



Chapter : 16

Strategies for
Successful
Interpersonal
Communication

MQ

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Course Outline

Marks Distribution

50	Terminal Examination
20	Mid Term Examination
15	Quizzes
15	Final Assignment

S. No.	Chapter No.	Final Exam Q. No.	Chapter Heading	Date
			Introduction	July 2, 2012
1	11	1,2	Short Reports	July 4, 2012
2	12	3,4	Long (Formal) Reports	July 9, 2012
3	13	5	Proposals	July 11, 2012
4	14	6	Strategies for Successful Speaking and Successful Listening	July 16 & 25, 2012
5	15	7	Strategies for Successful Informative and Persuasive Speaking	July 30, 2012
6	16	8	Strategies for Successful Interpersonal Communication	August 1 & 5, 2012
7	17	9,10	Strategies for Successful Business and Group Meetings	
8	18	11	The Job Application Process - The Written Job Presentation	
9	19	12	The Job Application Process - Interviews and Follow-Up	

Assignment

- Group 1: Chap 18 'The Job Application Process - The Written Job Presentation'
- Group 2: Chap 19 'The Job Application Process - Interviews and Follow-Up'

PREVIEW

DYADIC COMMUNICATION

INTERVIEWING

TELEPHONING

Dictating

What is Interpersonal Communication

- Although interpersonal communication can encompass oral, written, and nonverbal forms of communication, the term is usually applied to spoken communication that takes place between two or more individuals on a personal, face-to-face level
- We will cover oral and one-to-one communication



The habits / hobby one can't imagine
you have

Dyadic Communication

- Our trusted friends and family can give us honest feedback about ourselves
- Self perceptions and perceptions
 - Jumping to conclusions about an individual can be done too quickly; be cautious in drawing conclusions about others

Dyadic Communication Relationships

- Relationships by function
 - Interviewing (interviewee and interviewer)
 - Telephone exchange
 - Grade review
 - Job termination / exit interview
 - And many others
- Relationships by their nature or level of relationship
 - Family, friend, boss, coworkers, fellow students, spouse, roommate, president, teacher etc
- We desire to communicate more often, and intimately with those with whom we feel comfortable and trust

■ Checklist 16.1 Interpersonal Disclosures in Interpersonal Communication

1. Recognize that interpersonal relationships take time. Ask: Am I comfortable with certain people? What can I do to improve my relationship with them?
 2. Recognize that some persons do not offer self-disclosure statements. Ask: If you want a closer relationship with others, have you—over time—attempted to make public more of your personal thoughts?
 3. Recognize that relationships end; this is not unusual. Ask: Have you personally made an effort to continue or discontinue that relationship? Can you assess why the relationship ended?
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INTERVIEW PURPOSES

Use

- ☐ Seeking Position
- ☐ Informing on Job
- ☐ Solving problem
- ☐ Supporting solution
- ☐ Counseling employee
- ☐ Evaluating employee
- ☐ Gathering information

Procedure

- ☐ Candidates speak with company representative
- ☐ Job requirements are stated as based on JD
- ☐ Facts are collected, options reviewed, decision is made
- ☐ Information is collected and arguments are planned to persuade
- ☐ Facts are used to support contention that employee needs help
- ☐ Job performance review form is discussed
- ☐ Data are gathered on why employees leave, emphasis is on events and not on personalities

Parties

- ☐ Recruiter & graduating student
- ☐ Boss & new employee
- ☐ Employer & employee
- ☐ Manager & employee
- ☐ Employee meets counselor
- ☐ Supervisor meets employee
- ☐ Manager conducts interview

INTERVIEWEE'S RESPONSIBILITIES

Preparation
before the job
interview

How to act
during the
interview

Follow up
after the job
interview

Suggestions
for a computer
interview

PREPARATION BEFORE THE JOB INTERVIEW

- Understand yourself rationally in terms of your weaknesses and strengths

- Find out details about the position and review how your skills relate to that position

- Do homework on company

- Rehearse possible questions (brainstorm issues / questions)

- Speak with insiders (learn from people inside company you know)

PROCEDURES DURING THE JOB INTERVIEW

- Give Positive first impression; offer a warm handshake; show a pleasant smile

- If interview does not, then you state your understanding of the interview

- Organize your answers; think of stating a theses or claim and then supporting that position with data or evidence

- Listen. Avoid confrontation

- Ask thoughtful questions about company, about the position

- Offer a conclusion at the end of the session, obtain agreement. Use 5 Ws

FOLLOW UP AFTER THE JOB INTERVIEW

If there were specific actions to be taken, do so promptly

If you are to provide additional information, gather that information and offer it to the interviewer

If a thank-you note is required, send it within a day or so

SUGGESTIONS FOR A COMPUTER INTERVIEW

- Try out the equipment beforehand

- Avoid excessive movement

- Use an audio and visual check before beginning

- Dress as if the interview were live

- Operate on the assumption that everything you say will be heard

- Avoid high contrast clothing; small cameras have difficulty with contrast

- Try to relax

YOUR IMPRESSION IN AN INTERVIEW

Positive Cues	Negative Cues
Behavioral and Psychological cues	
Early arrival	Late arrival
Alert, responsive attitude	Inattentive
Emphatic attitude	Condesending or withdrawn
Relaxed anner	Tense, fidgety
Smiling	Frowning
Clear Voice	Mumbling, timid
Verbal Cues	
Sticking to the main point	Changes the subject
incisiveness	Generalizes, excessive detail
Relevant responses	irrelevant responses
Organized presentation	Disorganized
Appropriate use of humor	uncalled for levity
Spontaneous replies	long pauses
Speaks well of people	Criticises others
Candor	Rationalizes, evasive

INTERVIEWER'S RESPONSIBILITIES

Objectives

Preparation
before
interview

Evaluation
after
interview

OBJECTIVES

- Evaluate job qualifications that resume could not provide
- Determine the oral communication ability of the interviewee
- Find out if the interviewee could think off the cuff in a cogent and logical manner
- Give the applicant essential facts about the job and the company
- Establish good will on behalf of the company

INTERVIEWER'S PREPARATION BEFORE INTERVIEW

Warm up period of the interview

- Greet the candidate with a firm handshake and a warm smile
- Suggest a degree of enthusiasm in your greeting
- Be sincere and friendly
- Begin with some non-controversial topic like his hobbies or current job etc

Main content of the interview

- You may clear the purpose of the interview and the topics you plan to cover
- Drive the talk and let the interviewee speak most
- Ask appropriate questions, use pre-planned question set or desirable method
 - Appropriate Questions;
 - Using effective methods;

INTERVIEWER'S PREPARATION BEFORE INTERVIEW

Asking appropriate questions

- Begin with education, then work history, and off – the-job activities
- Focus on relevant information that cannot be obtained from other sources
- Open ended questions
- Dead end questions

Using Effective methods

- Tense applicants do not give positive impressions
- Avoid self betraying questions, value judgment, negative and any such questions that interviewee may be reluctant to answer
- Questions should be neutral

EVALUATION AFTER THE INTERVIEW

- Always make notes of the interviewee; you may use a check list or write a paragraph (as per company practice)
- The areas on which you should evaluate the candidate are as follows
 - Education and training
 - Work experience
 - Current off-the-job life
 - Personal characteristics
 - Over all summary

INTERVIEWER PREPARATION BEFORE THE INTERVIEW

Read the applicant's
resume prior to the
meeting



Focus on core
information desired;
character, personality,
work experience,
training, motivation,
interests etc.



Be aware of national
and state regulations
regarding fair
employment practices



Omit personal bias
from your prepared
questions



Know If your questions
are within the laws
concerning marital
status, age, race, sex,
religions and other
matters



Plan your questions

TELEPHONING

POINTS TO CONSIDER IN INTERNATIONAL TELEPHONING

- Be aware of time zones, very few businessmen would like to get a call in the middle of the night
- Speak more clearly, as in other country english may be a second language
- Restate and summarize more often
- Follow up the conversation with a letter or a fax, to keep things clear

■ Checklist 16.7 Sender's Preparation Prior to a Phone Call

1. Know your specific purpose; have some questions in mind. It is better to have one central purpose than many rambling thoughts. Introduce your self if much time has elapsed between calls.
2. Know the precise person you are calling, and the best time to call.
3. Give thought to your opening statement. As noted earlier in this text, even a PAL (porch, aim, layout) introduction can focus direction for the conversation.
4. Take notes. Have before you pertinent papers of previous correspondence or summaries of previous discussions.

■ Checklist 16.8 Message Receiver's Guide lines

1. Be patient. Giving the feeling that the phone call is an intrusion gets the conversation off to a negative start.
2. Listen. Interruptions break up both your and your partner's train of thought.
3. Restate. Be sure you understand and that your partner agrees.
4. End politely. Suggest, if your partner does not, that you would be happy to supply a summary of the conversation.

DICTATING

- This is more often used for transcription writing sometimes internationally using an electronic recording device or by telephone
- Give the precise name and addressee information
- Speak clearly, slowly and distinctly. Be careful with plurals.
- Spell unusual words or names
- Suggest punctuation

exercise

- Lets plan a job interview