

Types of Interviews
(Note that some of these can be combined.)

Type	Description	Useful When	Advantages	Disadvantages	Comments
One-on-one	One interviewer, one candidate	Suitable if employee will work primarily with one supervisor, with relatively little interaction with other employees or customers; a one-on-one interview with the supervisor is probably most appropriate	Generally least threatening/stressful for the applicant	Because hiring decisions are based on only one person's opinion, there is a greater potential for biases and preferences to influence the hiring decision	Most commonly used format
Panel/team	Applicant meets with a group of interviewers at once	Suitable if the employee would be expected to work as part of a team, with other departments, or with customers or clients. Also more common as the level of the position increases within an organization.	<ol style="list-style-type: none"> 1) Tends to be thorough and efficient 2) Involving more interviewers provides more reassurance that a good decision is being made 3) Helps build consensus in the evaluation process 4) Tends to keep individual biases in check 	Anxiety level of applicant tends to be high. This can make it difficult to accurately assess the applicant's qualifications.	Coordination/planning is needed to avoid problems such as repetitive questioning and the atmosphere of an interrogation. You may wish to assign each interviewer a specific topic, such as technical knowledge, management style, past experience, etc. Also, all interviewers should be trained on how to conduct an effective and legal interview.
Series	Applicant meets with several people one-on-one. Interviewers meet afterward to discuss the applicant(s). The hiring decision may be joint or individual.	Suitable if the employee would be expected to work as part of a team, with other departments, or with customers or clients. Also more common as the level of the position increases within an organization.	<ol style="list-style-type: none"> 1) Involving more interviewers provides more reassurance that a good decision is being made 2) Helps build consensus in the evaluation process 3) Tends to keep individual biases in check 4) Provides multiple perspectives, while maintaining one-on-one format 	Requires more of the applicant's time. Also, each interviewer hears only some of the applicant's responses.	All interviewers should be trained on how to conduct an effective and legal interview.

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Situational	Applicant must perform tasks in actual (or very realistic) job situations or environment. The applicant is then evaluated based on how well he/she performed in these conditions.	Suitable if performance of specific skills (for example, typing, proofreading) is an important part of the job.	May provide a realistic measure of job skills if done well.	If situation is not realistic or has biases, results may be misleading.	May be used in combination with other types of interviews.
Group	A group of applicants is placed in a room and interviewed together. The interviewer observes how the applicants interact, who involves others, who takes leadership, who generates ideas, and so on. For example, Southwest Airlines has used this method to interview customer service personnel and flight attendants.	Suitable for evaluating social skills such as leadership, cooperation, teambuilding. Can also be an efficient way of processing a large pool of applicants.	Screening can be done quickly. Can assess some skills not easily discerned in a traditional interview.	Anxiety level of applicants may be high. Doesn't give a full picture of the applicant.	May be used in combination with other types of interviews
Telephone	Interview is conducted over the telephone. May use a one-on-one or group format.	A useful tool for screening applicants to select candidates for in-person interviews.	Saves travel expense, and is usually relatively easy to schedule.	Difficult to get a true picture of the applicant.	You should always do an in-person interview before making a hiring decision.
Lunch/dinner interviews	Interview is conducted over a meal. May use a one-on-one or group format.	Suitable if job involves meeting with clients or senior staff over meals.	Provides a relaxed setting.	Requires time.	Often used in combination with other types of interviews.