

## Interview roles

An interview works best if there is co-operation on both sides. Consider the following descriptions of roles which may be helpful to a successful outcome

| <b>Interviewer</b>  | <b>Interviewee</b>   |
|---|--|
| Try to put interviewee at ease  | Try to appear confident and at ease. Self consciousness can detract from your purpose        |
| Give interviewee time to answer   | Think before you speak but don't appear uncommunicative                                      |
| Explain the purpose of the interview  | Try to work out the ground-rules and scope of the interview                                  |
| Keep the goal of the interview in mind  | Don't ramble on about irrelevancies  |
| Let the interviewee do most of the talking  | Be informative - don't answer in mono-syllables  |
| Pursue questions that have not been adequately answered   | Do not dodge difficult questions entirely  |
| Keep a record of key points and your impressions  | Try to monitor your own performance and assess the impression you are giving                 |
| Avoid premature decisions or those based on minor details                                       | Give as balanced a picture as possible   |
| Establish an appropriate communication climate  | Don't be over-familiar or over-formal, smile as necessary (but don't over-do it)             |
| Consider whether open or closed questions are appropriate – use a fair number of open questions | Don't just answer Yes or No. Qualify points where appropriate, justify views, offer examples |
| Have a questioning strategy prepared  | Try to see where the questioner's points are leading to                                      |
| Prepare key questions but remain flexible   | Be helpful. If possible, guide the talk into interesting or favourable areas                 |