

Title : Puja's Interview

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Abstract :

A job interview rarely lasts longer than an hour, but its consequences may last for years. Interviewing is a skill, which needs to be developed by all line-managers and more specifically by human resources (HR) managers and chief executive officers of the organisation. The purpose of an interview is not only to evaluate and select the best candidate but the interviewer also has to bear in mind that he or she needs to represent the organisation in the best light possible to attract good quality candidates. This case is a role-play, which focuses on the interview process that Puja, a young post-graduate, goes through for her first corporate job. Role-play is used as pedagogy to assist by providing an opportunity to those involved, to practice interview skills and improve on them. Puja a bright, ambitious post-graduate applies for the position of deputy manager of HR and administration in a financial organisation. The interview process leaves her feeling bitter and humiliated at the end. She also forms a negative impression about the organisation and decides to communicate the same to her acquaintances. The role-play may be used with students, executives or trainers to provide insights into the following: (1) general interviewing skills, for example questioning, listening, observation of body language; (2) exploring attitudes and perceptions during the interview process; (3) dealing with emotions and feelings of resentment; (4) the need for sensitivity in certain situations; (5) how to establish rapport; (6) managing impressions; and (7) role-play as pedagogy for trainers.