INTERVIEW PREDICTION GRID MODEL OVERVIEW

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IPG – Interview Prediction Grid Model Overview

The structured job interview is based on academic research to support organisations to recruit the most suitable applicant for an advertised role. Applicants knowing (or believing) they meet the job criteria and/or possess additional expertise (unique selling point) can still receive a high job interview fail rate, rarely gaining job offers.

The article, using the 'Interview Prediction Grid' (IPG) ©2020 model aims to support interviewees to understand the psychology of a job interview, including unconscious bias, and how the interviewee is perceived during the job interview process (their job interview identity) and therefore allowing the interviewee to improve how they communicate their competences and confidence with a view to increasing job offers.

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Structured Job Interview

In the main, organisations use the structured interview process as the principal intervention to make a decision on which applicant to offer an advertised position to.

In each structured interview, the interviewer will ask each candidate the same, on average, 6-10 job interview questions. The interviewees' replies are recorded and scored on an interview score sheet, with the quality of the answer being awarded a score based on a point system. Post interview, the candidate's interview question scores are collated and the highest scoring candidate, as long as the interviewee has met the minimum scoring benchmark, is offered the position.

The two types of structured interview questions; behavioural and situational, frame the interview question based on either past behaviours or potential actions for future situations. The goal here is to ensure the type of interview questions used support the interview panel to choose the 'best' candidate for the advertised job role.

Which structured interview question is most suitable? But in a world where more career professionals job-hop, due to the changing landscape of job sectors, not all interviewees will have direct previous experience.

By asking questions about a future scenario, the interviewer can gain an understanding of the applicant's approach to situations, therefore identifying the interviewee's relevant skills and abilities.
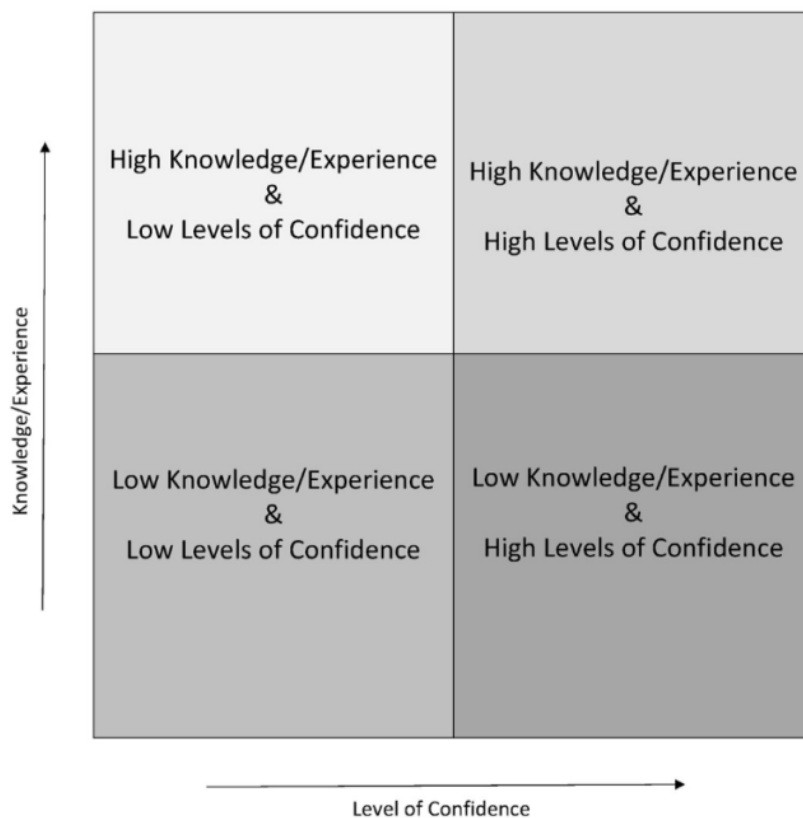
From the applicant's perspective, to increase successful job interview outcomes, they need to be aware of how they are perceived by the employer and how this perception affects their interview performance.

Job Interview Evaluation

One means of evaluating the likely outcome of a successful structured job interview is via the 'Interview Prediction Grid' (IPG) ©2020

The interview prediction grid provides a basis to compare two equally required job interview criteria; sector knowledge/experience (KE) and level of confidence (LoC)

Interview Prediction Grid © 2020

High Knowledge/Experience & Low Levels of Confidence	High Knowledge/Experience & High Levels of Confidence
Low Knowledge/Experience & Low Levels of Confidence	Low Knowledge/Experience & High Levels of Confidence

Knowledge/Experience

Level of Confidence

-

The decision of where an interviewee is placed on the 'interview prediction grid' needs to account for their behaviour in a job

interview, not in the workplace. Environmental factors play a large part in the level of competence and confidence.

In the workplace, an employee may possess high levels of sector knowledge and feel confident completing task(s), but if, in the job interview, they are unable to express their sector experience and competencies (as a result of interview stress or being interviewed by either a cold or expert interviewer) and/or lack job interview confidence, the job interview outcome will be based on this fiction, not the reality of the applicant's real value in terms of what they can offer a new employer.

For job applicants with low knowledge/experience (this is often the case for graduate jobs/side moves/promotions/career changes) and/or low confidence (anxious individuals or those with low self-esteem) the 'Interview Prediction Grid' (IPG) ©2020 will give a realistic evaluation of the applicants worth from the employers perspective.

Successful job interview applicants possess or are perceived to have high levels of sector knowledge/experience relevant to the position they are applying for, and high levels of confidence in a job interview environment. The combined score of KE vs LoC changes the interviewer's perspective of the applicant, creating an 'interview identity'. The perspective or 'interview identity', which is created unconsciously, acts as a filter; a positive 'interview identity' filters each interview answer through a positive (high levels of likability) filter and vice versa for a negative filter.

The interview prediction grid (IPG) highlights how an interviewer(s) perceives the interviewee based on their job interview behaviour. The perception, which can be predicted using the IPG, is an indication of the potential outcome of the job interview.

Interview Prediction Grid © 2020

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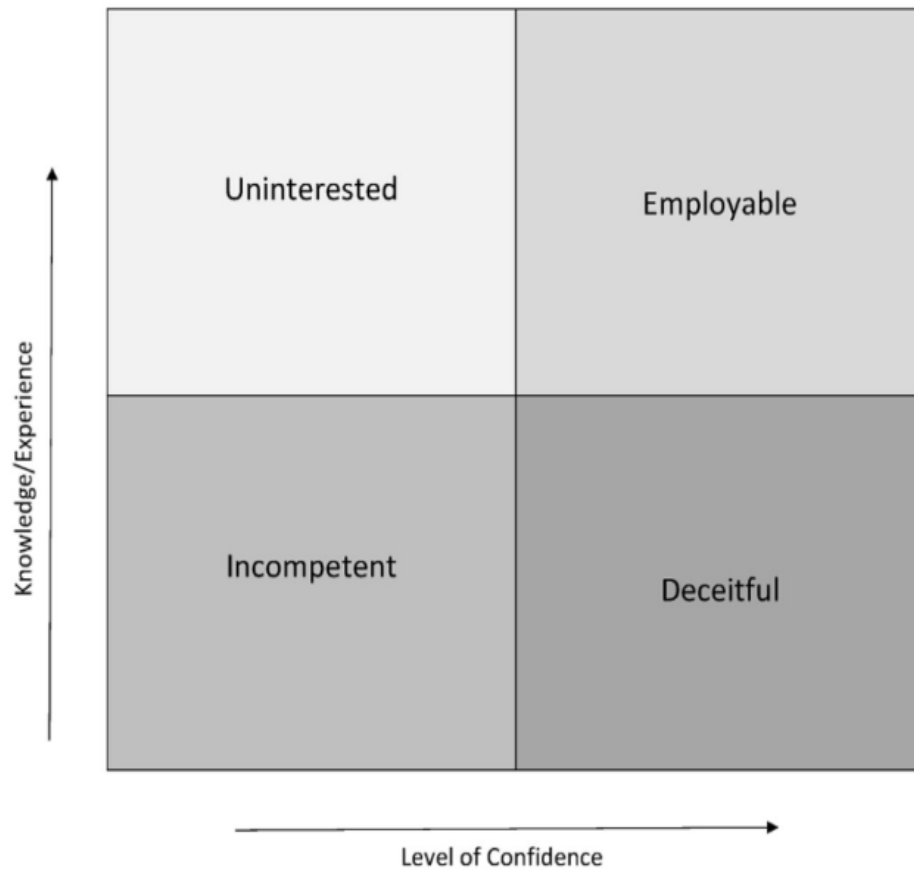
Generic Overview of the Interview Prediction Grid Outcomes

Low/Low; Low Knowledge/Experience and Low Level of Confidence.

Incompetent; low/low interviewees can come across as weak, lacking in skill and unemployable due to displaying negative verbal cues. Employers are aware that if they do recruit a low/low employee they will be required to spend time supporting and developing this individual.

The interviewee's high anxiety levels result in a poor performance with interview answers lacking specifics as the applicant fails to identify the required job criteria. Furthermore, low/low interviewees will deliver an answer with excessive filler words. Due to low knowledge/experience, interview questions are answered incorrectly as the interviewee misinterprets the meaning of the interview question.

Low/low applicants are mainly successful when applying for voluntary positions, but for paid roles, the job offers tend to be given to applicants with either a higher level of knowledge/experience and/or higher levels of confidence.

Low/High; Low Knowledge/Experience and High Level of Confidence.

Deceitful; low/high interviewees will often say a lot without saying anything at all. High levels of confidence will help build rapport initially, but the likability factor can quickly diminish if the interviewer becomes aware of the interviewee's lack of knowledge/experience shown through a lack of job criteria understanding.

Confidence, especially when an individual identifies themselves as a valuable asset, can result in a person relying on their persona to pass the job interview.

Once a lack of knowledge/experience is uncovered, the interviewer may feel the interviewee has misrepresented themselves, causing the interviewer concerns over the applicant's potential appointment.

A low/high applicant can have success in low skilled job interviews, but for medium-skilled positions, depending on the level of job role/interviewer, the interview scoring process can uncover a lack of sector-specific insight. The structured interview is designed to uncover a lack of experience/knowledge and to predict how an applicant would act within a workplace.

High/Low; High Knowledge/Experience and Low Level of Confidence.

Uninterested; high/low applicants may have a positive interest in the organisation/role which is hidden through their nervousness, creating the perspective of lacking interest.

Low confidence results in short interview answers that deflect the interviewer's awareness from the interviewee's high level of knowledge/experience.

For high/low interviewees, the low level of confidence can overpower their high level of knowledge/experience. Repeated short answers and moments of awkward silence decrease the applicant's likability.

With an understanding of the job criteria and possessing varied sector experience to back up their claim of being employable, high/low candidates should score high during the interview process. The job interview doesn't only score applicants on their skill set and experience as interviewers are influenced by 'likability' and 'motivation.'

Expert job interviewers, asking for specific details/examples, can see-through the nervousness and gain an insight into the applicant's knowledge/experience. Even with the additional prompts, many high/low interviewees fail to gain a successful job interview outcome for high-level positions or high paid medium level roles but can be successful in a recruitment campaign for average pay medium posts.

High/High; High Knowledge/Experience and High Level of Confidence.

Employable; high/high applicants are viewed by the employer as highly employable. Being high/high allows the interviewee to deliver strong power answers that give detailed descriptions (including examples) for the stated question.

The high level of confidence allows the applicant to create a conversational style interview, where the interviewee will often ask the employer questions throughout the job interview. Being over-confident in one's own abilities can create a persona that doesn't match reality, which an expert interviewer will see-through.

More importantly, high/high applicants are self-promoters. Promoting one's self increases the interviewer's awareness of the applicant's skill set, how they meet the job criteria, and what they can bring to the team. Interviewers (especially in the western world) view self-promoting applicants as strong candidates.

The high level of knowledge/experience also shows the value of recruiting a high/high individual, as they will often give solutions to stated problems, build on employers ideas and state sector-specific updates which could include, as an example; industry trends, new technology or how their sector is affected by global and/or local issues and events.

Over self-promotion does have a negative effect. As long as rapport is good, expressing confidence in your abilities will increase job offers.
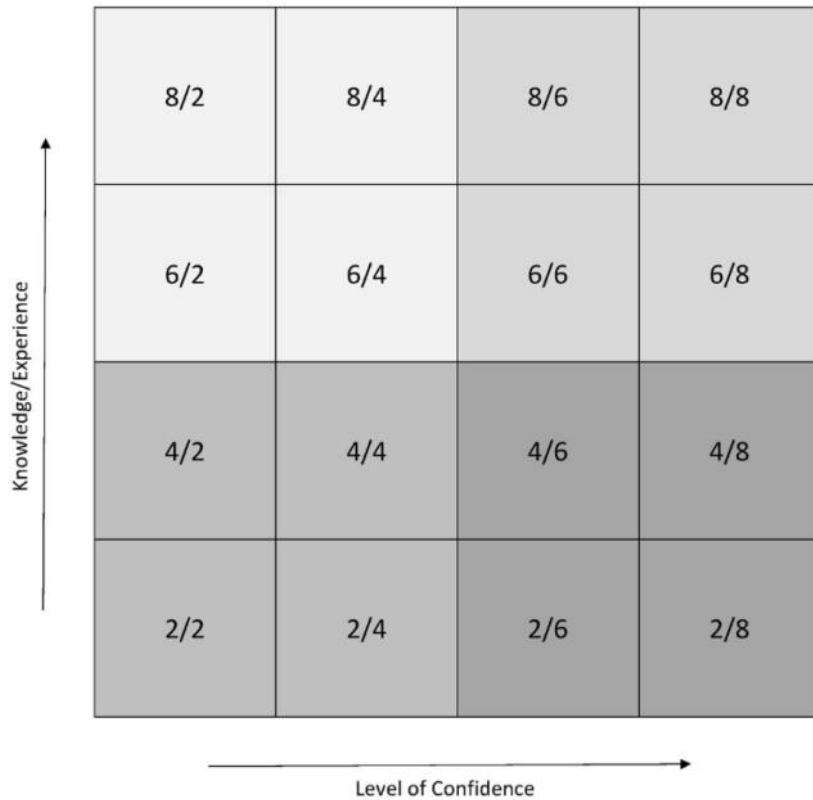
At the extreme high/high interviewees can come across as overbearing and self-centered which, in some cases, can ruin the chance of a job offer, especially when in competition with another more charming high/high applicant.

The consistent self-promotion of a high/high interviewee, in the main, will increase likability. But the tactics used by high confident applicants aren't consistent in all job interviews. The level of knowledge/expertise and the level of confidence of the interviewer plays a key role in the impact of candidates, including high/high interviewees.

Interview Prediction Grid – Specific Outcome

Within the 'Interview Prediction Grid' (IPG) ©2020 is a scale between low-high for both axes. Each of the specific elements, when combined, can indicate an 'interview identity'. Each 'interview identity' highlights how an interviewee, with that stated identity, may be perceived by the interviewer. For a detailed representation of where the interviewee is on the 'Interview Prediction Grid' (IPG) ©2020 and their associated 'interview identity,' can be located through the 'scale' version of the 'Interview Prediction Grid' (IPG) ©2020

Interview Prediction Grid © 2020

8/2	8/4	8/6	8/8
6/2	6/4	6/6	6/8
4/2	4/4	4/6	4/8
2/2	2/4	2/6	2/8

Knowledge/Experience →

Level of Confidence →

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The first axes indicate a person's perceived level of knowledge and experience, on a scale of 2-8;

8 – High K/E.

6 – Medium K/E

4 – Sufficient K/E

2 – Low K/E

An applicant's level of confidence within the job interview environment is represented by the second axes, using a 2-8 scale;

8 – High LoC

6 – Medium LoC

4 – Sufficient LoC

2 – Low LoC

Job Interview Identity

Sector **knowledge and experience** are seen by many employers as the key criteria in the job specification. Even in graduate job roles, employers request that applicants have a 'particular' level of knowledge and experience. Low skilled jobs are the same, with many minimum wage positions requiring a level of soft skill knowledge; customer service skills, communication skills, teamwork.

Not having high levels of K/E, or not being able to express a high level of K/E, for the applicant's job level (low, medium, or high skilled positions) weakens the interviewee's job application outcome.

Being able to communicate a high level of K/E can add value, if framed correctly, especially for medium-high level positions. Experience, as an example, can be communicated in a variety of ways; stating experience (and facts), giving examples (storytelling) and future projection (explaining how your experience will create a positive outcome for the recruiter's company)

The frame of the interview answer, and how this answer is conveyed, impacts the employer's perspective. Levels of confidence plays a key role here, as high/high candidates are more likely to use detailed storytelling and future projection when

answering interview questions, compared to a low/low applicant who often states experiences and facts.

A person's **level of confidence** influences their behaviour and attitudes. Confidence is communicated through a person's body language, gestures, tonality, how they represent themselves, even the way a person dresses.

Interviewers are repeatedly impressed with high confident applicants as rapport is easy to build. As decisions are created emotionally this likability factor plays a key part when it comes to organisational recruitment.

Many biases affect job appointments; from attractiveness to obesity, late arrivals, and the candidate's level of confidence.

At one end of the scale is an individual with high levels of anxiety and low self-esteem, and at the other end is, what is known as 'overconfident' -someone who believes so much in themselves that their perspective can alter their reality; they may believe they are better than others who have more skills, experience or knowledge and will even challenge an expert interviewer.

As with low confidence, high confidence can also be a barrier to employment, as an interviewer can feel threatened or may see through the confident 'mask' of a low/high interviewee. In this sense, high levels of confidence, which improves self-promotion, doesn't always increase desire but can lower it, unless the job sector, such as high-risk and high-stress roles, actively recruit egocentric personnel.

On the 'Interview Prediction Grid' (IPG) ©2020 an 8 on the level of confidence axes is classed as a 'high' level of confidence (over overconfident from some employers perspective, with narcissism being an extreme) whereas 6 – medium level of confidence, is seen as the required level of confidence in terms of 'fitting in.'

The identity created from the combined score of experience/knowledge vs level of confidence can help predict the level of position a job hunter will receive. It is highly unlikely, as an

example, that a 2/2 – inadequate interviewee would secure a high skilled position.

Interview Prediction Grid © 2020
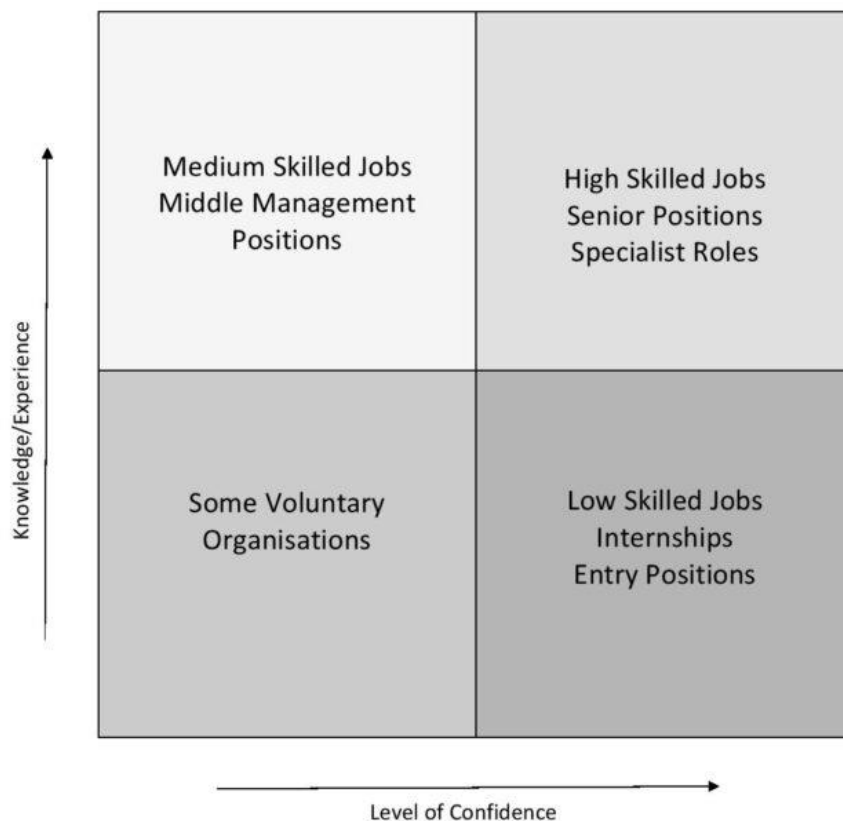
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To be offered a medium or high skilled position, applicants need to exhibit their level of knowledge/experience, as particular job roles require a certain level of expertise. Therefore any interviewee with a 2-4 scale of knowledge/experience, no matter their level of confidence, (unless they can dupe the interviewer, which high levels

of confident applicants can do) won't be able to evidence the essential criteria required for a successful applicant.

Interview Prediction Grid © 2020

Bored	Aloof	Optimistic	Egocentric
Unresponsive	Indifferent	Self-assured	Charismatic
Amateurish	Unprofessional	Misguided	Pretender
Inadequate	Inexpert	Insincere	Dishonest

Knowledge/Experience (vertical axis)

Level of Confidence (horizontal axis)

Low/Low; Low Knowledge/Experience and Low Level of Confidence.

2/2 – Inadequate

As the lowest score on the IPG, it is highly unlikely that a 2/2 – inadequate interviewee, coming across as lacking the required criteria (competence and confidence) will be offered a paid position.

In fact, many voluntary interviewers, unless they feel they have resources to support a 2/2 – inadequate applicant, will also refuse an offer of unpaid employment, as the employer, due to a lack of rapport, will stop looking for potential and instead will be hoping to terminate the interview at the earliest stage.

2/4 – Inexpert

Showing a lack of experience/knowledge creates a persona of being inexpert. Inexpert, at this level, includes soft skills; communication, teamwork, problem-solving. Voluntary employers may recruit a 2/4 – inexpert, due to the interviewees 'sufficient' level of confidence – as this shows potential, only if the pool of applicants is low. Employers will be aware of the interviewee's nervousness and lack of sector experience, which affects the job interview outcome, but some organisations could be willing to spend time to develop the applicant once employed.

4/2 – Amateurish

The 4/2 – amateurish interviewee may highlight their 'sufficient' level of knowledge/experience (at this level of job role the knowledge/experience includes soft skills; communication, teamwork, problem-solving) during the job interview question and answer process, but each answer is delivered in an unskilled way, due to a low level of confidence. The employer will get a gist of the meaning of their answer but, depending on how the answer has been delivered (often lacking substance), the meaning will often be misunderstood creating the impression of 'amateurish.' A 'cold' interview will further reduce the applicant's confidence which can result in a poor interview performance.

4/4 – Unprofessional

Out of all the low/low identities, the 4/4 – unprofessional interviewee is the most likely job applicant, in this segment, to be offered a paid position. But compared to other applicants from the additional three segments, the 4/4 – unprofessional applicant will be seen as a weaker candidate. The employer will be aware of the 4/4 – unprofessional applicants' knowledge/experience level, as the 4/4 –

unprofessional has a 'sufficient' level of confidence that allows the interviewee to give a more detailed reply to job interview questions. This detail, allows the interviewer to gain an understanding of the candidate's strengths and weaknesses. In most recruitment campaigns a 4/4 – unprofessional interviewee will be seen as below the required level of standard for paid employment, but for some large recruitment drives and/or for large organisations and for voluntary employers, who have the time to support a new recruit, the 4/4 – unprofessional interviewee can have a successful interview outcome.

Low/High; Low Knowledge/Experience and High Level of Confidence.

2/6 – Insincere

Confidence is an advantage in a job interview, as referred to in the high/high segment, but when combined with low knowledge/experience, the increased self-assurance can be seen as hollow – you talk the talk but can you walk the walk? Often 'medium' confident individuals will make up for their lack of knowledge/experience by increasing verbal communication without making reference to the job criteria. Unlike a 'high' confident applicant who can use their persona to influence the interview outcome, the 2/6 – insecure interviewee doesn't have the required level of confidence to create a charismatic identity. Depending on the interviewer, the 'medium' confidence level is enough to secure some job offers above the low skilled job level, but in most cases, the lack of expertise results only in low skilled positions.

2/8 – Dishonest

Possessing the highest level of confidence and the lowest level of knowledge/experience increases verbal diarrhea. The distance between the two axes; low knowledge/experience and high levels of confidence, sends off warning signals to the employer, creating the feeling of distrust. The 2/8 dishonest interviewee will answer interview questions quickly, assertively and confidently, to cover up their lack of knowledge/experience, but this approach comes across as false, especially when the applicant states confidently that they

possess a skill/experience that they don't have. As we have discussed, self-promotion and rapport building influences the job interview, and hiring decisions are often based on initial impressions, with this in mind a 2/8 dishonest interviewee can be viewed to be more employable then they actually are. The overconfident interviewee may believe they would be an asset to any organisation but without having a higher level of expertise it is unlikely, but not impossible, that they would be offered any position above a low skilled role.

4/6 – Misguided

The interview process is designed to uncover the interviewee's strengths and weaknesses, through a series of questions. With a 'sufficient' level of experience/knowledge and a 'medium' level of confidence, the 4/6 – misguided applicant can often believe, due to the 'medium' confidence level, that they are entitled to a higher-level position. This belief is unwarranted, as many other interview identities possess the same or higher level of confidence along with a higher level of expertise. A 4/6 – misguided interviewee may have had previous successes winning low-skilled positions (as a 'medium' level of confidence can increase job offers, especially against 'sufficient' confident level applicants), but employers recruiting medium-skilled workers demand a particular set of essential criteria. It is often the lack of ability to identify the job criteria, and therefore present the relevant skills embedded within the job interview answer(s), that is the downfall for a 4/6 – misguided applicant applying for any role above a low skilled position.

4/8 – Pretender

Being self-assured, especially in a job interview, is a positive attribute as it increases self-promotions, but there is a fine line between a high level of confidence and being overbearing. Most 4/8 – pretender interviewees believe they should be offered the position, as they possess 'sufficient' sector knowledge/experience and, due to high levels of confidence (or in most cases overconfidence) believe they can learn what they don't already know. Being overconfident in the correctness of their interview

answers can ruin the applicant's job chances, especially is the interviewer is an 'expert' in their field. Against other low/high applicants and for low skilled roles, the 4/8 – pretender will often be triumphant in the job interview, but against confident interviewees with more industry knowledge, they are unlikely to be successful. The 4/8 – pretender, when applying for medium-skilled positions, will claim to know more about the role/sector without being able to back this up with evidence. A trained interviewer will spot the lies through the question and answer process, but an inexperienced interviewer may be duped, due to the candidate's assertiveness and presence, into recruiting an unsuitable staff member.

High/Low; High Knowledge/Experience and Low Level of Confidence.

6/2 – Unresponsive

The lack of confidence for a 6/2 – unresponsive interviewee outweighs their 'medium' level of knowledge/experience, leading to short snappy answers that lack detail. Some employers will encourage the interviewee throughout the question and answer process, and even hint that they require more information, but the anxiety of a job interview can result in a poor performance that will make the interviewer remember them for the wrong reasons *"we gave them every chance to answer the interview questions."* Many interviewers will create a bias at the interview start based on the candidate's obvious nervousness that will influence the hiring decision. It is the 6/2 – unresponsive interviewees consistent lack of good answers that results in regular job offer rejections. Against more confident high/low applicants applying for medium-level positions, the 6/2 – unresponsive interviewee will often fail unless they possess a unique desirable skill that they can express during the job interview. It is the lack of confidence that results in the 6/2 – unresponsive sometimes working in positions below their level of knowledge/experience.

6/4 – Indifferent

Possessing a 'medium' level of knowledge/experience makes an applicant more employable as the candidate can identify the

required criteria for the desired position. A 'sufficient' level of confidence allows some 'good' answers to come through, highlighting the applicant's knowledge/experience, but this level of quality answer is sporadic. The result of the sporadic level of quality answers, when answering job interview questions, comes across as if the 6/4 – indifferent interviewee isn't interested in the position they are applying for, as the applicant answers some questions with detail and others with, from the employer's viewpoint, a lack of effort/interest. The 6/4 – indifferent applicant can have success if the 'good answers' are for the key criteria job interview questions. 6/4 – indifferent interviewee often performs well when all the interview questions relate easily to their direct experience, but when the questions are framed outside of their area of expertise, they struggle to reply confidently which affects the employers perspective of their employability value.

8/2 – Bored

Interviewers can sense when an applicant has high levels of K/E (in this case the highest level of K/E within the high/low segment) as sector terminology, industry references, and specific details used by the applicant gives unconscious clues to the interview panel. But the low level of confidence for an 8/2 – bored interviewee can come across as though they aren't interested in the position, even though they are. This perceived lack of interest kills the likability factor which will influence the job interview outcome. It is often the monotone voice with an unchanging pitch and/or the short snappy answers which creates this negative illusion. It is rare for an employer to recruit such an employee for a 'medium' level position, as they believe that anyone who is 'bored' in a job interview will surely be bored if they were offered the position. Many employers will recognise that the interviewee is lacking in confidence and will support the applicant throughout the interview, requesting for more details and/or examples, but if the nervous applicant fails to state the required criteria for the job role, the interviewer has little choice but to mark them low on the interview scorecard.

8/4 – Aloof

A cool and distant interviewee, created through a 'high' knowledge/experience and 'sufficient' confidence level, can be viewed as distant. The 8/4 – aloof applicant is the highest scorer in the high/low segment, with some 8/4 – aloof career professionals looking to move from medium level positions to high level roles (or high paid medium level jobs) At this level of job role, the interviewers are likely to be experts and therefore are likely to have high levels of confidence in their ability. We know from research that interviewees will receive more job offers when the interviewer finds commonality with the applicant. If the applicant being interviewed by a confident interviewer, themselves lack confidence, rapport will be broken. Employers are looking for a new team member that will 'fit-in' with the team dynamics and the company culture. Anyone who sits outside of this image; the aloof applicant, can be viewed as potentially harmful if allowed to join a current group of motivated employees (especially in managerial roles) The 8/4 – aloof applicant, because they possess a 'sufficient' level of confidence can give enough detail to interview questions, allowing the employer to be aware of their 'high' level of knowledge/experience. But each answer lacks the specifics and/or a confident delivery that decreases the likability factor, creating a sense of 'distance' between the applicant and interviewer. The employer will put the lack of detailed answers down to nervousness or character, but when applying for high paid medium level positions, organisations are expecting applicants to have the communication skills and confidence levels to be able to express themselves clearly.

High/High; High Knowledge/Experience and High Level of Confidence.

6/6 – Self-assured

All high/high interviewees are employable. The 6/6 – self-assured applicant will easily build rapport with a job interviewer as their 'medium' confidence level and knowledge/experience is expressed with industry-related anecdotes and detailed examples. Being 'medium' in both knowledge/experience and level of confidence, the 6/6 – self-assured individual is aware of their own abilities and expresses this well. Within the high/high segment, the 6/6 – self-

assured applicant is the lowest high/high quadrant, but this does not always mean they will be unsuccessful against other high/high interviewees as some applicants with an 8-level of confidence can overplay their hand. But the reality is that a 6/6 self-assured career professional is often at the beginning of their senior-level career, applying for roles against other, more experienced, high/high applicants.

6/8 – Charismatic

Interviewers have a hard time when all applicants are high/high candidates. With each interviewee having 'medium' to 'high' knowledge/experiences, it is often the smallest of things that can change the job interview outcome. Decisions are made at the emotional level, not logically. It is this reason why the 6/8 – charismatic applicant can have, in some interviews, an advantage over the 8/6 -optimistic interviewee. Their 'medium' rather than 'high' level of knowledge/experience, twinned with their 'high' level of confidence creates a charming effect. The 'medium' knowledge/experience means that not every answer if perfect. This lack of perfection, combined with a natural confident delivery, increases rapport as the illusion of vulnerability and/or authenticity is created. Interviewers, due to making emotional decisions, buy-in to the individual, not the polished, faultless, and often robotic presentation of other high/high applicants. 6/8 – charismatic applicants have to be careful not to fall into the trap of sticking to their guns when challenged by an expert interviewer on a particular point they themselves are not an expert in, as this lack of high levels of knowledge/experience along with an argumentative approach (due to having a high level of confidence) can break the charismatic spell.

8/6 – Optimistic

Often 8/6 – optimistic career professionals will possess over 10 yrs industry experience; they are experts in their field but humble enough not over-egg their high-level skill set, experiences and unique selling point, due to being a 'medium' confidence level rather than a 'high', as we will see with the 8/8 – egocentric. Of all 16 interview identities, the 8/6 – optimistic is more likely to be

consistent with receiving job offers. The employability factor comes down to having specialist skills and knowledge gained over a vast period of time (high level of knowledge/experience) and being able to identify the job criteria. It is unlikely that the 8/6 – optimistic interviewee won't have an example or two to each asked interview question. Further, they are able to state sector models, theories, and give additional information that will add value while informing the interview panel (an example would be how the increase/decrease of the global economy will impact their sector.) Interviewers will often be impressed with the 8/6 – optimistic presence; as they come across calm, collected, and confident, without being too overbearing.

8/8 – Egocentric

Possessing both high knowledge/experience and level of confidence doesn't always make the 8/8 – egocentric applicant the most likely interviewee to gain an offer of employment. In fact, their overconfidence in their ability (which is likely to be true due to having, on average over 10yrs+ industry experience and a specialist skillset) comes across as domineering, compared to the 8/6 – charismatic applicant. The extreme 8/8 – egocentric truly believe they are better than other interviewees and often the interviewers themselves, and will show off their knowledge/experience throughout the job interview, even arguing over a minor point with the employer. On the interview score-sheet, the 8/8 – egocentric interviewee scores high, as they genuinely have experiences/knowledge that would add value to an organisation. 8/8 – egocentric, at the extreme can be narcissistic; they will self-promote which increases a positive job interview outcome, but they won't back down on a point they have made even when presented with contradictory evidence. As alluded to previously, decisions are made emotionally, not logically. If purely a logical decision, the 8/8 – egocentric career professional would, in most cases, be offered the position, but as some interviewers feel threatened by the overbearing 8/8 – egocentric and/or feel annoyed by their self-centered appearance, the emotional judgment of an interviewer plays a large part in the interview scoring process.

Summary

The article set out to increase interviewees' awareness of the psychology in play during the job interview, including unconscious bias, and how they, due to their level of knowledge/expertise and level of confidence, are viewed by the interviewer through an 'interview identity.'

Research has shown how first impressions created by the interviewee's communication, appearance, and confidence levels affect the interviewer's judgment creating a filter or bias that affects the job interview outcome. Possessing a high level of knowledge/experience alone is not enough to increase job offers. Confidence, often highlighted through self-promotion is seen as 'positive' in the job interview (even expected). Confidence, which improves likeability, will increase the prospect of a successful interview but alone this isn't enough as research shows how being able to identify job criteria (which comes from having high levels of knowledge/experience) improves interview performance, as answers relate directly to the scoring requirements on the scorecard. It is a combination of medium to high levels of knowledge/experience and confidence that increases the likelihood of potential job offers.

The 'Interview Prediction Grid' (IPG) ©2020 model aims to support interviewees to understand how the interviewer perceives them in the job interview (via a job interview identity) and therefore allowing the interviewee to improve their 'interview identity' increasing job offers. A final element to reflect on, is that the interviewer themselves impact the interviewee's performance, especially when the interviewer is either a 'cold' or an 'expert' interviewer.

Interview Prediction Grid © 2020

Bored	Aloof	Optimistic	Egocentric
Unresponsive	Indifferent	Self-assured	Charismatic
Amateurish	Unprofessional	Misguided	Pretender
Inadequate	Inexpert	Insincere	Dishonest

Knowledge/Experience

Level of Confidence

Christopher Delaney is an experience careers advisor and interview coach and published author; The 73 Rules for Influencing the Interview