
ANALYSIS OF THE INTERVIEW BASED ON VERBAL AND NONVERBAL BEHAVIOR OF THE INTERLOCUTOR

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ABSTRACT: - In this article one of the fastest growing forms of mass communication is the interview genre, and the verbal and non-verbal behaviors used by the interviewer are discussed in the interview. Verbal and non-verbal behaviors are analyzed. It provides examples of positive verbal and nonverbal communication skills to show best practices for an interview setting.

KEY WORDS: - interview, verbal communication, non-verbal communication, eye contact, facial expressions, gestures, posture, and the distance.

INTRODUCTION

An interview is an investigation conducted to learn more about an event or problem. An interview, as one of the most common types of public dialogue.

In an interview, the interlocutors - a journalist (interviewer) and his partner (interviewee) - participate in information exchange for information saturation of the main, third participant in communication - the audience, whose requirements and needs they must satisfy [1,8]. This genre is used in all aspects of society's life - social-political, economic-production, cultural-spiritual. At the same time, mass media - newspapers, magazines, radio, television, news agencies, the Internet bring constant place.

According to its structure, the interview can be of two types - dialogue interview and monologue interview. In an interview interview, the reporter and interviewee ask each other questions. This question-and-answer is conducted directly in the form of oral or written question-and-answer during the preparation process. The interview provides an opportunity to see and correct new trends in the development of oral and written public speech. Interview analysis includes the analysis of verbal and non-verbal behavior of the interviewee.

Verbal behavior was first introduced by B.F. Skinner in 1975. Since then verbal behavior has increasingly gained interest. Verbal behavior looks at language skills, shapes and reinforces the behavior, and looks at what the individual is saying and why. Verbal behavior is an applied behavior analysis approach to expressive language skills [2]. Positive verbal communication is the use of speaking skills that help interviewee present the best aspects of in the context of the job or any field. When combined with positive nonverbal communication, such as smiles, upright posture and a firm handshake, a interviewee can leave an excellent impression on the interviewer with whom they interviewed and audience: readers, listeners.

Respondent can show his listening by nodding, smiling or by the use of words and phrases such as, “I see” or “That’s interesting” or “I’ll definitely note that point”[3,8].

Being polite - good manners are always a wise policy to use. Use greetings when arriving and when leaving and introduce yourself to everyone in the room if there is more than one interviewer. Apologize if accidentally interrupt someone while speaking and acknowledge others’ statements. When leaving, make sure thank everyone in the room for their time.

Following phrases are used as an opening interview by interviewees: “Good morning. Thank you so much for this opportunity”, “Hello, I’m Ella McBride. It’s nice to meet you”.

During the interview: “Pardon the interruption”, “I’m sorry; please continue”.

After the interview: “Thank you for this opportunity”, “I appreciate your time”

“I look forward to speaking with you again soon”.

Apologize for interruption: “I am sorry”, “Sorry for interrupting you”, “Sorry”.

Asking questions: “Could I ask about that thing”, “Can I ask”, “May I ask a question”.

These phrases make the respondent's speech polite and at the same time bring formality to the interview.

Nonverbal communication includes body language and what is known as “paralanguage”—the elements of interlocutor’s speech besides the words, such as intonation, speaking speed, pauses and sighs, and facial expressions. Nonverbal communication also includes attire and grooming. Nonverbal communication is as important as verbal communication. The interviewer will be observing interviewee’s nonverbal communication throughout the entire interview. Examples of non-verbal forms are sign, pointing, writing, gestures, and tantrums.

Nonverbal Communication during the interview:

- Make eye contact with the interviewer for a few seconds at a time
- Smile and nod (at appropriate times) when the interviewer is talking
- Be polite and keep an even tone to speech
- Do relax and lean forward a little toward the interviewer so to appear interested and engaged
- Pay close attention to the interviewer. Take notes if you are worried you will not remember something
- Listen
- Stay calm
- Hold a pen and notepad for looking comfortable
- Nonverbal communication at the end of the Interview. Before leaving the interview, to give the interviewer another firm handshake and smile [4].

Nonverbal communication (NVC) is the transmission of messages or signals through a nonverbal platform such as eye contact, facial expressions, gestures, posture, and the distance between two individuals. It includes the use of visual cues such as body language (kinesics), distance (proxemics) and physical environments/appearance, of voice (paralanguage) and of touch (haptics). It can also include the use of time (chronemics) and eye contact and the actions of looking while talking and listening, frequency of glances, patterns of fixation, pupil dilation, and blink rate.

- Facial expressions

Facial expressions—happy, sad, angry—help people convey message. Be aware of facial expression when talking and particularly listening, which is when it's easy to forget.

- Gestures

While speaking time, a gesture can make message stronger. Motioning warmly toward a coworker who deserves special recognition, making a fist to show frustration or anger, such gestures help further engage audience when speaker is talking.

- Touch

Shaking an audience member's hand, putting your hand on his shoulder: these are nonverbal cues that can affect the success of message. Touch communicates affection, but it also communicates power. In fact, when women touch a listener, it's often assumed that they're being affectionate or conveying empathy, but when a man touches a listener, it can be taken as a sign of communicating power or even dominance.

- Eye contact

Making and maintaining eye contact with an audience when you're verbally communicating or listening communicates to the other party that you're interested and engaged in the conversation. Good eye contact often conveys the trait of honesty to the other party.

- Appearance

Interviewee's clothing, hair, and jewelry are also a part of nonverbal communication. Similarly, the quality and condition of clothing, how it fits, if it's appropriate for the season—all of these things speak nonverbally about interviewee as a communicator [5,11].

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During the interview, the respondent shows non-verbal behavior by nodding his head and verbal behavior by using affirmative expressions to show that he is listening attentively to the interviewer.

- Words that absolutely confirm the point of view of the interlocutor. Discourse markers mainly serve to confirm the opinion of the interviewer. Such as: of course, definitely, sure...
- The use of partial confirmation words of the interviewer's idea. It is expressed by "Coordinating conjunctions" and phrases used as partial affirmative words.

Such as: but, no... [6,18].

According to this, during the linguistic analysis of the respondent's speech, it is necessary to analyze verbal and non-verbal behaviors together. Because human personality is expressed through his verbal and nonverbal actions. Using positive verbal and nonverbal at the same time as a respondent leaves a good impression in an interview.

CONCLUSION

In conclusion, it can be said that the interview is a developing form of mass communication covering all fields. Verbal and non-verbal behavior of the interlocutor during the interview contributes to the successful completion of the interview. Therefore, the study of this feature of the interview is relevant for linguists. As explained above, verbal and non-verbal actions performed by the interviewer are the basis for the respondent's initial impression on the interviewer.

This article can be a good interview guide for respondents.

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