



Interview Skills

Way to be the Best.....

(Participants' Reference Guide)

Table of Content

Welcome Note

General Instructions to Trainees

Symbols used in the manual

Domain Skills

Developing Good Interview Skills

- Making an effective introduction
- What is an Interview?
- Interview means different things
- Understanding STAR methodology

Understanding the Interview Process

- Elements for getting ready for Interview
- Interview Do's
- Interview Don'ts

Cover Letter and Resume Writing

- What is a Resume?
- Purpose of Resume
- How to prepare a resume?
- What should a standard resume include?
- Tips for writing Resume
- Common resume mistakes to avoid

Types of Interview

- Types of Interview
- Face to Face Interview
- Behavioral Interview
- Telephonic Interview
- Panel/ Group Interview
- Stress Interview
- How to prepare for Stress Interview?
- Group Discussion/ Interview
- Preparing for Group Discussion/ Interview

Preparing for Interviews

- Preparing for Interviews
- Dressing for Interview

During and After Interview

- What to do during Interview?
- Body Language at the Interview
- Communication at the Interview
- Closing the Interview
- After the Interview

Final Tips for Interview

- Business Etiquette

Welcome Note

Dear Participant,

Welcome to this training program titled “**Interview Skills**”. This program has been developed for you in response to instill confidence and prepare you to face the corporate interviews, which will further facilitate you to pick up a job in any sector.

Most of you have not had any formal school education, nor have attended any vocational training institution. This program will determine your level of proficiency in professionalism, confidence and preparation for interviews. Your role is of great importance as Trainees.

In order to perform effectively in any stream/ sector/ industry, you must obtain fair understanding of Interviewing Skills. Interviewing may be the most important skill in your job search. Hiring managers decide who to hire based on the interviews. Your resume helps you get an interview. It is the one-on-one interaction, where you have the opportunity to talk directly to the hiring manager that will motivate the company to hire you. Hence the course is designed to equip you with better preparation for facing interviews, with a focus on skills to interact with everyone confidently.

You as participants are expected to follow the training course as directed by our efficient trainers and ensure to complete the assignments religiously.

Please remember, you are adults now and trying to step into the corporate sectors; hence it is crucial for you to interact with your trainer and acquire the knowledge of Interview Skills.

We hope that you will gain from this programme and will be able to inspire for your future self.

All the best!

General Instructions to Trainee

As a participant/ trainee, keep in mind the following guidelines













1. Greet your instructor and the other participants when you enter class.
2. Always be punctual for every class
3. Be regular. Candidates who fall short of the required attendance will not be certified
4. Inform your instructor if, for any reason, you need to miss class
5. Pay careful attention to what your instructor is saying or showing
6. In case you do not understand something do not hesitate to put up your hand and seek clarification
7. Make sure you do all the exercises in your workbook. It will help you understand the concept better
8. Practice any new skills you have learnt as many times as possible. Seek the help of your Trainer or co-participant for practice
9. Take all necessary precautions, as instructed by your Trainer, when using machinery and tools
10. Make sure you are neatly attired and presentable at all times
11. Participate actively in all the activities, discussions and games during training. It will make you more confident and help in the learning process.

Interview Skills

At the end of this course, you will be able to:

- ❖ Know the types and process of Interviews
- ❖ Learn the method of writing cover letter and resume
- ❖ Learn and follow the techniques of Interview preparation
- ❖ Know the techniques of during and after interview

Symbols Used

Symbol	Meaning	Symbol	Meaning
	Module		Key Learning
	Objective		Procedure
	Tips		Exercise
	Theory		Notes
	Role play		Activity
	Field Visit		Lab



Module - Developing Good Interview Skills

Module Overview

To have a successful interview, you must consider everything that goes into an interview. Your success isn't just measured by how you answer the interview questions. Employers consider your answers, your non-verbal communication and how you are dressed.

What will your interview be like? What should you take with you? How should you answer interview questions? What should you wear? All of these questions and more will be answered in this course.

Even the smartest and most qualified job seekers need to prepare for job interviews.

This module will aim at making you understand and develop good interview skills.



Module Objective

At the end of the module, you will be able,

- To define the actual meaning of Interview
- To demonstrate effective introduction
- To apply STAR methodology



Making an Effective Introduction

Many candidates become virtually anonymous, because they just don't stand out. The interviewers may not even remember their names. That is the situation you need to avoid at all costs.

The interviewers have to form opinions of everyone, so they're not necessarily looking at a nice suit and tie. They're not there to run a fashion parade, they're there to get facts and make assessments of people as part of a formal process. The most important thing to remember about any interview is that, it is a two-way process. It is as much about you finding out whether you want to work for the company as them finding out whether they want you. This means it is important to present yourself as you really are, not pretend to be something you're not. Your Introduction is an opportunity to make a very strong first impression!

- **Opening**
 - Initial Greeting
 - Name & Necessary Vitals(Place of Origin, Family details)
- **Personality Display**

- Smile
- Remember your body speaks before you
- Grooming
- Positive & simple gestures
- **Entertaining**
 - Have something interesting to say about yourself
 - Talk about your Special Achievement, Interests, Hobbies
- **Nail the closing** : The way you close is as important as the way you open
 - Prepare a nice closing line that will leave a lasting impression
 - Talk about your aspiration, your dream

Tell them that this is the most critical part of their conversation when it comes to attending interviews and meeting new people. A good Introduction leaves a lasting impression in the minds of people.



What is an Interview?

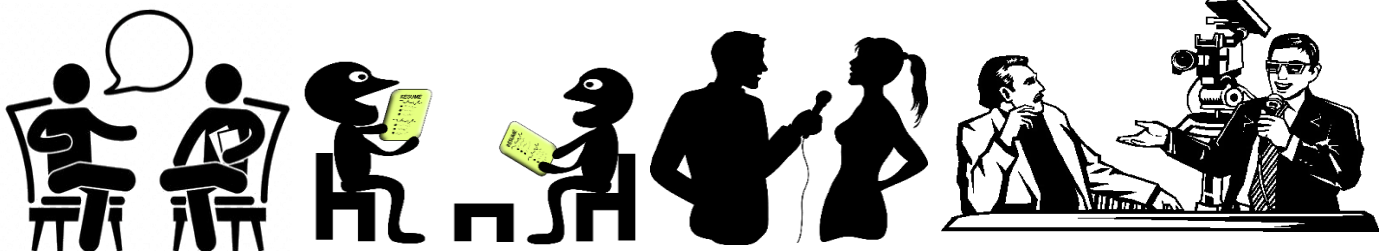
A job interview is a process in which a potential employee is evaluated by an employer for prospective employment in their company, organization, or firm. During this process, the employer hopes to determine whether or not the applicant is suitable for the job.

An interview is a conversation where questions are asked and answers are given. In common parlance, the word "interview" refers to a one-on-one conversation with one person acting in the role of the interviewer and the other in the role of the interviewee.

Interviewing skills are actions candidates take during job interviews that make them stand out. These actions can include proper interview behavior, controlling nervousness or asking intelligent questions.



Need For Interview



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Need for Interview is,

- To judge the overall personality
- To know whether you are able to perform the required job or not
- To judge the skills and attributes which are not mentioned in CV
- Apart from your knowledge your ability and capacity to do the job
- To find out what motivates you, how well you communicate
- Your actual strengths and weakness

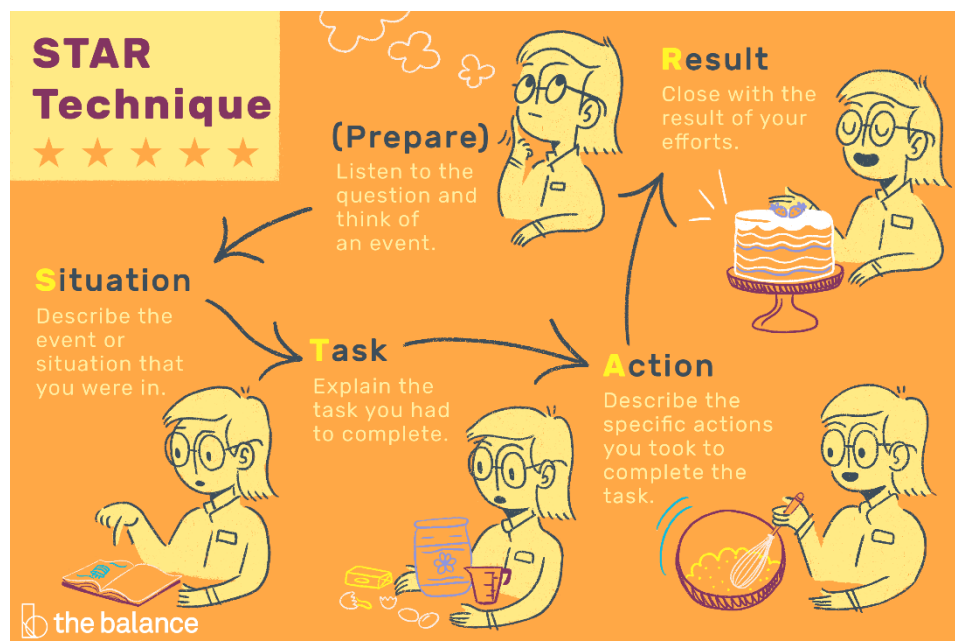


Understanding of STAR Methodology

➤ What Is the STAR Interview Response Technique?

The STAR interview response technique is a way of answering behavioral interview questions. Behavioral interview questions are questions about how you have behaved in the past. Specifically, they are about how you have handled certain work situations. Employers using this technique analyze jobs and define the skills and qualities that high-level performers have exhibited in that job.

Since past performance can be a good predictor of the future, interviewers ask these questions to determine whether candidates have the skills and experiences required to excel in the job.



For example, employers might be looking for proof of problem-solving skills, analytical ability, creativity, perseverance through failure, writing skills, presentation skills, teamwork orientation, persuasive skills, quantitative skills, or accuracy.

Examples of behavioral interview questions include the following:

- Tell me about an occasion when you had to complete a task under a tight deadline.
- Have you ever gone above and beyond the call of duty?

- What do you do when a team member refuses to complete his or her quota of the work?

STAR is an acronym for four key concepts. Each concept is a step the job candidate can utilize to answer a behavioral interview question. By employing all four steps, the job candidate thereby provides a comprehensive answer. The concepts in the acronym comprise the following:

Situation: Describe the context within which you performed a job or faced a challenge at work. For example, perhaps you were working on a group project, or you had a conflict with a coworker. This situation can be drawn from a work experience, a volunteer position, or any other relevant event. Be as specific as possible.

Task: Next, describe your responsibility in that situation. Perhaps you had to help your group complete a project within a tight deadline, resolve a conflict with a coworker, or hit a sales target.

Action: You then describe how you completed the task or endeavored to meet the challenge. Focus on what you did, rather than what your team, boss, or coworker did. (Tip: Instead of saying, "We did xyz," say "I did xyz.")

Result: Finally, explain the outcomes or results generated by the action taken. It may be helpful to emphasize what you accomplished, or what you learned.

➤ How to Prepare for an Interview Using STAR

Since you won't know in advance what interviewing techniques your interviewer will be using, you'll benefit from preparing several scenarios from the jobs you've held.

First, make a list of the skills and/or experiences that are required for the job. It may help you to look at the job listing and similar job listings for indications of the required or preferred skills/qualities and match your qualifications to those listed in the posting. Then, consider specific examples of occasions when you displayed those skills. For each example, name the situation, task, action, and result.

Whatever examples you select, make sure they are as closely related to the job you're interviewing for as possible.

You can also take a look at common behavioral interview questions, and try answering each of them using the STAR technique.

➤ Examples of Interview Questions and Answers Using STAR

Example Question 1: Tell me about a time you had to complete a task within a tight deadline. Describe the situation, and explain how you handled it.

Example Answer 1: While I typically like to plan out my work in stages and complete it piece by piece, I can also achieve high-quality work results under tight deadlines. Once, at a former company, an employee left days before the imminent deadline of one of his projects. I was asked to assume responsibility for it, with only a few days to learn about and complete the project. I created a task force and delegated work, and we all completed the assignment with a day to spare. In fact, I believe I thrive when working under tight deadlines.

Example Question 2: What do you do when a team member refuses to complete his or her quota of the work?

Example Answer 2: When there are team conflicts or issues, I always try my best to step up as team leader if needed. I think my communication skills make me an effective leader and moderator. For example, one time, when I was working on a team project, two of the team members got embroiled in an argument, both refusing to complete their assignments. They were both dissatisfied with their workloads, so I arranged a

team meeting where we reallocated all the assignments among the team members. This made everyone happier and more productive, and our project was a success.

Example Question 3: Tell me about a time you showed initiative on the job.

Example Answer 3: Last winter, I was acting as an account coordinator, supporting the account executive for a major client at an ad agency. The account executive had an accident and was sidelined three weeks before a major campaign pitch.

I volunteered to fill in and orchestrate the presentation by coordinating the input of the creative and media teams. I called an emergency meeting and facilitated a discussion about ad scenarios, media plans, and the roles of various team members in relation to the presentation.

I was able to achieve a consensus on two priority ad concepts that we had to pitch, along with related media strategies. I drew up a minute-by-minute plan of how we would present the pitch that was warmly received by the team based on our discussions. The client loved our plan and adopted the campaign. I was promoted to account executive six months later.