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THE PSYCHOLOGICAL ASPECT OF INTERVIEWING: HOW TO BUILD EFFECTIVE COMMUNICATION WITH THE INTERVIEWEE, USE PSYCHOLOGICAL TECHNIQUES TO OBTAIN SINCERE AND TRUTHFUL INFORMATION

Submission Date: June 20, 2024, **Accepted Date:** June 25, 2024,

Published Date: June 30, 2024

Crossref doi: <https://doi.org/10.37547/ajsshr/Volume04Issue06-31>

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ABSTRACT

This article examines the psychological dimensions of successful interviewing, emphasizing the critical role of establishing rapport, employing strategic questioning techniques, and navigating potential resistance to elicit genuine and truthful information. We argue that beyond the mere exchange of questions and answers, effective interviewing requires understanding the nuanced dynamics of human interaction. The article explores how fostering trust through active listening, empathy, and mirroring can create an environment conducive to open communication. We then delve into the power of open-ended questions, strategic framing, and nonverbal cues in eliciting detailed and insightful responses.

KEYWORDS

The interview, Psychological Techniques, Open-Ended Questions, Body Language and Nonverbal Cues, human psychology.

INTRODUCTION

The interview, a fundamental tool across fields like journalism, research, and human resources, transcends

mere question-and-answer sessions. It delves into the intricate realm of human interaction, where

communication becomes a bridge to understanding, and psychology becomes the key to unlocking genuine information.

This scientific topic explores the psychological underpinnings of successful interviewing. We delve into the art of building rapport, establishing trust, and harnessing psychological techniques to elicit sincere and truthful responses.

Why is this important?

In a world overflowing with information, the ability to discern truth from fabrication is paramount. By understanding the psychological dynamics of an interview, we equip ourselves with the tools to navigate complex conversations, elicit accurate insights, and ultimately, contribute to a more informed and truthful understanding of the world around us.

This journey delves into the intricacies of:

- **Building Rapport:** Examining how establishing trust and empathy fosters open communication and encourages interviewees to share their genuine perspectives.
- **Psychological Techniques:** Exploring techniques like open-ended questioning, strategic framing, and nonverbal communication to guide interviewees towards truthful and insightful responses.

- **Managing Resistance:** Addressing the challenges of defensiveness and resistance, and strategies for navigating sensitive topics with tact and sensitivity.

- **Ethical Considerations:** Highlighting the importance of informed consent, confidentiality, and objectivity in ensuring responsible and ethical interviewing practices.

Through this exploration, we aim to unlock the potential of the interview as a powerful tool for uncovering truth, fostering understanding, and advancing knowledge across diverse fields.

«Meanwhile, each interview is unique, not creating single acts of communication, and each interlocutor is an individualist, influencing the original context of the conversation and requiring its own unique “keys.” Following S.N. Ilchenko notes that “in the videos, the keys to discovering the interlocutor (recipient), and, consequently, to obtaining from him the necessary information in journalistic activity, of course, are professionally posed questions - the most valuable of any type of interview.» [1; 32]

Without communication, neither society as a whole, nor a group of people, nor an individual can exist and fully develop. Ability to communicate with each other - one of the most important acquisitions of man in the process of evolution. Scientists state the fact that communication is a complex, multifaceted process of establishing and developing contacts between people,

generated by the needs of joint activities and including the exchange of information, the development of a unified strategy for interaction, perception and understanding of another person. [2; 213]

Interviewing is an art form, requiring not only strong questioning skills but also an understanding of human psychology to elicit genuine and accurate information. Here's a breakdown of key psychological aspects:

1. Establishing Rapport and Trust:

- **Active Listening:** Demonstrate genuine interest by paying close attention to both verbal and nonverbal cues. Summarize and reflect back key points to show understanding.
- **Empathy:** Try to see the interviewee's perspective, understand their feelings, and acknowledge their experiences. This builds trust and encourages openness.
- **Respectful Tone:** Maintain a professional and courteous demeanor, even when dealing with difficult topics. Avoid interrupting or dismissing their opinions.
- **Non-Judgmental Language:** Use neutral language and avoid leading questions that imply judgment or a desired answer.

- **Comfortable Environment:** Create a calm, private space where the interviewee feels safe and comfortable sharing information.

2. Psychological Techniques for Eliciting Truth:

- **Open-Ended Questions:** These invite detailed responses and allow the interviewee to express themselves freely.
- **Framing Questions Strategically:** Instead of asking directly "Did you do this?", try "Tell me about your actions on that day." This encourages elaboration and may reveal details without prompting specific answers.
- **"Tell Me More" Technique:** When an interviewee provides an answer, use phrases like "Tell me more about that" or "Can you elaborate?" to encourage them to expand and provide further details.
- **Body Language and Nonverbal Cues:** Pay attention to body language like posture, eye contact, and facial expressions. These can offer insights into the interviewee's emotions and honesty.
- **Silence:** Don't be afraid to use silence. It can encourage reflection and provide an opportunity for the interviewee to offer more information.

3. Managing Resistance and Defensiveness:

- **Acknowledge Their Perspective:** Even if you disagree, acknowledge their viewpoint and validate their

feelings. This can help diffuse tension and make them more receptive.

- Stay Calm and Neutral: Avoid reacting emotionally to challenging answers. Maintain composure and continue the interview in a professional manner.

- Redirect the Conversation: If the interviewee becomes defensive, gently redirect the conversation back to the main topic.

- Use Humor (Cautiously): A lighthearted approach can sometimes ease tension, but be careful not to trivialize serious issues.

4. Ethical Considerations:

- Informed Consent: Clearly explain the purpose of the interview and obtain consent before proceeding.

- Confidentiality: Respect the interviewee's privacy and confidentiality. Avoid disclosing sensitive information without their permission.

- Objectivity and Accuracy: Strive for objectivity and accuracy in your reporting. Don't intentionally misrepresent information or manipulate the interviewee's responses.

5. Continual Learning:

- Reflect on Your Performance: After each interview, analyze your communication techniques and identify areas for improvement.

- Seek Feedback: Ask for feedback from colleagues or mentors on your interviewing skills.

- Stay Informed: Keep up-to-date on research and techniques related to interviewing and human psychology.

The art of interviewing is a delicate dance, one where the interviewer must master not only the art of questioning but also the nuanced language of human psychology. The goal? To elicit truthful and insightful information, not by force, but by fostering an environment where the interviewee feels comfortable sharing their genuine thoughts and experiences.

V.V. Voroshilov defines the interview genre as the answers of a specific person to the journalist's questions of public interest; as a conversation not limited to laconic questions, but commenting on the interlocutor's answers [5; 176]

Here's a deeper exploration into the psychological aspects of conducting a successful interview:

1. Building Rapport: Laying the Foundation of Trust

- Active Listening: It's more than just hearing words; it's about engaging with the interviewee's message. Show you're listening by making eye contact, nodding, and using verbal cues like "I see" or "That's interesting."

- **Empathy:** Put yourself in the interviewee's shoes. Try to understand their perspective, acknowledge their emotions, even if you don't share them. This fosters a sense of connection and encourages openness.

- **Mirroring:** Subtly mirroring the interviewee's body language and tone can build a subconscious connection and enhance rapport. This doesn't mean mimicking them exactly, but rather reflecting their energy and pace.

2. Eliciting Truth: The Art of Asking the Right Questions

- **Open-Ended Questions:** Avoid questions with simple yes/no answers. Start with phrases like "Tell me about..." or "Can you describe..." to encourage detailed responses.

- **Strategic Framing:** Instead of directly asking "Did you do X?", try "Can you tell me what happened that day?" This allows the interviewee to explain their actions without feeling pressured.

- **The "Tell Me More" Technique:** After an answer, show genuine interest by asking "Can you elaborate on that?" or "Tell me more about..." This encourages further detail and deeper insights.

3. Uncovering Hidden Information: Reading Between the Lines

- **Nonverbal Cues:** Pay attention to body language. A shifting gaze, fidgeting, or changes in tone can signal discomfort, hesitation, or potential deception.

- **Silence:** Don't be afraid to use silence. It creates space for reflection, allowing the interviewee to process their thoughts and potentially lead to further disclosures.

- **Calibration:** Observe the interviewee's baseline behavior – their usual posture, eye contact, and demeanor. Changes from this baseline might indicate emotional responses or shifts in honesty.

4. Managing Resistance: Navigating the Difficult Terrain

- **Acknowledge Their Perspective:** Even if you disagree, validate their feelings and recognize their point of view. This creates respect and can help diffuse defensiveness.

- **Stay Calm and Neutral:** Avoid getting emotionally invested in the interviewee's responses. Maintain a professional demeanor and continue the conversation in a composed manner.

- **Redirect the Conversation:** If the interviewee becomes defensive, gently guide the conversation back to the main topic.

5. Ethical Considerations: The Cornerstones of Integrity

- Informed Consent: Clearly explain the purpose of the interview, potential risks or benefits, and the interviewee's right to decline participation.

- Confidentiality: Respect the interviewee's privacy and protect sensitive information. Don't disclose their responses without their permission.

- Objectivity and Accuracy: Strive to accurately represent the interviewee's words and avoid manipulating or twisting their responses to fit a desired narrative.

Interviewing, when done with a keen understanding of human psychology and ethical guidelines, becomes a powerful tool for uncovering truth, fostering understanding, and building a more informed and insightful view of the world.

Remember: Interviewing is a complex process that requires patience, empathy, and a deep understanding of human psychology. By mastering these techniques and approaching each interview with a mindful and ethical approach, you can build effective communication, foster trust, and obtain truthful and meaningful information.

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