

INTERVIEWING STYLE

1. 'Joint problem-solving' style

- Involves the adoption of a reasonably friendly and open approach, assisting the applicant to talk constructively, weigh up the job, and arrive at a conclusion which seems right to both parties.
- Properly used, this style is the most effective at securing the candidate's co-operation and full disclosure.
- Avoid being excessively 'frank and friendly' - it confuses the issues and often appears manipulative, therefore self-defeating.

2. 'Tell and listen' style

- Directed problem-solving.
- Assisting the applicant to identify the main issues / key attributes sought, and letting them explain how they satisfy the criteria.
- Common strategy which speeds up the interview but at a price: the candidate has been given the specification in advance of presenting their case.

3. 'Tell and sell' style

- Persuasion.
- Characterised by excessive talking by the interviewer, typically when describing the job and the company. The interviewer is intent on convincing the candidate that they are right for the job.
- Tends to distance the candidate from the job being 'sold'.
- Obstructs effective exchange of information. May be appropriate during the phase of the interview when the interviewer is giving information about the job and the company.

If you're talking too much, you are probably slipping into this style. Remember the rule of thumb: listen more than you talk. Aim for the candidate to be talking at least 70% of the time.)