

**How to Cite:**

Sharmila, K., Raju, S., Hamsalatha, M., & Suresh, L. (2022). Interview Adroitness: A contemporary exploration. *International Journal of Health Sciences*, 6(S3), 8409–8418. <https://doi.org/10.53730/ijhs.v6nS3.8000>

## **Interview Adroitness: A contemporary exploration**

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**Abstract**--Interview skills are abilities or behaviours that enable a person to be more effective during the job interview process. Interview skills are traditional; many interview skills assist candidates in preparing for and participating in job interviews. A job/assignment interview is a selection process. It is a procedure that entails research into the industry, the position, and the candidate. Negotiations commence when a mutual study is completed. The ultimate goal of both the interviewer and the interviewee is to obtain accurate and valuable information in order to make a decision. Both will examine various questioning strategies as well as points in their favour. Job interviews are a necessary aspect of advancing in profession. They are the pinnacle of all of our hard work in honing our abilities, double-checking our résumé, and gathering references in order to stand out in a sea of applications. An interview is an attempt to obtain as much information as possible from an applicant about his or her suitability for the position in question. It aims to provide an accurate assessment of the applicant in terms of his or her educational qualifications, training, family background, and previous work experience, as well as to assess certain qualities such as demeanour, appearance, conversational ability, ability to get along with others, and so on.

**Keywords**---interview skills, group interview, panel interview, video conference interview, telephonic interview.

## **Introduction**

In the employment selection process, interviewing is a crucial phase. The interview, if done correctly, allows the employer to assess whether an applicant's abilities, experience, and personality match the job's requirements. Additionally, preparing for an interview might assist in clarifying the responsibilities of a position. The importance of finding the right individual for the job is critical to the company's success. Preparation is essential, as is an objective assessment of candidates. It's best to develop a list of common must-ask questions, go over the resume thoroughly, and jot down any extra questions for each person. It's also beneficial to be aware of the various and unexpected questions that interviews might pose!

## **Types of interviews**

### **Group interview**

There are two varieties of these; in the first, job applicants form a group to meet one or more interviewers. The second style, known as a panel interview, involves two or more interviewers working together to ask one job candidate at a time questions. In the first type, the company gives a presentation of its profile to a group of job candidates before opening a conversation and question-and-answer session with the candidates. The organisation may use this opportunity to screen candidates based on their behaviour and degree of competence. To put it another way, the interviewers will keep a close eye on the situation.

- Appearance
- Etiquette
- Body Language
- Communication
- Participation and group interaction
- Ability to contribute and persuade

The organisation will pay special attention to individuals who ask thoughtful and insightful questions that demonstrate the candidate's desire to learn more about the company and his desire to work for it. It is, without a doubt, an opportunity for a qualified candidate to stand out. Some companies may take a group interview to the next level by performing a simulation, or simulating a work setting. They could, for example, divide the candidates into groups and provide each group a case or an issue to solve. Members of the team may be required to submit their findings to the entire group. Throughout the activity, the interviewers will thoroughly examine each participant's behaviour and ask and elicit questions. The talents that will be assessed throughout their examination of the persons are as follows:

- Problem-solving readiness
- Rapid comprehension of the issue

- Interpersonal skills
- Team spirit and willingness to work
- Communication skills
- Leadership traits
- Organizational behaviour
- Stress tolerance

How an individual fits into the situation will also be scrutinised;

- His delegating and accepting of responsibilities
- How the other team members respond to the duties
- Peer response to his leadership
- The manner in which the leader criticises and accepts criticism.
- The way he sees the solution
- How he assists others in finding a solution to an issue

In a group interview exercise, at the very least, one should be an active participant, if not a leader. A candidate should prepare for a group interview by practising scenarios and answering questions beforehand.

### **Panel interview**

Panel Interview has a number of interviewers who will take turns asking the candidate questions. Only one contender is up against a firing squad. In our country, this is the most common type of interview. It is preferred by industries and business organisations since it allows them to thoroughly examine the individual. A panel interview is used to evaluate candidates.

- How the candidate understands the job and his responsibilities
- How he interacts with his prospective superiors (attitude)
- How he manages the time allotted
- How he rises to the occasion when asked difficult questions
- How he prepares his responses
- How he handles stress

To become successful in a panel interview the candidate should

- have studied the company and job description
- have memorised his resume for quick answering
- list the expected questions and rehearse
- have rehearsed on skills, experience and achievements
- have rehearsed shooting questions

### **Telephone interview**

Telephone interview, which is quickly gaining popularity. It is used as the initial stage interview in the selection process by companies, and it is especially useful for international interviews. The primary benefit here is that it saves both the candidate and the interviewer time and money. It's also known as a screening test

because it excludes candidates who don't meet the requirements. Because it is often a screening interview and there are numerous prospects to interview, the interviewer may opt to offer each candidate only a limited amount of time. This means that the candidate must properly communicate all of his qualifications and credentials so that the interviewer concludes that the candidate is deserving of selection. The candidate who is preparing for a telephone interview should be aware that it is divided into three stages. The candidate's readiness is the first phase. He should make sure he has the following stuff ready one day before the interview.

- His curriculum vitae
- Cover Letter
- A Copy of the application (if he has submitted one)
- Job description
- The company's highlight points
- His main areas of discussion
- A pencil and a notebook

He can mentally map out the concepts now that everything is ready, and then perform a fake telephone interview with a buddy to gain feedback on the quality of his voice, as well as the clarity and tempo of his speaking.

### **Interview start-up**

The candidate should be dressed in professional clothes that makes him feel smart and should be able to stand for the duration of the interview. The candidate should greet the interviewer with a welcoming grin as soon as possible after receiving the call. Smiling all the time is vital since it carries the candidate's excitement to the other end. He should gently inquire as to what name the interviewer should use to refer to him. The candidate should understand that it is his excitement that will set him apart from the other contenders. There may be some personal questions that require honest and truthful replies, or the interviewer may ask him to give a two-minute review of his previous career and goals for the current position. It is preferable if the candidate has already prepared and practised the speech.

### **During the interview**

The questions are shot based on the resume and the company's criteria after it gets serious. The responses should demonstrate the candidate's understanding of the subject, prior expertise, and willingness to take on difficult projects. The emphasis should be on persuading the interviewer of his knowledge, team spirit, and ability to solve problems. When confronted with difficult questions, he should remain calm and speak slowly and clearly. He should stay away from yes/no responses. To assist the interviewer in continuing the dialogue, they should be in full sentences. Simultaneously, responses should be succinct and to the point. For him to be successful, he must consider the following factors. He should;

- Maintain a level-headed, lively, and expressive demeanour. He shouldn't be so worried and hurried that he says something hasty or irrelevant.

- While answering, be alone and master of oneself.
- Respond quickly to the inquiry. Any discernible halt is unwelcome. Even if the answers are brief, they should include all necessary details so that the interviewer does not ask follow-up questions.
- As the interview progresses, be astute in determining the employer's short-term objectives and determining how he might make an instant impact.
- Be polite and avoid talking over the interviewer. He should also refrain from interrupting him.
- Avoid causing controversies or conflicts. He should be able to swim against the current while remaining assertive.
- Use a conversational tone when speaking directly into the mouthpiece.

### **End of the interview**

When the candidate believes that the interviewer's inquiries are coming to a close, he should request a face-to-face interview session. When asked questions about the job, he should concentrate on the job criteria, his immediate tasks, and the job location. Salary and benefits questions should be saved for a face-to-face interview. When asked why he changed jobs, he should explain that he is not job hopping but rather looking for a better opportunity. He should never be critical of his former boss. When the interviewer has finished answering his questions, he should immediately check them off his list one by one. If he asks the same questions again and over, it indicates that he was not paying attention to the interviewer. Finally, he should express gratitude to the interviewer for his time. Only after the interviewer has hung up should he hang up the phone. He should write a thank-you note right after the interview. Aside from the three most well-known fundamental types of interviews, there are those that are specifically developed for certain objectives. They really are.

### **Behavioural interview**

They are more dependable and can assist the interviewer in asking precise questions about the candidate's personality and prior experience. The inquiries may be anything.

- What will you do if there is a problem among the members of your team?
- Can you tell me about a project that required you to work beyond hours?
- What do you believe the most important lessons you've learnt from your previous experience are?

To prepare for a behavioural interview, the candidate should: 1. thoroughly examine the job description in terms of employment needs, such as travel, language skills, goals, and working hours.

- Determine the credentials, i.e. competences, in terms of skills and personality traits.
- Having a track record of success from previous endeavours.
- Describe the exact objectives that the candidate has established for the company's growth.

The first element – reading the job description and company – is critical for the candidate because it is this knowledge, together with his experience, that will help him customise his resume and prepare for the interview. The employee will examine the candidate's understanding of the job description as well as his ability to apply his previous experience to the current need. The candidate should focus on the company's age, goods, capital, growth profile, location, working hours, local and global operations, and the value of its shares if it is a publicly owned company to get a good picture of the job description.

### **Case interview**

A case is sometimes assigned to a team for study and solution in a group interview, as previously described. Case interviews, on the other hand, are used by consulting firms to assess a candidate's problem-solving ability.

### **On-the-spot interview**

Following a preliminary campus or telephone interview, these are the second or third round of interviews performed at the corporate offices.

### **Video conference interview**

This is a long-distance interview, which is similar to a phone interview. Companies who desire to pick applicants from a remote place, such as in the case of a telephone interview, use this strategy. Companies prefer videoconferencing over telephone interviews because it allows the interviewer to apply all of the elements of a panel interview. Let's look at the preparation for a face-to-face interview (group or panel) now that we've looked at the different sorts of interviews.

### **Interview preparation**

The candidate should start preparing as soon as he obtains his interview card. An interview is more than just coming into a room and answering a few questions. The goal is to be one of the few chosen from a large number of applicants. To be considered, you must have a thorough understanding of the job description and the firm, as well as an excellent articulation of your qualifications, experience, and well-defined professional goals. When a candidate reaches the interview stage, he must demonstrate his abilities and commitment to landing the job. The candidate should first have a complete understanding of the job duties, educational requirements, and the employer's top priorities in terms of experience, supplementary qualifications, and communication skills. After learning that the job is lucrative, the candidate should match his qualifications to the post. It's a good idea to practise for the job before the interview. A thorough investigation into the company will result in demonstrable knowledge. The interviewer can begin by asking, "What do you know about our company?" "What makes you want to work for us?" "Have you any awareness of our successes in the last two years?" and "Have you any knowledge of our accomplishments in the last two years?" Answers to these problems will necessitate extensive research, during which he will become acquainted with;

- The organization's type and structure
- Its objectives (short term and long term)
- Goods and services
- Organization's location and size
- Branches (national and international operations)
- Sales, earnings, and profit o Company age and growth trajectory
- Employee benefits

This information can be found in the following places:

- Annual Report of the Company
- Company literature
- Company website
- Company internal / inside sources
- Professional magazines
- Business pages of leading newspapers.

### **Review hours**

A review of the candidate's preparation hours before he leaves for the venue is required in order for him to arrive stress-free. It is critical for him to have the assurance that he has everything prepared in order to do well in the interview. He should see if his web research has aided him in obtaining the company's profile in terms of its products and services.

- What is the company's annual revenue and how many employees does it have?
- How is the workforce and employees distributed and assigned?
- What is the company's position on its products and services?
- How well he can explain those items and services in the interview and how much knowledge he has about them.
- What is the current (latest) product or service's sales rate?
- How are the company's shares performing in the market?

The candidate should be able to recall the highlights of his previous profession; it's not a problem if he jots them down and memorises them. The success tales raise his spirits and help him gain the trust of the interviewer. The stories demonstrate not just the candidate's suitability for the job, but also some essential characteristics such as willingness to work, devotion to the task, innovative thinking, and confidence. Success stories not only make the candidate's previous career memorable, but they also make the candidate memorable to the current interviewer. He should get up early and arrive at the interview location at least one hour before the scheduled time.

### **During the interview**

With a strong handshake to the centre person and a friendly grin to all the interviewers, the candidate may enter the room with a "May I come in Sir?" and introduce himself. When he is finally allowed to sit, he should take up the entire

chair and sit tall, exuding confidence and eagerness. Of course, perfect spoken English is required. Icebreaker and introduction, resume verification and questioning, answering the candidate's questions, ending the interview, and decision-making are the five stages of an interview. The interviewer creates a relationship with the candidate during the icebreaker, and the latter should only speak and interact constructively. The beginning contains of inquiries regarding personal information, followed by resume verification and questions. The interviewer's main concern will be;

- Whether the applicant possesses the necessary skills for the position.
- How does he fare in terms of interpersonal skills?
- Will he be a good team player?
- Is it possible to manage people?
- Is he a natural leader?
- Is he capable of achieving his goals?

The STAR technique (Situation, Task, Action, and Result) can be used to answer the questions. All four should be guided by the candidate's experience, and the employer should be aware of how the candidate's knowledge and experience have formed him or her for the current position. The candidate must maintain his poise and maintain eye contact at all times. The company will then ask the candidate for questions (the third stage). He can pose queries such as:

- To whom will I report?
- Could you provide me some examples of projects on which I should focus?
- In the first year, what would be my responsibilities?
- How far do you have to travel?
- When and where will the first appointment be held?
- Is there going to be a transfer? (either now or later)
- What percentage of your time is spent working in a group?
- Is there a problem that the company is currently dealing with?
- How often are performance evaluations conducted?
- Are there any programmes for in-service training?
- What is the company's management philosophy?
- Is there any other part of the interview process that I should know about?

### **Cessation of the interview**

It's the fourth step, and the interviewer is the one who starts it. A skilled interviewer explains how to make a decision and how long it will take. If the interviewer fails to do so, it is the candidate's responsibility to inquire about follow-up procedures. A skilled interviewer will start pay negotiations here as well, and the candidate should be persuasive rather than contentious. Finally, he should smile and say "thank you" as he exits the hall. Following the interview, the decision-making process begins. The fitness question is examined after the qualifications, behaviour, and answers to the questions have been analysed. It is also at this point that the candidate should assess his interest in the position. Before leaving the chamber, the interviewer advises the candidate about the decision-making process and when he can expect a letter. Some interviewers

publish the names of the successful candidates the same day. After leaving the interview location, the candidate should make it a point to write the interviewer a thank-you letter within twenty-four hours. Punctuality is a fundamental guideline that the applicant should adhere to at all times throughout the procedure.

### **Mock interview**

A mock interview is a role-playing exercise that simulates a real interview. Because the primary goal is to give the candidate the impression of an actual interview, it is handled in a similar manner. In other words, a Mock interview is used to prepare an applicant for a genuine interview. His performance is videotaped and replayed, along with the interviewer's comments. Because companies approach interviewing in a variety of ways depending on their objectives, it's critical for the candidate to immediately determine the type of interview he'll be facing. It is here that several types of mock interviews come to his aid. He will be prepared to face the types of interviews we described earlier in this chapter after completing the training. It's a good method to get ready for the real thing. Once the session begins, the candidate begins to act as if he is in a real interview because he understands that he is being evaluated and that the interviewer's feedback will reveal his qualities and demerits as a candidate. Any aspirant would naturally prefer to have more qualities and fewer flaws.

How to Prepare for a Mock Interview With the help of an interview service provider, a mock interview can be done formally and rigidly according to the norms, or informally among peers with the support of other hopefuls. To ensure complete results and appropriate feedback, it is best to perform it in the same manner as a genuine interview, that is, with the same physical environment, interviewers, and level of engagement. While the candidates (those who are ready for an interview) must arrange the physical setting, the interview panel might be offered by professional interview service providers. It's important to get their feedback at least once, even if it's pricey. Then, with the help of friends and relatives, a series of Mock interviews might be done. A well-executed Mock interview can assist the candidate in avoiding the following errors;

- Lack of preparation, rehearsals (Mock interviews), and experience result in a poor initial impression (facing the interview for the first time). It is critical that the candidate overcomes all fears and makes a positive first impression.
- Cliches and repetitions - Some interviewees employ overused phrases such as 'last but not least.' 'It's nothing but—,' they say, and they repeat the clichés to aggravate the interviewers. Cliches and repetitions can give interviewers a terrible vibe, and the outcome will be less than ideal. One should be able to express themselves in a number of ways.
- Ineffective nonverbal communication — Nonverbal communication is just as vital as verbal communication. The candidate's physical posture should demonstrate his confidence and passion, and his facial expressions and gestures should better convey what he has spoken. Communication can be rendered ineffective if there is a lack of suitable body language.

- Poor verbal communication - This could be attributed to a lack of speech fluency and interaction readiness. While fluency should have already been established (it can only be achieved by consistent practise over time).

Preparedness is gained through preparation and mock interviews (which does not happen immediately). He should prepare to answer and shoot questions by participating in multiple Mock interviews. In an interview, there can be no inhibitions or timidity tolerated.

### **Conclusion**

Interview adroitness is developed through experience and evaluation. For a job search to be successful, everyone must have strong interview skills. The importance of references in the interview process cannot be overstated. It's also crucial to be aware of the top qualities that businesses want in new hires. It's an employer market, which means they're searching for more than just the sum of the parts. In order to acquire the job, everyone must have impeccable interview behaviour, fantastic interview replies, and the most in-demand abilities in today's labour market.

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