



INTERVIEWING TECHNIQUES

" Interviewing people can be hard work. It's not like a conversation. You have to keep your distance and you have to keep thinking. For (some) it's the hardest kind of work there is."

Deep End, by Geoffrey Norman, p.80

(published by William Morrow & Co. Inc. NY, 1994)

YOUR JOB IS NOT TO IMPRESS:

Your intellect

Your savoir-faire

Your experience

Your education

Your income level

The greatness of your children

Dr. Albert Mehrabian: "What a person says is but 7% of what is communicated, you must learn to listen well to be able to read between the lines"

ACTIVE LISTENING MEANS:

Being engaged in the conversation

- Proper eye contact
- Good body language

Suspending judgement

- Keep an open mind

Seeking clarification

- If you are not sure then ask

Paraphrasing what you hear

- Repeat back what they have just said
- E.g. "That is really fascinating that you product does..."

Summarizing the meeting

- Excellent way to prove your listening techniques
- E.g. "From what I understand you company does..."