

**GUIDANCE AND COUNSELLING, 2ND YEAR, COURSE-11(D), UNIT -02,  
TECHNIQUES AND PROCEDURES OF GUIDANCE, -----BY RAJU KUMAR  
(LECTURE SERIES NO.- 11)**

## **2.4.9 Interviews**

An interview is a conversation with a purpose. The purposes for which interviews are arranged are introductory, fact finding, evaluative, informative and therapeutic in nature. Another characteristic is the relationship between the interviewer and the interviewee. The occasion should be used for a friendly informal talk. The interviewee should be allowed to talk in a permissive atmosphere with confidence and freedom.

### **Different Types of Interviews**

Interviews differ with respect to the purpose that is kept in view. If the purpose is to select a candidate for a post, it is an employment interview, but if the purpose is to gather some facts or verify them it will be called a fact finding interview. So interviews are classified on the basis of purpose. Interviews are categorized also on the basis of the nature of relationship between the interviewer and the interviewee. If in the interview the dominating figure is the counselor, it is a counsellor centered interview and if it is the client, then the interview is client centered. The following are the major types of interviews:

- 1) **An Employment Interview:** The purpose behind such an interview is to assess the fitness of a person for the job. The interviewer talks too much and the interviewee too little. He simply answers the questions asked.
- 2) **A Fact Finding Interview:** The purpose of a fact finding interview is the verification of facts and data collected from other sources.
- 3) **Diagnostic Interview:** The purpose of a diagnostic interview is remediation. An effort is made by the interviewer to diagnose the problem of the interviewee and find out symptoms. Necessary information is collected to help the interviewee in solving a problem.
- 4) **Counselling Interview:** The purpose of a counselling interview is to provide an insight, a suggestion, or a piece of advice to the interviewee. The counselling session begins with the work of collecting information and proceeds with guidance and finally ends with psychological treatment of the problem.

- 5) **Groups versus. Individual Interviews:** When several persons are interviewed in a group such an interview is known as a group interview, but basically all group interviews are individual interviews because it is not the group that is interviewee. The purpose behind a group interview is collecting information and the knowledge of common problems facing the group. In the individual interview the emphasis lies on the problems faced by the individual.

Carl Rogers holds a divergent view about an individual interview. He says that in an individual interview it is not the problem faced by the individual which lies in the centre. The focus is on the individual himself/herself. The aim of an individual interview is not to solve one problem, but to help the interviewee to grow so that s/he may cope with the present and with problems that may arise in future in a better integrated manner.

- 6) **Authoritarian Vs. Non-authoritarian Type:** In the authoritarian types of interview, the client and his/her problems are submerged and the interviewer dominates the interview because of the elevated position that he holds. The non-authoritarian rejects the authoritarian role. The interviewee may still regard the interviewer as a man of authority, but the interviewer does not act as an authoritarian. S/he accepts the feelings of the client and does not reject them. S/he uses a variety of techniques during the interview such as suggestion, persuasion, advice, reassurance, interpretation and giving information.
- 7) **Directive Vs. Non-directive Interviews:** In the directive interview the interviewer directs, shows the path through advice, suggestion, persuasion or threat. But in a non-directive interview it is assumed that the interviewee has the capacity to grow and develop. S/he has complete freedom to express his/her feelings and emotions. The interviewer does not try to probe into the past of the client, makes no suggestion. S/he does not try to re-educate or change the client.
- 8) **Structured Vs. Unstructured Interviews:** In the structured interview a definite set of questions is predetermined. The interviewer confines himself/herself to pre-decided questions in the interview. In a structured interview definite questions are asked. In an unstructured interview there is no such restriction. The interviewer is free to give expression to his/her ideas. The subject to be discussed is not determined in advance. The unstructured interview sometimes provides information which on the face of it, may appear to be trivial, but is extremely useful when an interpretation is made.