



# INTERVIEWS



Communication Skills & Technical Report Writing

# INTRODUCTION

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- ▶ It is a systematized method of contact with a person to know his views and is regarded as the most important method of data collection.
- ▶ In short, an interview is a two party conversation in which at least one party has a specific serious purpose.
- ▶ Nevertheless, you unknowingly pass through interview situations very frequently in your life.
- ▶ For example when you visit your doctor or lawyer, when your boss calls you to discuss certain issues before recommending you for a promotion
- ▶ However, while facing a formal interview, say, for admission or for a job, you are under much more stress, since so much hinges upon your successful performance.

# OBJECTIVES

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- ▶ The conduct of an interview depends very much on the reason behind it. Generally, interviews are conducted to achieve some of the following objectives:
  - ▶ to select a person for a specific task
  - ▶ to monitor performance
  - ▶ to collect information
  - ▶ to exchange information
  - ▶ to counsel

# TYPES OF INTERVIEWS

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- ▶ Depending on their objective and nature, interviews can be categorized into the following types:
  - ▶ Job
  - ▶ Information
  - ▶ Persuasive
  - ▶ Exit
  - ▶ Evaluation
  - ▶ Counseling
  - ▶ Conflict-resolution
  - ▶ Disciplinary
  - ▶ Termination

# TYPES OF INTERVIEWS

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## I. Job interviews

- ▶ Here, the **candidate wants to learn** about the position and the organization; the **employer wants to learn** about the applicant's abilities and experience.
- ▶ Both hope to make a good impression and to establish rapport.
- ▶ In the initial round, job interviews are usually formal and structured.
- ▶ But later, interviews may be relatively spontaneous as the interviewer explores the candidate's responses.

# TYPES OF INTERVIEWS

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## 2. Information interviews

- ▶ Information flows mainly in one direction one person asks a list of questions that must be covered and listens to the answers supplied by the other person, e.g., doctor—patient, boss—subordinate.

# TYPES OF INTERVIEWS

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## 3. **Persuasive interviews**

- ▶ One person tells another about a new idea, product, or service and explains why the other should act on his or her recommendations.
- ▶ Persuasive interviews are often associated with, but are certainly not limited to, selling.
- ▶ These persuasive interviews require skill in drawing out and listening to others as well as the ability to impart information.

# TYPES OF INTERVIEWS

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## 4. **Exit interviews**

- ▶ The interviewer tries to understand why the interviewee is leaving the organization or transferring to another department or division.
- ▶ A departing employee can often provide insight into whether the business is being handled efficiently or whether things could be improved.



# TYPES OF INTERVIEWS

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## 5. **Evaluation interviews**

- ▶ A supervisor periodically gives an employee feedback on his or her performance.
- ▶ The supervisor and the employee discuss progress towards predetermined standards or goals and evaluate areas that require improvement.

# TYPES OF INTERVIEWS

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## 6. **Counseling interviews**

- ▶ A supervisor talks with an employee about personal problems that are interfering with work performance.
- ▶ The interviewer is concerned with the welfare of both the employee and the organization.

# TYPES OF INTERVIEWS

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## 7. **Conflict-resolution interviews**

- ▶ Two competing people or groups of people with opposing points of view (such as Smith versus Jones, day shift versus night shift, General Motors versus the United Auto Workers) explore their problems and attitudes.
- ▶ The goal is to bring the two parties closer together, cause adjustments in perceptions and attitudes, and create a more productive climate.

# TYPES OF INTERVIEWS

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## 8. **Disciplinary interviews**

- ▶ A supervisor tries to correct the behavior of an employee who has ignored the organization's rules and regulations.
- ▶ The interviewer tries to get the employee to see the reason for the rules and to agree to comply.

# TYPES OF INTERVIEWS

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## 9. Termination interviews

- ▶ A supervisor informs an employee of the reasons for the termination of the latter's job.
- ▶ The interviewer tries to avoid involving the company in legal action and tries to maintain as positive a relationship as possible with the interviewee.

# JOB INTERVIEWS

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Job interviews can be either face-to-face or telephonic

## Face-to-face

### Employer's expectations

Your prospective employer might be looking for the following qualities in you when you appear for an interview:

- ▶ Disposition. Appearance, clothes, facial expressions, gestures, manners
- ▶ The way you present yourself, the impression you leave on the employer—all these
- ▶ Things are components of your personality.
- ▶ Therefore, you must ensure that you present yourself in a manner that leaves a lasting impression.

# JOB INTERVIEWS

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## Career Objective

- ▶ The interview panel will be trying to gauge what you want to pursue in your life.
- ▶ You may also be asked where you want to see yourself after 10 years.
- ▶ The panel will try to evaluate your current occupation, stated objectives, consistency, and reasons for change
- ▶ You should be clear about your career objective and should be able to clearly convey the same to the employer by linking the priorities in your life with your background and aptitude.

# JOB INTERVIEWS

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## Subject Knowledge

- ▶ Every employer expects that the prospective employees are well versed with the subjects they had pursued in the past or are currently pursuing.
- ▶ Hence the employer will be interested in assessing the subjects of your study, which are related to your job.



# JOB INTERVIEWS

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## General Knowledge

- ▶ The employer tries to assess your curiosity about what's happening all around you, your analytical ability your mental level, and your potential for coherent perception of multiple happenings.
- ▶ The panel may ask questions ranging from the coup in a country to the announcement of an award to a film.
- ▶ The way you tackle each question is very important.

# JOB INTERVIEWS

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## Communication Skill

- ▶ The employer will try to assess how effective you are in communicating your ideas to him, both verbally and non-verbally, and how intensely you can comprehend.

# JOB INTERVIEWS

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## Mental Agility

- ▶ The ability to quickly grasp the question and reply appropriately is a sign of mental alertness.
- ▶ This quality implies quick thinking, presence of mind, and quick response.
- ▶ The interviewer may judge your mental agility by asking an odd question or by making a tricky remark.
- ▶ You can improve this quality by developing the art of concentration.
- ▶ Playing chess, solving puzzles, reading witty and humorous plays, and conversing with intelligent people will help in developing this quality.

# JOB INTERVIEWS

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## **Consistency**

- ▶ A good candidate has a positive, definite, and well-developed approach to life.
- ▶ He/she will stick to his/her opinion and make judicious decisions.
- ▶ He/she will not be moved by emotions and external impressions.
- ▶ The interviewer may ask the same question in a disguised form later in the interview to check your opinion. Never contradict yourself.

## **Self-confidence**

- ▶ This is the most essential requirement of a good candidate. Self-confidence means trust in yourself.
- ▶ This generates self-esteem and self-respect. By possessing will power, socializing, identifying your shortcomings, fighting fear and nervousness, having a positive approach, and acting as a leader, you can boost your self-confidence.

# JOB INTERVIEWS

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## Ten Success Factors

- ▶ Taking the right courses, holding good grades, and having related work experience are all important selection criteria.
- ▶ But they do not matter much if you do not project the qualities that organizations look for.
- ▶ The truth is that most interviewers seek individuals who are able to present themselves well in a face-to-face interview.



# JOB INTERVIEWS

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- ▶ The following are ten critical success factors nearly every company is looking for:
  - ▶ Positive attitude towards work
  - ▶ Proficiency in the field of study
  - ▶ Communication skills (oral and written)
  - ▶ Interpersonal skills
  - ▶ Confidence
  - ▶ Critical thinking and problem-solving skills
  - ▶ Flexibility
  - ▶ Self-motivation
  - ▶ Leadership
  - ▶ Teamwork
- ▶ Show your competence in as many of the above critical success factors as possible and you will rise above the competition.

# JOB INTERVIEWS

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## ▶ **Ten Failure Factors**

- ▶ There may be many reasons why you could be turned down for a job
- ▶ The following are ten common reasons for a candidate being rejected. Beware of them.
  - ▶ Arrogance (pride, overconfidence)
  - ▶ Apathy (lack of interest)
  - ▶ Uninhibited nervousness
  - ▶ Equivocation (avoidance)
  - ▶ Lack of concentration
  - ▶ Lack of crispness
  - ▶ Lack of social skills
  - ▶ Lack of firmness
  - ▶ Inadequate quantitative/qualitative skills
  - ▶ Unsuitable personality

# PREPERATION

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- ▶ Successful interviews begin with preparation
- ▶ The key to success in an interview is not your experience, your grades, what classes you took, your extracurricular activities, or any other basic necessities.
- ▶ Those skills are what got you the interview
- ▶ The key element can be summed up in one word: attitude.



# PREPERATION

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- ▶ Go Through a Mock Interview
- ▶ The mock interview is more than just a chance to work out your interview jitters.
- ▶ It is an opportunity to practice your interviewing technique and answers live.
- ▶ Ideally, have the mock session videotaped.
- ▶ That way you will have two opinions—the mock interviewer’s and your own.
- ▶ Gather Adequate Inside Information
- ▶ The very best thing you can do to prepare for an interview with a specific company is to interview someone who is already on the inside.

# PREPERATION

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- ▶ Dress Appropriately
- ▶ Campus fashions and work fashions are two different worlds.
- ▶ You should be doing the talking; not your clothes.
- ▶ Select conservative, good quality clothes.
- ▶ They should be neat, clean, and ironed.
- ▶ Make sure your shoes are conservative, clean, and polished.
- ▶ Arrange all your documents systematically in a briefcase or neat folder and carry it with you.

# PREPERATION

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- ▶ Be Prepared to Ask Questions
- ▶ Interviewers expect you to come in with a working knowledge of the company as well as with a list of questions.
- ▶ Make up some questions ahead of time to ask during the interview. They can be based on the job that you are applying for or your prospects in that job.

## **Questions which you can ask the interviewer:**

- Whom will I report to?
- Whom will I be working with?
- What training opportunities are there?
- What promotional prospects are there?
- When will you be making a final decision?

# PREPERATION

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- ▶ Memorize Your Resume
- ▶ Imagine the embarrassment if your interviewer asks you to elaborate on the project which you had done during your course of study, and you fumble.
- ▶ For every item on your resume, try to have a paragraph's worth of information in addition to what is already said; even better, try to think of a way in which each item illustrates one of your particular strengths or weaknesses.

# PREPERATION

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- ▶ Be Punctual
- ▶ The waiting room is your initial face-to-face connection point with your potential employer.
- ▶ Always arrive at least ten to fifteen minutes early.
- ▶ This will give you the time necessary to do a quick mental review before the actual interview.
- ▶ Have a glass of water to avoid the 'cottonmouth' syndrome.
- ▶ Relax, by the time interview day rolls around, you should be set.
- ▶ Get a good night's sleep, eat well, and take a relaxing walk beforehand.

# Types of Questions

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- ▶ Interview questions may either be open-ended or close-ended.
- ▶ There are basically five types of questions you may face during the course of an interview

## I. Experience Questions

- ▶ The main purpose of this type of question is to place objective measurements on features of your background:
- ▶ e.g., What is your C.G.P.A. (Cumulative Grade Point Average) ? How long were you at...?

# Types of Questions

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## 2. Credential Questions

- ▶ This type of question aims at subjectively evaluating features of your background:
- ▶ e.g., What did you learn in your network programming class? What were your responsibilities in that position?

## 3. Opinion Questions

- ▶ This type aims at analyzing subjectively how you would respond in a series of scenarios:
- ▶ e.g., What would you do in this situation? What are your strengths and weaknesses?

# Types of Questions

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## 4. Dumb Questions

- These questions are asked to find out if you are capable of an original thought:
- e.g., Can you sell this pen to me in one minute? What kind of animal would you like to be?

## 5. Behavioral Questions

- The purpose of this type of question is to anticipate future responses based upon your past behavior:
- e.g., Can you give me a specific example of how you did that? What were the steps you followed to accomplish that task?
- Behavioral questions are gaining greater acceptance by the trained interviewers
- because past performance is the most reliable indicator of future results.



# Types of Questions

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## 6. Difficult Questions

- Good interviewers often ask difficult questions.
- Look at your CV from the interviewer's perspective.

# Interview Process

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- ▶ Three Basic Steps
- ▶ In its simplest form, an interview consists of three distinct steps:
  - ▶ Establishing rapport (relationship)
  - ▶ Gathering information
  - ▶ Closing
- ▶ Understanding and successful completion of these basic steps are critical for you to go onto the next step in the process, whether that be another interview or the actual job offer.

# Interview Process

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## Establishing Rapport

- ▶ The rapport-establishing step is where the vital first impressions are formed.
- ▶ Some employers may claim to be able to make a decision about a candidate in 30 seconds or less.
- ▶ When you enter the room, look around and establish eye contact with the people there.
- ▶ Smile warmly and greet them. Shake hands with a firm grip, if required, and sit when invited to do so.
- ▶ Your initial responses will greatly affect how you are perceived in the eyes of the interviewer.
- ▶ It is not necessarily the words you say, but how you say them.

# Interview Process

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## **Information Gathering**

- ▶ At this stage, the employers will be asking questions and matching your answers against the critical success factors.
- ▶ Your honesty and sincerity in answering should be evident.

# Interview Process

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## Closing

- ▶ If your interview was successful, there will usually be an indication of what is to come next.
- ▶ You may be given further company information which is reserved only for the select few.
- ▶ No matter what your view of the interview is up to this point, it is important to personally close the interview by establishing continuity of the process.

# Answering Techniques

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## **I. Behavioral Answering Technique**

- ▶ Talk about how you had done rather than how you would do
- ▶ Be prepared to use examples from your work, classes, and extracurricular activities.
- ▶ Be ready to offer not just any example, but your own example.

## **2. Compelling Story Technique**

- ▶ Expand your answers by developing the specific examples into compelling stories with personality, flair, and interest.
- ▶ Captivate your interviewer by providing the details and nuances that bring your story to life.
- ▶ Do not, however, be tempted too lengthy monologues that will stretch the interviewer.

# Answering Techniques

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## 3. Personality Matching Technique

- ▶ Take your cue from the interviewer in terms of tone and approach.
- ▶ Do not be too casual, even if the interviewer seems to be. Watch and Learn.
- ▶ Bring under control the too much area (too loud, too pushy, too cocky, too egoistical, too stuffy etc.) in your own personality

## 4. Parroting Technique

- ▶ Do not assume or make a best guess of what the interviewer is looking for.
- ▶ If a question is unclear to you, it is absolutely appropriate to 'parrot back' the question in your own words to make sure you have the correct meaning.

# Answering Techniques

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## 5. Reframing Technique

- ▶ Always attempt to answer the questions as straightforwardly as possible initially
- ▶ Reframe the original question to illustrate an area of your background that can further enhance your overall image.



# Answering Techniques

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## Answering 'Problem' Questions

If you are asked an awkward question, you should try to turn this into an advantage. Do not evade the question or lie. Answer in a straightforward manner, dealing briefly with the negative aspects and move on, giving more time to detailing the positive aspects of the situation. Compare these two situations:

**A** Mr Sharma: Ms Tyagi, you seem to have worked for just six months at CompuSoft. Why?

Ms Tyagi: They were going through a financial crunch and I was laid off.

Mr Sharma: Why?

Ms Tyagi: I just told you. They were ...

Mr Sharma: No, no, I meant why did they lay you off, and not someone else?

**B** Mr Sharma: Ms Pandit, you seem to have worked for just six months at CompuSoft before leaving. Why?

Ms Pandit: They were going through a financial crunch and laid me off. That gave me time to do a course on web design which came in most helpful in my next assignment.

Mr Sharma: Was that at Worldcom?

Ms Pandit: Yes.

Mr Sharma: Tell me more about that.

As you can see, Ms Tyagi has painted herself in a bad light, whereas Ms Pandit has turned a negative point into a positive one by emphasizing the new skill she has acquired.



# Answering Techniques

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- ▶ For example, if you are asked who your favourite professor is,
- ▶ you might give a short answer about a particular professor,
- ▶ then reframe the question by explaining why that professor is your favourite. '... in fact it was her inspiration that encouraged me to participate in a two-week internship over the winter break, where...

# Answering Techniques

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## **6. Abraham Lincoln Technique**

- ▶ Point to your strengths instead of making excuses for shortcomings.
- ▶ First speak (be it grades, work experience, extracurricular activities, etc.) well of others when the interviewer asks why you are lacking in a particular area.
- ▶ Then establish your own case.
- ▶ Abraham Lincoln, while arguing in the court, would usually argue both sides of the case to the jury.
- ▶ He would first take the opponent's side of the issue and then his client's side.

# Tips

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## **Some more tips:**

- Ask permission if you wish to take notes.
- Remain calm if you sense prejudice or any preconceived notion on the part of the interviewer. Keeping your cool will keep the situation from getting out of hand.
- Turn off your cell phone. If it goes off accidentally, apologize and turn it off.
- Respond to both verbal and non-verbal cues of the interviewer.
- Ask relevant questions. Avoid becoming familiar or indulging in unnecessary chit-chat or gossip.



# Fifty Standard Interview Questions

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- ▶ 1. Tell me about yourself.
- ▶ 2. What do you want to do with your life?
- ▶ 3. Do you have any actual work experience?
- ▶ 4. How would you describe your ideal job?
- ▶ 5. Why did you choose this career?
- ▶ 6. When did you decide on this career?
- ▶ 7. What goals do you have in your career?
- ▶ 8. How do you plan to achieve these goals?
- ▶ 9. How do you evaluate success?
- ▶ 10. Describe a situation in which you were successful.

# Fifty Standard Interview Questions

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- ▶ 11. What do you think it takes to be successful in this career?
- ▶ 12. What accomplishments have given you the most satisfaction in your life?
- ▶ 13. If you had to live your life over again, what would you change?
- ▶ 14. Would you rather work with information or with people?
- ▶ 15. Are you a team player?
- ▶ 16. What motivates you?
- ▶ 17. Why should I hire you?
- ▶ 18. Are you a goal-oriented person?
- ▶ 19. Tell me about some of your recent goals and what you did to achieve them.
- ▶ 20. What are your short-term goals?

# Fifty Standard Interview Questions

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- ▶ 21. What is your long-range objective?
- ▶ 22. What do you see yourself doing five years from now?
- ▶ 23. Where do you want to be ten years from now?
- ▶ 24. Do you handle conflict well?
- ▶ 25. Have you ever had a conflict with a boss or professor? How did you resolve it?
- ▶ 26. What major problem have you had to deal with recently?
- ▶ 27. Do you handle pressure well?
- ▶ 28. What is your greatest strength?
- ▶ 29. What is your greatest weakness?
- ▶ 30. If I were to ask one of your professors to describe you, what would he or she say?

# Fifty Standard Interview Questions

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- ▶ 31. Why did you choose to attend your college?
- ▶ 32. What changes would you make at your college?
- ▶ 33. How has your education prepared you for your career?
- ▶ 34. What were your favourite classes? Why?
- ▶ 35. Do you enjoy doing independent research?
- ▶ 36. Who were your favourite professors? Why?
- ▶ 37. Why is your GPA (Grade Point Average) not higher?
- ▶ 38. Do you have any plans for further education?
- ▶ 39. How much training do you think you will need to become a productive employee?
- ▶ 40. What qualities do you feel a successful manager should have?



# Fifty Standard Interview Questions

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- ▶ 41. Why do you want to work in the \_\_\_\_\_ industry?
- ▶ 42. What do you know about our company?
- ▶ 43. Why are you interested in our company?
- ▶ 44. Do you have any location preferences?
- ▶ 45. How familiar are you with the community that we are located in?
- ▶ 46. Will you relocate? In the future?
- ▶ 47. Are you willing to travel? How much?
- ▶ 48. Is money important to you?
- ▶ 49. How much money do you need to be happy?
- ▶ 50. What kind of salary are you looking for?

# Sample Answers to Some FAQs

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The following answers are provided to give you a new perspective on how to answer some frequently asked and rather tough interview questions.

- ▶ Q Tell me about yourself.
- ▶ R. My background to date has been centred around preparing myself to become the very best manager/software professional/scientist/communication engineer ... I can become. Let me tell you specifically how I've prepared myself

# Sample Answers to Some FAQs

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- ▶ Q Why should we hire you?
- ▶ R. Because I sincerely believe that I'm the best person for the job. I realize that there are many other students who have the potential to do this job. I also
- ▶ have the ability. But I also bring an additional quality that makes me the very best person for the job—my attitude for excellence. Not just giving lip service to excellence but putting every part of myself into achieving it.
- ▶ In ... and .... I've consistently reached for becoming the very best ... I can become by doing the following.

# Sample Answers to Some FAQs

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- ▶ Q What do you want to be 10 or 15 years from now?
- ▶ R. Although it is certainly difficult to predict things far into the future, I know what direction I want to progress towards. Within five years, I would like to
- ▶ become the very best ... your company has. In fact, my personal career statement is to become a world-class ... in the ... industry. I will work to:
- ▶ becoming the expert that others rely upon. And in doing so, I feel I will be fully prepared to take on any greater responsibilities that might be presented in the long run.

# Sample Answers to Some FAQs

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- ▶ Q What is your greatest weakness?
- ▶ R. I would say my greatest weakness has been my lack of proper planning in the past. I would overcommit myself with too many variant tasks, then not be able to fully accomplish each as I would like. However, since I've come to recognize that weakness, I've taken steps to correct it. For example, I now carry a planning calendar in my pocket so that I can plan all of my appointments and "to do" items. Here, let me show how I've planned out this week.

## Sample Answers to Some FAQs

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- ▶ Q. What qualities do you feel a successful manager should have?
- ▶ R. The key quality should be leadership—the ability to be a visionary for the people who are working under him or her. A manager should be one who can set the right course and direction for the subordinates. He/she should also be a positive role model for others to follow. As a leader, he/she should be able to inspire and motivate others to reach the highest of their abilities. I would like to tell you about a person whom I consider to be a true leader.

# Sample Answers to Some FAQs

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- ▶ Q If you had to live your life again, what would you change?
- ▶ R. That is a good question. I realize that it can be very easy to continually look
- ▶ back and wish that things had been different in the past. But I also realize that
- ▶ things in the past cannot be changed, that only things in the future can be
- ▶ changed. That is why I always strive to improve myself each and every day
- ▶ and am working hard to increase my knowledge in the ... field. That is also
- ▶ the reason why I want to become the very best ... your company has ever had.
- ▶ And all of that is still in the future. So to answer your question, there is nothing
- ▶ in my past that I would change. I look only to the future to make changes in my life.

# Sample Answers to Some FAQs

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- ▶ If you are truly interested in the job, one thing you should do at the end of the interview is recap:
- ▶ (i) why you feel you are the best candidate for the job (give two or three of your strongest attributes and/or qualifications) and
- ▶ (ii) your interest in the position by asking for the job.
- ▶ When you leave an interview you, should leave the building as gracefully as you entered it.



# Tips

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## Overcoming Nervousness

- ▶ The interview is your opportunity to be at your best.
- ▶ If you allow your nervousness to control your presentation, that may be the dominant impression you have on the interviewer, blocking out any other positive aspects you may present.
- ▶ Given in the following box is a simple technique that you can apply to overcome nervousness in any interviewing situation.
- ▶ This is known as Rowboat Technique and will help you overcome your fears and successfully meet with and speak to people you have never met before in the interviewing situation.

# Tips

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## **The Rowboat Technique**

The Rowboat Technique is a simple contraction of the abdomen in combination with rhythmic breathing that will allow you to fully overcome your nervousness in any situation. The steps are as follows:

- Sit forward in a chair, with arms outstretched as if you are grabbing oars in a rowboat.
- Take a deep breath.
- Slowly pull back your arms and contract the abdomen muscles just below the rib cage.
- As you continue to let out air, roll the contraction of the muscle downward, just above your pelvic region, centering on your naval.
- Keep your muscles tight until all the air has been expelled.
- Count to three (don't breathe in yet), and then inhale deeply.
- Repeat this 2/3 times

# Tips

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- ▶ You will find your body completely relaxed.
- ▶ Even if you are not nervous, it is always a good idea to use this technique as you are waiting to meet your interviewer.
- ▶ If you feel nervous during the interview, you can still effectively apply this technique.
- ▶ Simply take in a deep breath through your nose, and then contract your abdomen muscles in the 'top-to-bottom roll' discussed above, as you slowly exhale through slightly parted lips.
- ▶ Hold it at the bottom, take in a deep breath, and you are ready to go.

# Tips

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- ▶ If you are overcome by nervousness while answering a question, simply pause, take a deep breath, exhale and contract, then continue.
- ▶ This technique is virtually unnoticeable to anyone nearby.
- ▶ Make it a habit to apply this technique several times before going on stage or for an interview whether you are feeling nervous or not.
- ▶ The rationale behind this technique is that the muscle contractions prevent the introduction of chemical imbalances into your system that can cause nervousness.

# Tips

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- ▶ The deep breathing helps to dissipate any chemicals that have already been released.
- ▶ It forces the body to prepare physically for the upcoming task.
- ▶ The body begins to produce endorphins (hormones that produce feelings of elation), which will be needed for the anticipated rowing ahead.
- ▶ And this exercise will give your mind the opportunity to focus positively on the interview.

# Tips

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- ▶ There are two simple steps you can take to make a lasting impression after your interview, which greatly increase your chances of success.
- ▶ 1. Call the interviewers to thank them for their time.
- ▶ If you are unable to reach the interviewer directly, leave a voicemail message. But it is a good idea to assess the situation before you call.
- ▶ 2. Immediately write the interviewers a short note, thanking them for their time and restating your interest in the position.

# Tips for Success

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- ▶ Be well prepared.
- ▶ Brush up your subject and general knowledge.
- ▶ Memorize your resume.
- ▶ Know about the company.
- ▶ Dress appropriately. Unless advised otherwise, wear business attire. Limit make up, perfume/aftershave, and jewellery
- ▶ Be smart, clean, and well groomed.
- ▶ Carry a briefcase or neat folder containing all relevant papers.
- ▶ Show up 10—15 minutes early. In case you feel you may get delayed, call up and inform.

# Tips for Success

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- ▶ When you meet your interviewer (s), shake their hands confidently.
- ▶ Stay calm, do not fidget or twiddle your thumb.
- ▶ Be polite.
- ▶ Never chew gum or smoke during the interview.
- ▶ Be yourself; be honest.
- ▶ Show a real interest in the job.
- ▶ Be aware of all the answering techniques.
- ▶ Do not answer a question you did not understand; ask for clarification first.
- ▶ Speak clearly using positive words/phrases such as enjoy, enthusiastic, positive attitude, excellence, striving to be my best, etc.



# Tips for Success

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- ▶ Appropriately use the top five: non-verbal, eye contact (shows interest and confidence), facial expression (tells about your delight and excitement), posture (reveals confidence and power potential), gestures, space (shows your respect to the interviewer and awareness about the organizational culture)
- ▶ In the end, restate your interest in the job.
- ▶ Smile and say ‘thank you’.
- ▶ Tell them how you look forward to seeing them again.
- ▶ Shake hands firmly.
- ▶ Tell them how much you enjoyed the interview.

# Telephone Interviews

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- ▶ The telephone has a great deal of power; as a basic business instrument it has proved to be very essential.
- ▶ The first contact many people have with you is over the phone.
- ▶ Many people do not take telephone interviews as seriously as face-to-face interviews.
- ▶ A telephone interview is also an interview and not just a phone call, and hence it has to be treated with all the respect given to a face-to-face interview.

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- ▶ There are three types of telephonic interviews:
- ▶ 1. You initiate a call to the hiring manager and they express interest in your background. The call from that point forward is an interview
- ▶ 2. A company calls you based upon a previous contact. You are likely to be unprepared for the call, but it is still an interview
- ▶ 3. You have a pre-set time with a company representative to speak further on phone. This is also an interview

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## Preparation

- ▶ Keep all of your documents within easy reach of the phone so that you can refer to them.
- ▶ Have a note pad and pen to take notes.
- ▶ Keep a mirror nearby.
- ▶ Look into that mirror consistently throughout the phone call and smile.
- ▶ You will improve your telephone presence by using this simple technique.

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- ▶ Always stand up when you are talking with a potential employer on the phone. It gets your blood flowing, improves your posture, and improves your response time.
- ▶ It helps give an action perception to your telephone call.
- ▶ Try to match your speaking rate and pitch with that of the interviewer. Remember to stay within your personality range, but venture towards that portion of your range which most closely matches that of your interviewer.
- ▶ Place a 'Do Not Disturb' note on your door.
- ▶ Turn off your stereo, TV, and any other potential distraction.
- ▶ Warm up your voice while waiting for the call. Sing an uplifting song to yourself.
- ▶ Have a glass of water handy, since you will not have a chance to take a break during the call.

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## Guidelines

- ▶ When you answer, identify yourself. A 'hello' is not sufficient; give your name and department.
- ▶ Organize yourself well before you face a telephonic interview.
- ▶ The most obvious (and often most neglected) point to remember is this:
  - ▶ During the interview, the interviewer has only ears to judge you with, and that is something you must exploit. Here are some tips.

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- ▶ Take a Surprise Call in Your Stride If you receive a call as a result of a mailed resume or a telephone message you left, and you are unprepared, be calm.
- ▶ Sound positive, friendly, and collected: ‘Thank you for calling’
- ▶ Would you wait just a moment while I close the door?’
- ▶ Put the phone down, take three deep breaths to slow your heart down, pull out your resume and a scratch pad to take notes on, put a smile on your face, and pick up the phone again.
- ▶ Now you are in control of yourself and the situation.

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- ▶ Always Refer to the Interviewer by the First Name This is especially valid for interviewers from USA.
- ▶ During the start of the interview, when normal pleasantries are exchanged, greet the interviewer enthusiastically.
- ▶ When the interviewer answers your question, you will either have a clear picture of how to sell yourself, or you will ask a follow-up question for clarification.



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- ▶ Beware of Giving Yes/No Answers They give no real information about your abilities.
- ▶ Be factual in your answers.
- ▶ If a situation arises where you are forced to say, 'I do not know', do so gracefully and try and cover up your shortcomings with your strengths by saying, 'I do not know, but I can study that and I am confident that given the opportunity, I can master it in a short span of time.'
- ▶ Do not try to hide your shortcomings, but every time you acknowledge your shortcoming, do it in a positive manner.

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- ▶ Speak Directly into the Telephone Keep the mouthpiece about one inch from your mouth.
- ▶ Do not smoke or eat while talking on the phone.
- ▶ Take Notes They will be invaluable.
- ▶ The interviewer may talk about the corporation.
- ▶ A little flattery goes a long way (but do not overdo it): admire the company's achievements and you are, in fact, admiring the interviewer.

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- ▶ The telephone interview has come to an end when you are asked whether you have any questions.
- ▶ Ask any questions that will improve your understanding of the job requirements.
- ▶ If you have not asked before, now is the time to establish what projects you would be working on in the first six months.
- ▶ ‘It sounds like a very interesting opportunity, and a situation where I could definitely make a contribution.
- ▶ I am very excited about the project that you just described. I just can’t wait to get the good news from you.’

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- ▶ Once the details are confirmed, finish with this request: ‘If I need any additional information, can I get back to you?’ The company representative will naturally agree.
- ▶ No matter how many questions you get answered in the initial conversation, there will always be something you forgot.
- ▶ This allows you to call again to satisfy any curiosity—it will also enable you to increase rapport.
- ▶ Do not take too much advantage of it, though—one well-placed phone call that contains two or three considered questions will be appreciated; four or five phone calls will not.

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## **In a nutshell:**

- Always greet the interviewer with enthusiasm.
- DO NOT answer questions with one word. Try to give details of your area of experience. Keep notes handy. If necessary, prepare a write-up on your responsibilities and refer to it during the interview to make sure that you do not forget anything.
- DO NOT use any words of your native language.
- If you have not understood the question, ask the interviewer politely to repeat/elaborate.
- Avoid repeating yourself.
- DO NOT raise your voice during the interview.
- DO NOT interrupt the interviewer while he is talking.
- When talking about your project, instead of trying to sell the product or your present company's capabilities to him, explain how you went about doing it and sell your capabilities to him.
- If the interviewer appears to be asking trivial or irrelevant questions, take all of them seriously. Maybe he is trying to check your communication skills.
- DO NOT ask any personal questions to the interviewer.
- At the end of the interview, always thank the interviewer for his time.

