

Interview techniques

A mini-introduction

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Interview basics

Interview types:

- Free/structured attitude
- **Counseling**
- **Bad news**
- Assessment
- Advice
- Disciplinary
- **Conflict handling**

- You can learn it!
- Training technique: role playing
- Use of actor is most effective
- Analysing a recorded interview
 - Score interventions
 - Assess adequacy

Theory of Rogers: key concepts

- **Conditional positive self regard (CPSR)**
 - “high” means higher dependence on criteria
- **Unconditional positive self regard**
- **Incongruity** = discrepancy between **self concept** on one hand and real (environmental, bodily) experiences on other hand
- Incongruity is effect of defense mechanisms such as **distortion** and **denial**. High CPSR makes this process more likely to happen.
- Incongruity can lead to **anxiety**, which in run leads to **maladjusted** behavior

Rogerian therapy: non-directive

- Key technique: **reflection**
 - *Mirroring* what the client says, in fresh words
 - Not the content but the *emotions*
 - Phrased *tentatively*
 - Acts as *test* whether counselor understands the *internal frame of reference* of the client
 - *Stimulates* the client to tell more
- Requirements on attitude of counselor
 - **Congruence, empathy, unconditional positive regard**

Counseling

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"YOU LOST YOUR HOME AND FARM. DO YOU WANT TO TALK ABOUT IT?"

Counseling

Diagnosis-recipe model:

- Directive attitude of interviewer
- Interventions include advice, judgements, consolations

Client-centered (Rogerian) model

- Purpose is to increase congruence of client
- Difficult in beginning: establishment of trust relation

Interventions in Rogerian counseling

- Reflection:
 - Structures conversation, pitch should rise at end of intervention (tentative nature)
 - Bad reflections should not occur too often
- Non-verbal: silence, nod of the head
- Open exploration (“can you tell more ..”) if no reflection possible
- Confrontation: make inconsistent behavior explicit, but still tentative! Requires good relation.
- No use for advice, judgements, soothing, questions

Bad news interview



Bad news interview: guidelines

Model

Phase 1: Start with bad news

- information

Phase 2: Lower frustration level

- Reflection, ordering

Phase 3: Looking at the future

- Actions to take

Typical pitfalls

- Start with motivation => discussion => delay of bad news
- Contra-aggression => defending yourself
- Getting to phase 3 may require multiple talks

Bad news interview: typical reactions

Interviewee

- Denial
- Aggression
 - overt, covert
- Regression
 - e.g. crying
- Stereotype

Baseline: frustration & insecurity

Interviewer

- Avoidance
 - e.g. delay of message
- (Over)justification
- “Hang-yourself”
- Euphemism

Conflict handling



Conflict handling

Variants:

- Referee, Mediator, Do-it-yourself

Model:

1. Explore problems: give room to explain viewpoints:
2. Discuss causes: content level, socio-emotional level
3. Design possible ways forward: what can you live with?

Conflicts have a high potential for personal growth!

Conflict-handling guidelines: a small selection

- Naming the conflict
 - Express concretely what bothers you
 - Reflect on the reasons (prior history)
 - Reflect on your own role
- Count to 10 but don't hide your feelings
 - Be aware of your own reaction pattern
- Listen and try to understand the other person
- Don't be too harsh on yourself: criticism is part of the game
- Talk in the “we” form about solutions

Instructions

- We divide in two groups
- Each group does three role-playing sessions of 25-30 minutes
- One role is played by an actor (Ruud, Lora, Willem) who plays the role in both groups
- The other player is a volunteer from the group
- Interview should be 5-10 minutes and video taped
- 15-20 minutes analysis by replaying the video