1. Assessment:** Interviews allow counselors to assess the client's needs, concerns, and goals. By actively listening to the client's story, counselors can gain insight into the client's unique situation and challenges.
- 2. Information Gathering:** Through interviews, counselors collect valuable information about the client's background, family dynamics, educational history, and personal experiences. This information is crucial for understanding the context in which the client's issues have arisen.
- 3. Establishing Rapport:** Building a trusting and empathetic relationship between the counselor and the client is essential. Interviews provide an opportunity to establish rapport and create a safe and supportive environment for the client to open up and share their thoughts and feelings.
- 4. Goal Setting:** Interviews help in setting clear and achievable goals for counseling. By discussing the client's concerns and aspirations, counselors can collaboratively establish objectives and a plan for how to address them.
- 5. Exploration and Self-Reflection:** Through interviews, clients can explore their thoughts, emotions, and behaviors in a structured and supportive manner. This self-exploration can lead to greater self-awareness and insight into the underlying causes of their issues.
- 6. Assessment of Progress:** Through ongoing interviews, counselors can assess the client's progress and adjust the counseling plan as needed. They can determine whether the client's goals are being met and whether any modifications to the approach are required.
- 7. Record Keeping:** Interviews generate valuable records that can be used for documentation and future reference. These records help in tracking the client's journey and can be important for legal and ethical reasons.

Focal Points in Interviewing

1. **Why?** The interviewer should be very clear in his mind for the **purpose of interview.**
2. **Who is to Interview?** The interviewer must be clear in his mind of **his strengths and weaknesses.**
3. **Whom?** He should **understand the learner** thoroughly.
4. **How?** He **should know the techniques** of interviewing.
5. **Where?** **Suitable place** should be selected for his purpose.
6. **When?** **Proper motivation** should be developed.
7. **What to Ask?** He should **prepare his questions** thoughtfully.

Types of interviews

- 1. Intake Interview:** This is usually the **first interview** when a client comes in for counseling. Its purpose is to **gather basic information about the client, establish rapport, and determine the client's presenting issues and goals for counseling.**
- 2. Fact Finding Interview/Assessment Interview:** This interview involves the administration of various assessments, including **psychological assessments, career assessments, or personality assessments**, to gather data about the **client's strengths, weaknesses, and needs.**
- 3. Diagnostic Interview:** In this type of interview, the counselor assesses the **client's emotional, psychological, and behavioral issues in more depth.** The counselor may use standardized assessment tools and questionnaires to help diagnose the client's condition.
- 4. Career Counseling Interview:** Career counselors use this type of interview to help **clients explore their career interests, skills, and goals.** They may use assessments like aptitude tests or personality inventories to guide the counseling process.

4. **Academic Counseling Interview:** Academic counselors work with students to **address issues related to their academic performance.** These interviews may involve discussing **study habits, time management, goal setting, and course selection.**
5. **Group Counseling Interview:** In some cases, counseling is conducted in a group setting. The counselor facilitates **discussions and activities that address common issues among group members.** Group interviews can be especially effective for certain types of counseling, such as substance abuse or support groups.
6. **Follow-Up Interview:** These interviews are conducted to track a **client's progress over time.** Counselors use follow-up interviews **to assess the effectiveness of previous interventions and to make adjustments** to the counseling plan if necessary.

Stages of Interview

There are **3 major stages** of counseling interviews that occur in a typical counseling relationship, from when a client first enters the counselor's office until the relationship is terminated either due to success or referral.

1. Initial Phase

- The initial phase of the counseling interview happens in the first meeting between the counselor and the client. Here, the counselor focuses on **building rapport and trust** with the client and **encouraging open communication**.
- The counselor also **gives a background to the client** on what to expect in the counseling encounter.
- There is first a **structured interview** (of client demographics) that takes place if the counselor has no previous knowledge of the client. Then there is another interview to ascertain the needs of the clients and set counseling goals.

2. Body Interviews

- These are all other interviews that take place in the course of the counseling relationship. These interviews are mostly targeted toward understanding the client's situation better.
- A kind of formative evaluation through interviews is also done to ascertain if progress is being made in the relationship.

3. Termination Phase

- The third stage of the counseling interview is mainly focused on evaluation, but this time, summative evaluation.
- The counselor asks the client questions about the sessions they have had so far and how satisfied they are concerning the issues they brought for counseling.

4. Keep Records of the Interview.

- The records must be made not only during but also immediately after the interview and these must be filed in a secure place for future references.

5. Evaluate the Interview.

- The counsellor would do well to go over the entire interview, to determine whether improvements were made in a subsequent interview with the pupils.

Advantages of Interview

- It is a most flexible way of understanding the client.
- Multiple objectives can be achieved.
- It allows us to study the past events too.
- It develops insight in the clients.
- It concentrates more on the problems.
- It helps in collecting such data that supplements the objectives or data later collected by other methods.
- It creates friendly environment.
- It is easy to conduct.

Limitations of Interview

- It is subjective in nature.
- Difficult to know about a person in a short time.
- It is time consuming.
- It is sometimes difficult to interpret as a client may not unfold all his feelings.
- Client may be confused and unable to give specific answers.
- Social background may also affect the interview.
- Validity and reliability depends on the person who is conducting the interview.

Precautions/ Preventions to be taken

- Ideal physical condition must exist.
- Perfect rapport should be established.
- Come to the point of the interview as quickly as possible.
- Be gentle, natural, and a good listener.
- Respect the personality of the interviewee.
- Close the interview on a constructive note.
- Easy language should be used during the process of interview.
- Objectives of the interview should be decided before starting a successful interview.
- It should neither be too lengthy nor too short.
- There should be no favoritism.
- Show sympathy to the client.
- Interviewer should have full control on the interview.

References

- ✓ Aggarwal, J. C. (1991). Educational, vocational guidance and counseling. New Delhi: Doabai House.
- ✓ Bhatnagar, R. P., & Seema, R. (2003). Guidance and counselling in education and psychology. Meerut: R. Lal Book Depot.
- ✓ Chauhan, S. S. (1982). Principles and techniques of guidance. New Delhi: Vikas Publishing House Pvt. Ltd
- ✓ Crow, L. D., & Crow, A. (2008). An introduction to guidance. Delhi: Surjeet Publications.
- ✓ Indu, D. (1983). The basic essentials of counseling. New Delhi: Sterling Publishers Private Ltd.
- ✓ Jones, A. J. (2008). Principles of guidance. (5ed). Delhi: Surjeet Publications.
- ✓ Kochhar, S. K. (1979). Guidance in indian education. New Delhi: Sterling Publishers Private Ltd.
- ✓ Kochhar, S. K. (1984). Guidance and counseling in colleges and universities. New Delhi: Sterling Publishing Pvt. Ltd.

Thank you...