



Interviews

EN2106 – Communication Skills I

Level I - Semester 2

An Interview

An interview is nothing to fear! Think of it as an opportunity,

- to meet face to face
- to discuss your qualifications
- to assess your ability and skills
- to demonstrate your skills and personality
- to assess the employer and the job you are applying for



Facing an Interview

- Conduct some research about the company before you go
- Be punctual
- Be polite
 - ✓ Go in when you are called in and greet the interviewer politely with a smile
 - ✓ Do not sit until you are offered a seat
 - ✓ When offered, say, “Thank you,” and sit down

Facing an Interview

- Prepare your introduction and key points
 - ✓ This is your two minute opportunity to highlight yourself and demonstrate what you can offer for the company
- Smile, be natural and speak with confidence
- Dress for Success
 - ✓ Dress smart, be neat and clean



Facing an Interview

- Come at least 15 minutes prior to your appointment time
- Be open and honest
- Do not talk about salary or benefits (unless they make an offer or ask you to make an offer)



Conducting an Interview

- Consider the purpose and prepare questions
- Scan through the documents provided by interviewees
- Thank the interviewee for taking part
- Explain the purpose
- Ask questions that you prepared
- Analyze the results (and select the employee/s)

Probable Interview Questions

- Tell us about yourself
 - ✓ Always focus on your strengths relevant to the job
 - ✓ You may tell the interviewer about your other skills as well
- Would you call yourself a team player?
 - ✓ Yes
 - ✓ Support your answer with evidence from past experience

Probable Interview Questions

- Why should we employ you?
 - ✓ List out your strengths that are relevant to the job
e.g.: I have good coordination skills/ My greatest asset is my ability to motivate people, etc.
- Do you have offers from other companies?
 - ✓ Be honest
 - ✓ Whatever your answer is, it should match your career goals

Probable Interview Questions

- What salary are you expecting?
 - ✓ Try not to get into salary details early unless you are pressed
 - ✓ If you have done your homework, you would know how much people in similar jobs are paid
 - ✓ You may tell them that you would accept a salary that the company would think reasonable for you

Probable Interview Questions

- How much do you think you are worth?
 - ✓ Be honest
 - ✓ Do not under estimate or over estimate yourself
- What kind of a culture are you comfortable with?
 - ✓ Be clear about your preference
 - ✓ This way, the employer would get a clear picture of your preference

Probable Interview Questions

- What is more important to you – salary or growth opportunities?
 - ✓ This will reveal the real you
 - ✓ You may tell them that you value growth opportunities more with a reasonable salary
- What do you know about our company?
 - ✓ Do not give your opinion about the company
 - ✓ Stick to reported facts that you have gathered such as, product portfolio, size, income, customers, etc.

Probable Interview Questions

- Tell us about your strengths and weaknesses
 - ✓ Remember to state both strengths and weaknesses
 - ✓ Be careful that the weaknesses you mention are not construed as problem areas that could negatively impact the company.

Probable Interview Questions

- Where do you see yourself in 5 or 10 years?
 - ✓ Talk about your positive goals that bear a positive impact on the company as well
- What are your plans for higher studies?
 - ✓ Once again, talk about the positive plans that are related to the company.

[For details read : Mitra, B. K. (2011), Personality Development and Soft Skills, Oxford University Press, New Delhi 110001, India]

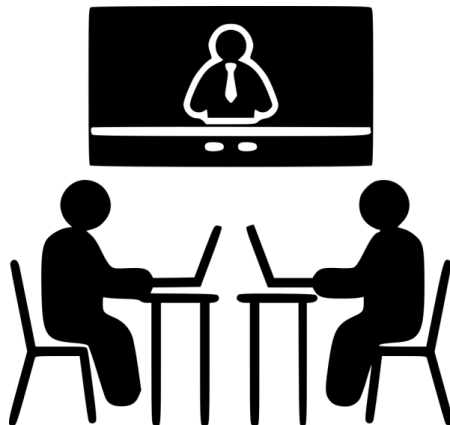
Types of Interviews

- Case Interview



- Behavior Based Interview

- Telephone Interview



- Videoconference Interview

Case Interview

- Used to assess logical thinking and problem solving skills
- Aims to solve problems on the spot
- Classic business cases are used to test analytic ability, logical thought process, creativity, and comfort with quantitative analysis

Case Interview Example

- Example of a project case: You are consulting for a leading biscuit company. Every year they make more sales but their annual profits are running at a decline. What could be the reason for this?

Behaviour/ Attitude based interview

- Designed to determine if a candidate possesses certain key competencies.
- Use specific examples from work history, education and extracurricular activities to demonstrate the skill the interviewer is assessing
 - ✓ By asking these questions, the interviewer is not just trying to see how successfully you solved problems but also the strategies and skills you used to do

Sample Questions for Behaviour based interviews

➤ Q1: Tell me about a time when you handled a challenging situation.

Ans: " I went to a meeting with my manager where he had to leave the meeting suddenly, leaving me to negotiate with a "hard customer", who was trying to push us into a tough deadline to get their software done. I calmly explained to him not only how practically impossible it is to meet his deadline but also about past experiences where we failed and how our failure badly affected our customers too. I showed him evidence that I took with me. Through all this I managed to convince him that the deadline should be extended for two more weeks."

Sample Questions for Behaviour based interviews

➤ Q2: Tell me about a goal you set and reached and how you achieved it.

Ans: “ As I started work as a Bank clerk, I learnt that I need to be more qualified in order to make my career path more successful. So, I studied and sat for banking exams and thus ended up being a branch manager.”

Telephone Interview

- Telephone interviews are often conducted by employers in the initial interview round of the hiring process.
- These interviews help the employer to screen and shortlist the candidates on the candidate's experience, qualifications, and salary expectations pertaining to the position and the company.
- Hence, the telephone interview saves the employers' time



Sample Telephone Interview Questions

- Describe yourself (Market yourself well but leave out unnecessary information)
- Why are you applying for this position? (be positive, say it's not merely due to salary but you need to do your best for the company whilst improving yourself)
- Why do you want to work here? (say something good and positive about the company)
- What are your salary expectations? (If you are not an experienced employee, don't be demanding, just ensure that you are not underpaid. If you are a fresh graduate you may say that you value experience the most)

Video Conference Interview

- A **video conference interview** allows the employer/recruiter to use a **video conference** call to conduct a long distance, face-to-face **interview** with a job seeker.



Facing Video Conference Interviews

- Find a quiet, well-lit place, free from disturbances.
- Ensure your internet connection is stable.
- Check whether your computer's audio is working.
- Ensure that your computer's webcam is working.
- Close any unnecessary web browser tabs and applications.
- Dress professionally and avoid bright colors.

Facing Video Conference Interviews

- Have a pen, notepad and copy of your resume on your desk.
- When listening, nod and smile to show you are engaged.
- Use hand gestures when appropriate.
- Put your phone in silent mode.

** The above tips are important not only for the interviewee, but the interviewer as well.

The End.