

# PREPARING FOR SUCCESSFUL INTERVIEWS

## Student Guide



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# Preparing for Successful Interviews

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## Student Guide

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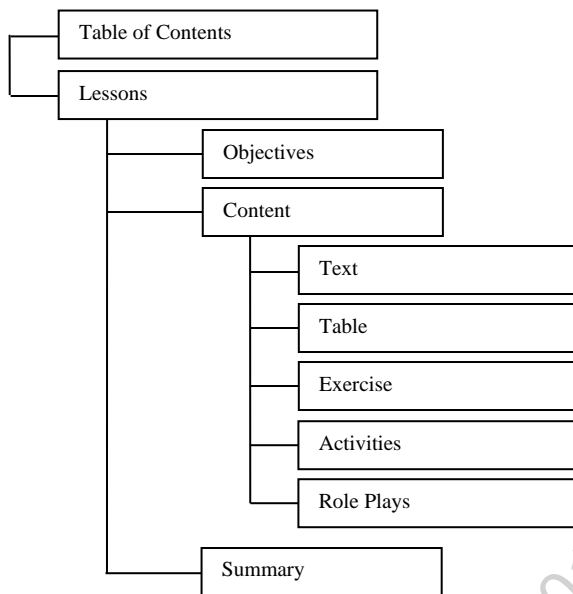
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# COURSE DESIGN - STUDENT GUIDE



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# **Introduction to Interviews**

**LESSON 1**

An interview is a mutual exchange of information between an employer and an interviewee (you) for a particular job position. On one hand, it enables the employer to evaluate your personality and attitude in terms of the demands of the organization and the position. On the other hand, it gives you an opportunity to market yourself and evaluate the prospective employer organization.

In addition, an interview gives the employer and you an opportunity to discuss the offer of employment.

## Objectives

In this lesson, you will:

- Understand the concept of interviews
- Learn about the types of interviews
- Discuss your strengths and weaknesses during an interview process
- Talk about interview myths and misconceptions
- Learn and ways to create an impactful profile on LinkedIn

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# Types of Interviews

Interviews can be classified as:

- **In-person:** In an in-person interview, the interviewee is physically present in front of the interviewer.
- **Distant:** In a distant interview, the interviewer and interviewee are located at different locations.
- **Blend:** In a blend interview, the interviewee experiences a mix of in-person and distant interviews.

## In-person Interviews

An in-person interview can be classified as:

- **One-on-one:** A one-on-one interview is an interview between the interviewee and one interviewer. The interviewer assesses the interviewee on the skill-set and qualities required for a specific role or project. All the interviewees who appear for an interview are usually asked fixed questions. The questions are usually formulated beforehand because the exact requirements for the job profile are already known. Besides, asking a fixed set of questions also saves time. In addition, a fixed evaluation scheme may be used to evaluate all the interviewees.
- **Board:** A board interview is an interview between one interviewee and a panel of two or more interviewers. The questions asked in this type of interview are often framed beforehand. Each interviewer usually targets a particular aspect, such as leadership skills and communication skills. The selection process is based on the collective input of several interviewers on the panel. The panel usually consists of personnel representatives, managers, and a job specialist. The number of interviewers may vary. This type of interview is usually conducted by the government or large organizations.
- **Rotational:** A rotational interview is a variation of a one-on-one interview. The interviewee is interviewed by different interviewers face-to-face in separate interview sessions. However, in some cases, a rotational interview may be conducted on the same day. The interviewers for the different phases may represent different divisions or departments such as Human Resource (HR) and top management. Each interviewer usually asks questions related to their area of expertise. This type of interview provides an interviewee several chances to present his abilities and skill set.
- **Walk-in:** Walk-in interviews are usually conducted for quick and mass recruitments in a company. Candidates come for a walk-in interview in response to an advertisement. The interviews mostly occur on a first-come-first-serve basis. A walk-in interview is a convenient and speedy method of recruitment that helps interviewers avoid the hassle of screening loads of applications.
- **Campus:** A campus interview is conducted by companies in college and university campuses. Students are required to appear for various selection tests that may include written exams and interviews.

## Distant Interviews

Distant interviews can be categorized as:

- **Telephonic:** A telephonic interview is conducted over the phone and is used to screen interviewees. It may be scheduled or unscheduled. This type of interview is cost-efficient and less time-consuming than other types of interviews. It serves as a platform to check the validity of information in the resume.
- **Video:** A video interview is conducted through a setup that includes a phone line, a microphone, a video camera, and a special software used for video conferencing. It may be conducted for candidates who are in different countries or distant locations. These days companies use several internet-based communication platforms such as Skype and Google Hangouts to conduct interviews.

## Blend Interviews

A blend interview is a combination of in-person and distant interviews. For instance, a blend interview can begin with a telephonic interview to assess the tone, get general details, and gauge the interest of the interviewee in the job. If the interviewee clears the telephonic interview, he may be called for an in-person interview, which may be followed by a panel or rotational interview. A blend interview is usually conducted when there are various parameters on which the interviewee needs to be judged.

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# Strengths and Weaknesses when Facing Interviews

Strengths and weaknesses are the natural attributes of all human beings. Every human being is a permutation and combination of these attributes. Some individuals have unique strengths to win in any situation. Some have specific weaknesses that make them lose their control during adversities. You should constantly strive to strengthen your strengths and weaken your weaknesses.

Some **strengths** you should possess when facing an interview are:

- **Self-confidence:** Self-confidence is the faith that you have in yourself to act in an appropriate and effective way. Self-confidence is the first and foremost quality that interviewers look for, in an interview. You should work on developing this quality because it will help you succeed in an interview and in life.
- **Ability to answer unexpected questions:** At times, the interviewer may ask questions that are not related to the interviewee's job profile or background. Sometimes, the questions may also be personal. Some of these questions can be: "Why aren't you married?", "What if we told you to also take on the responsibility of our official photographer?" or "Will you be able to perform as the vice-president of our company?" It is possible that the interviewee may not have an immediate answer for these questions. In such cases, the interviewee should answer smartly.
- **Fluency in speech:** You should not fumble or be at a loss for words when speaking to an interviewer. Otherwise, the interviewer may believe that you are not confident of what you are saying. For example, the statement "I err...am interested in actually...uh...ummm becoming a programmer." clearly suggests that you are not sure whether you want to become a programmer.
- **Convincing tone:** Believe in what you say. This involves modulating your voice and speaking with emphasis. For example, the statement "I would definitely be able to handle this challenge. I assure you of positive results." will leave the right impact if you emphasize some key words such as "definitely", "handle", and, "positive".
- **Composure:** Your hands should not tremble and your voice should not be shaky when facing an interview. This indicates that you are nervous. You should remain cool, calm, and composed. This will help you perform to the best of your abilities.
- **Efficient communication:** You should clearly communicate your thoughts and ideas.

Some of the **weaknesses** that you should avoid when facing an interview are:

- **Lack of conviction:** Lack of conviction may arise when an interviewee may not be convinced about what she/he describes. Consequently, the interviewer may think that the interviewee either does not know what she/he is talking about or is lying. For example, some statements depicting lack of conviction are, "I am not really sure if I would be able to..." and "I think it was in the first code...."
- **Lack of presence of mind:** This may occur when an interviewee is unable to think quickly and answer questions that may be difficult, probing, or out of context. For example, if the interviewee does not say anything and remains silent when confronted with a difficult question, it implies that the interviewee lacks presence of mind.
- **Ineffective tone:** A tone that is either too aggressive or too timid can put off an interviewer. Your tone of voice should be soothing and pleasing to the ears.
- **Unfocused answers:** An interviewee may go off the track when answering a question because of either misunderstanding a question or because of giving too many details.

- **Interview anxiety:** Getting anxious about the result and frenzy in the present moment prevents an interviewee from thinking clearly. Consequently, the interviewee is not able to properly answer simple questions. Therefore, you should not think too much about how you will perform in the interview. Try to remain in the present and stay focused. Take each moment and each question as it comes, and perform to the best of your abilities. **Failure to express yourself clearly:** Sometimes, interviewees try too hard and turn simple sentences into complex statements. This happens because of anxiety and the urge to say things perfectly. Simple language is always the most effective. You should avoid trying to sound knowledgeable by using jargon or complex sentences.

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# Interview Myths

One important reason people fail at interviews is because of several misconceptions or myths about what really happens during an interview. This lack of understanding represents a major obstacle to maximizing performance and trying to give your best answers in an interview. Some common interview myths are:

- **Interviews are similar to school exams:** Interviews are often regarded as school exams where the more you speak, the better you perform. Interviews are similar to exams because you are asked several questions to which you need to respond intelligently. However, unlike exams, where accurate details are important, interviews are more about interacting and building a rapport while simultaneously articulating smart answers.
- **An interviewee should never say “I don’t know”:** Many interviewees feel that they have to provide the perfect answer to every question irrespective of whether they know the answer. A good interview is one in which you answer all the questions. However, if you do not know the answer to a question, it is better to admit it. Otherwise, it is likely to make you sound dishonest. Trying to answer a question that you have little idea about could undermine a good interview. This does not mean that you cannot attempt answers that you are unsure of. There is nothing wrong with attempting to answer the question as long as you make your uncertainty clear to the interviewer. For example, when you are unsure of the answer, you may say, “I would love to answer this question, however I have to be honest and say that this is not an area that I am familiar with, though I’m very interested in increasing my knowledge about it.”
- **Good-looking people get preference:** The most common misconception among people is that good-looking people are preferred during the selection process. The fact of the matter is that, the way you look is not that important. However, this does not mean that good appearance and a bright personality are not important factors at an interview. It is very important that you look presentable in an interview and demonstrate your strengths.
- **Interviewers are looking for flaws:** If you believe that the interviewer is searching for flaws, you will adopt a defensive and distrustful attitude during an interview. This will prevent you from opening up and giving good answers. Interviewers do not prepare their interview questions with a view to identify your flaws. Questions are prepared to give the interviewer an overall insight into what you have to offer to the company. It is very important to treat every question as an opportunity to excel rather than as a threat. It is only by answering the questions that you can demonstrate how good you are.

# Linkedin Profile Building

LinkedIn is the world's largest and most powerful network of professionals on a digital platform. In this fast-paced age of network intelligence, it is vital to create, follow, update, and stay connected on a LinkedIn account.

LinkedIn not only helps you circulate your resume widely but also gives you a chance to share your story, your work, and your passion. After all, building your profile here is a matter of digital reputation. This platform helps you to connect and be involved in discussions where the right people are talking about the right topics.

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# Importance of a LinkedIn Profile

LinkedIn lets you create strong connections with professionals, like-minded individuals, thought-leaders, and people with whom you share similar interests.

Your profile on LinkedIn is more than just a boring online resume. You can actually start treating it like an online portfolio. Learn how to embed media and samples of your work in your LinkedIn profile. Just as how company websites contain customer testimonials, product demonstrations, and visual proof of their products, you can do too, to build your LinkedIn profile.

You have samples of work. But also think about the problems you've solved at work, not your daily job duties. What differentiates you from the hundreds and thousands of other people who have the same job title as you?

- Is there a picture of you receiving an award?
- Have you given a presentation or spoken at a conference?
- Have you written articles for the company newsletter or outside organizations?

You can post images, video, audio, presentations, and documents by certain providers listed here. You can also upload Word documents, Excel files, PowerPoint presentations, pictures, screenshots, videos, PDFs, and more.

The best of the reasons for why it is important to build a profile on LinkedIn are:

- **To establish connections:** By connecting with other professionals, you can gain insights of industries or collect details about events and career opportunities.
- **To help in job search:** Companies are using LinkedIn more often to discover new talents in the industry.
- **To build trust:** Having a social media account on LinkedIn increases your credibility and validates your academic and professional background.
- **To endorse your recommendations:** You can now request more associates to write recommendations for you, rather than asking two or three people to write the traditional "Letters of Recommendation".
- **To create personal branding:** By creating a profile on LinkedIn, you can showcase who you are, what you know, and what you're interested in, which is the first step in the right direction of finding your perfect career path. You need to remain credible, visible, and connected, and this will help you brand yourself in the best possible way.

# Impactful Profile Building

There are numerous ways in which you can showcase your work and abilities on LinkedIn, such as:

- Recreate or adapt a presentation you have created and post into SlideShare.
- Create a mock-up or sample report, summary, or flowchart to prove you have the skills.
- Show your research outline or map the process used to conduct a research project.
- Create a mind map to show your logic.
- Compile a list of your favorite research sources.
- Show a project timeline, Gantt chart, or diagram showing the flow of people, resources, and activities.
- Volunteer with a non-profit organization, family, friend, or neighbor to deliver a project which you can use to document.

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## Opening a LinkedIn Profile

On the web page of LinkedIn, follow these steps:

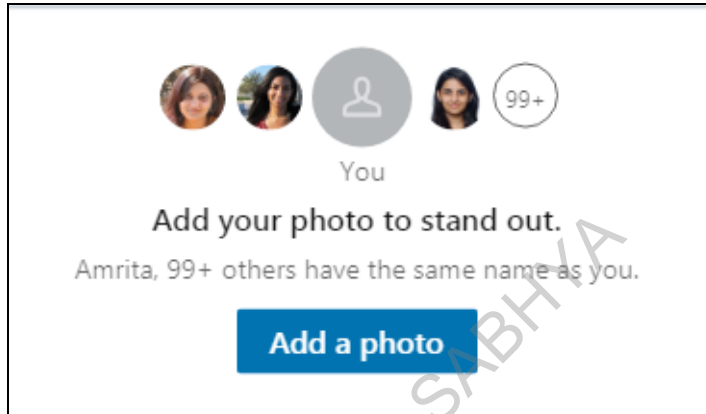
1. Fill in the required primary data, such as name, e-mail, phone number, and a suggested password.
2. Next, click “Join Now”.
3. Now, select your country/region, province/state, and city/district from the respective drop-down menus.
4. Next, select “I’m a student” and enter your college/university details.
5. After syncing your e-mail with your new LinkedIn account, you are ready to get started with networking and your job hunt.

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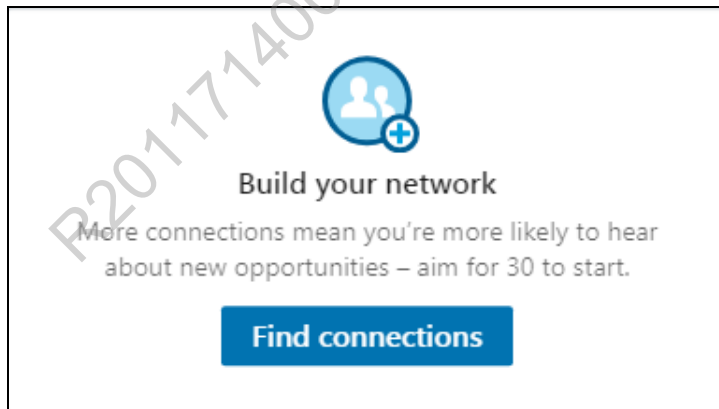
# Creating a LinkedIn Profile

Let us go over the steps to understand how to build an interesting and informative account:

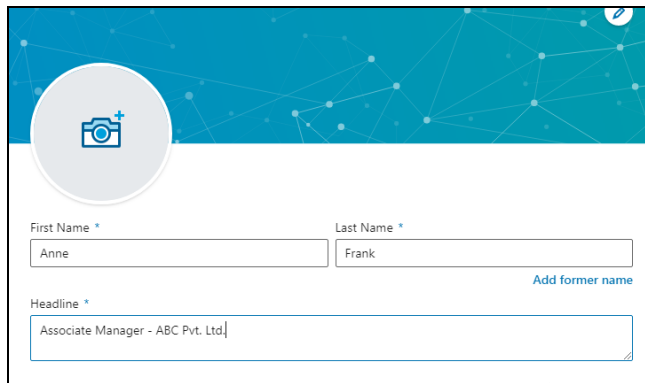
1. **Add a profile photo:** This is the first and foremost requirement for creating your account because your picture will help recruiters and others recognize you sooner. Use a headshot of yourself, preferably in a professional attire. Although this step is not mandatory, you mustn't avoid it.



2. **Build your network:** Based on the details you have already filled in, you may get suggestions for connections. Try to link with professionals in your work sphere as this shall increase your access to people, job, and recent updates.



3. **Write a professional headline:** Remember, brevity is the key to be recognized. Write a description within 120 characters, including keywords that appeal to the recruiters instantly.



The image shows a screenshot of a LinkedIn profile header form. At the top, there is a blue banner with a network diagram pattern. Below the banner is a circular profile picture placeholder with a camera icon. Underneath the profile picture, there are two text input fields: 'First Name \*' with the value 'Anne' and 'Last Name \*' with the value 'Frank'. To the right of the 'Last Name' field is a blue link that says 'Add former name'. Below these fields is a 'Headline \*' field containing the text 'Associate Manager - ABC Pvt. Ltd.'.

4. **Add your professional summary:** If you are a student, add details about your internships, workshops, seminars, conferences, and other such activities that you have organized, attended, or participated in. Don't forget to mention the duration and the work description that entailed, in brief.

5. **Add your skills and interests:** Make sure you add keywords so that your profile surfaces when recruiters log in for their employee hunt. This section includes your preferences as per location, industry, job titles, and size of the company.

### Career interests

**Let recruiters know you're open**  
We take steps not to show your current company that you're open, but can't guarantee co  
privacy. [Learn more](#)

Your career interests help determine what jobs you're recommended.

Where are you in your search?

Status ▼

When would you like a new job?

Start date ▼

What job titles are you considering?

[+ Add title](#)

What locations would you work in?

[+ Add location](#)

What types of jobs are you open to?

☐ Full-time

☐ Contract

☐ Part-time

☐ Internship

☐ Remote

☐ Volunteer

☐ Temporary

Which industries do you prefer?

[+ Add industry](#)

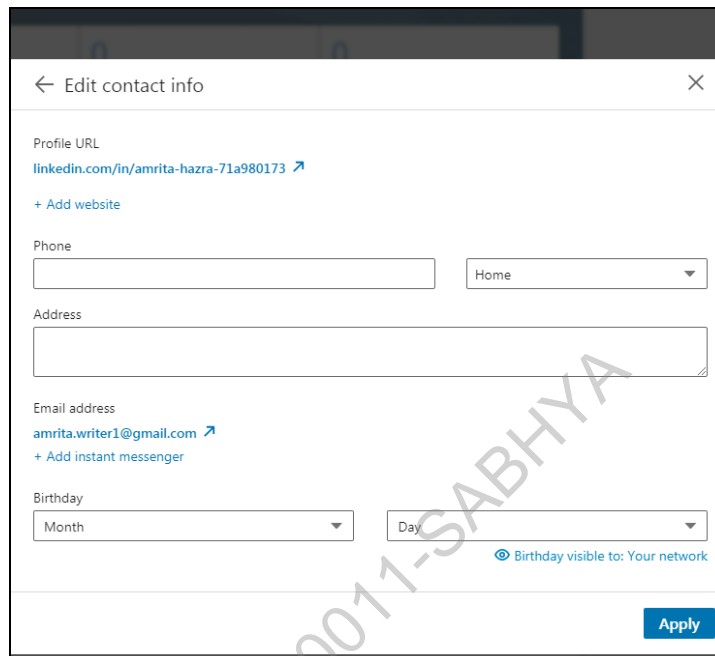
What size company would you like to work for? (Number of employees)

1 ▼

 to 

10,000+ ▼

6. **Add your contact details:** Always make sure you add as many contact details as possible, such as your professional e-mail ID and your primary contact number. This will make you accessible to the recruiters right away. You can even add a link to your personal website, blog, or portfolio, if any.



The screenshot shows the 'Edit contact info' interface on LinkedIn. It includes fields for Profile URL (with a pre-filled LinkedIn link and an 'Add website' option), Phone (with a dropdown for 'Home'), Address, Email address (with a pre-filled email and an 'Add instant messenger' option), and Birthday (with separate dropdowns for 'Month' and 'Day', and a visibility setting for 'Your network'). An 'Apply' button is at the bottom right.

← Edit contact info

Profile URL  
[linkedin.com/in/amrita-hazra-71a980173](https://www.linkedin.com/in/amrita-hazra-71a980173)  
[+ Add website](#)

Phone  
 Home

Address

Email address  
[amrita.writer1@gmail.com](mailto:amrita.writer1@gmail.com)  
[+ Add instant messenger](#)

Birthday  
Month Day  
[👁 Birthday visible to: Your network](#)

Apply

## Points to Remember

LinkedIn allows you to search for resumes and professional histories of professionals within your network and even outside. It is a great place to search details of those people who work in a particular company, or who have worked with you or someone you know. Hence, make sure you proofread and check your profile well, based on these points:

- Remember to click “Save” on every page that you fill in.
- Check all the details for grammatical and punctuation errors.
- Make sure you jot down your experiences and career interests in bullet points, rather than in paragraphs.
- Start with a minimum of 30 connections on your first day.
- Start with recommendations in your profile. Ask your previous employer, head of the department, or team leads to briefly write about your accomplishments and potential.
- Every detail counts. Do not miss out on adding information about volunteer work, honors, and awards. Any publication, project, or recognition should always find its place in your LinkedIn profile.

Did you know that LinkedIn has made it easier to find references for people or companies you browse through? It is noted that joining groups also increases an individual's chances of getting appointment calls from companies by 70%, as opposed to people who don't.

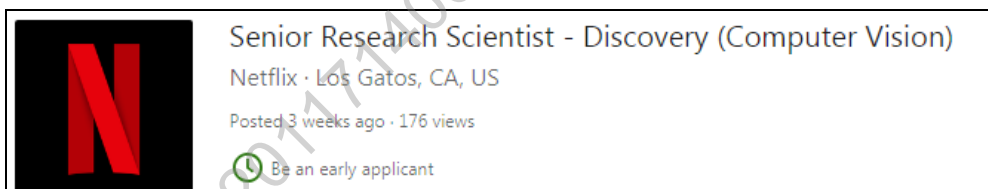
## Tips to Construct an Effective Profile

Make sure that you keep updating your profile on a daily basis. Here is a list of Dos and Don'ts that shall assist you in constructing an effective profile:

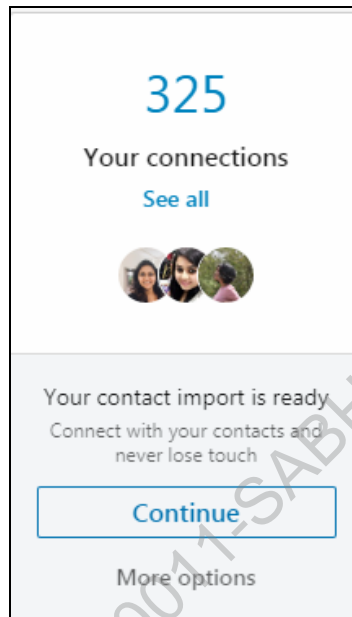
- **Upload a professional photograph:** Put up a bright photograph in high definition. Make sure it is recent and not old or dark.



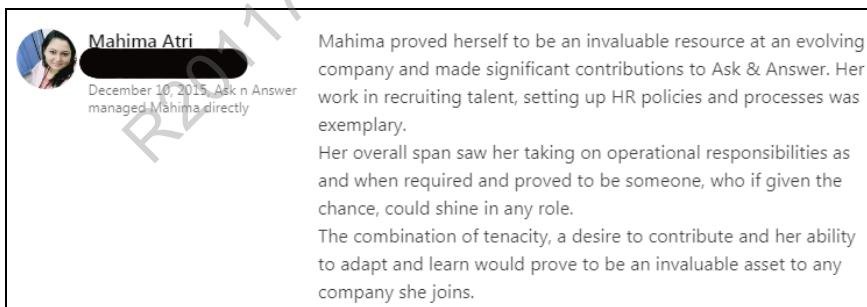
- **Use an appropriate headline:** Clarity, brevity, and simplicity shall help you write a winning headline. Using high-sounding words, without context, might create a wrong impression of vanity and over-confidence. It is best to write the job title here, for recruiters to spot you easily.



- **Show and increase your connections:** Stay in touch with your connections on a regular basis. Always send a note on their work anniversaries, birthdays, or events such as a promotion or a new job. A personal message goes a long way in building professional relationships. Avoid default messages available on LinkedIn; they sound distant and unapproachable.



- **Ask for recommendations, from diverse fields:** Show off your recommendations from previous employers, bosses, or head of the departments. Do not avoid or forget this step. However, keep in mind that it should come from somebody under whose guidance you have worked, rather than a peer.



- **Share your work on a regular basis:** Keep updating your profile with your work experience. Your resume already has every job description you had, so stick to your job title, company name, duration, and maybe one bullet point to explain your role and experience.

In conclusion, you must understand that building a social network on LinkedIn warrants a strong professional marketing plan. Devoting five minutes of your day to identifying LinkedIn groups and then networking within them is one of the best practices you can follow professionally. Use these groups to share insights, learn new things, and build out your prospect list. Once you start building a web of network and connections, you will realize more as to how much this digital platform has to offer.



## Activity: LinkedIn Profile Building

1. Create your LinkedIn profile. Once the profile is complete, connect with your alumni, build a network with professionals in your field of interest, and explore job opportunities and companies.
2. Research about the fields your alumni works in, explore employers, join groups to network with professionals in their field of study, internship, project, etc.

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## Activity: Portfolio Making using Adobe Spark

The objective of this activity is to know the significance of having an impactful professional portfolio. You will be performing this activity with the help of your faculty.

After completing this activity, you will be able to understand the process of portfolio building using Adobe Spark.

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# Summary

In this lesson, you learned that:

- An interview is a mutual exchange of information between an employer and a candidate for a particular job position.
- Interviews can be classified as:
  - In-person
    - Distant
    - Blend
  - An in-person interview can be classified as:
    - One-on-one
    - Board
    - Rotational
    - Walk-in
    - Campus
  - Distant interviews can be categorized as:
    - Telephonic
    - Video
- Some strengths that you should possess when facing an interview are:
  - Self-confidence
  - Ability to answer unexpected questions
  - Fluency in speech
  - Convincing tone
  - Composure
  - Efficient communication
- Some weaknesses that you should avoid when facing an interview are:
  - Lack of conviction
  - Lack of presence of mind
  - Ineffective tone
  - Unfocussed answers
  - Interview anxiety
- Some common interview myths are:
  - Interviews are similar to school exams.
  - An interviewee should never say “I don’t know”.
  - Good-looking people get preference.
  - Interviewers are looking for flaws.

- Building a LinkedIn profile helps you create a good professional network and increases your chances to get job opportunities. You learned about:
  - LinkedIn and its importance
  - Creating an impactful profile
  - Steps and tips to build an effective profile

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# **Important Documents for an Interview**

**LESSON 2**

There are various types of interviews designed to serve different purposes or situations. Irrespective of the type of interview, an interview encompasses various stages from the time the interview appointment is made till the time the interview ends. The interview process is divided into three distinct parts:

1. Before the interview
2. During the interview
3. After the interview

## Objectives

In this lesson, you will:

- Understand what to do before going for an interview
- Learn the skill of resume building
- Know the types of resumes
- Know the guidelines to write a resume
- Know the ways to highlight a resume
- Learn the way of writing a cover letter

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## Before the Interview

The employer usually communicates the date of the appointment for an interview well in advance. You should fully utilize this time period for your preparation before you actually appear for an interview. While you are preparing for an interview, you need to:

1. **Create a resume:** A resume is a self-promotional document that represents you in the best possible manner to the employer. The first step is to create a resume that impresses the employer and puts you ahead of the competition. If you already have a resume, ensure that you update the same.
2. **Know yourself:** To effectively demonstrate your suitability for the job, you must know yourself. Review the information that you have specified in your resume. Be prepared to give examples to substantiate all claims in your resume. Apart from determining your proficiency level, some interviewers want to see how you have progressed in areas related to their position(s) (such as interpersonal skills and motivation). Other interviewers will want you to talk about your mistakes and what lessons you learned from them.
3. **Know the company:** You must be familiar with the job opening and the organization so that you can demonstrate your interest in that particular job. You must research about the company, its growth prospects, culture, and work environment. Common sources for research could include magazines, newspapers, and the Internet. A commonly asked interview question is: “What do you know about our company?” If you are unable to answer this question effectively, employers will see this as a sign of disinterest. In addition, you can try to obtain information about the person (or persons) you will be meeting and find out the schedule for the interview period.
4. **Rehearse answers to common questions:** The next step towards preparing for an interview is rehearsals. Before you go for an interview, it is a good practice to rehearse:
  - A formal introduction about yourself and your family.
  - A brief description about your academic and technical qualification.
  - A description of your ambition and future career goals.
  - A description of your strengths.

The rehearsal could be in front of a mirror, a friend, or a teacher. You may also ask them to give you a feedback that will help you realize your mistakes. You can also organize an audio or video recording of your rehearsal and play it to identify the mistakes you have made.

# Resume Building

In today's competitive job market, a well-written resume is one of the most vital factors on your way to getting the dream job. Your resume must be simple, concise, and easy to read. It must be written in way that indicates you are an ideal candidate for the job.

Resume is important for you and for the employer because:

- **It represents the first interaction between an applicant and a prospective employer:** An employer doesn't meet or speak to you till the interview stage. It is the resume that creates an impression on the employer about you. Whether this impression is favourable or unfavourable highly depends on you. A wrinkled, unorganized resume that is full of errors gives an impression that you are not taking this job position seriously. On the other hand, a neat and organised resume is free from distraction, and lets the employer focus on the content in the resume. Long resumes make the employers lose interest quickly. Moreover, companies cannot interview each and every person who applies to them. Therefore, it is important to ensure that their resume is to the point. Thus, such a resume acts as a screening process
- **It introduces you to a prospective employer:** A resume provides important details about an applicant's life to an employer even when you are not present in person. It provides the employer with an insight about how well an applicant has planned his/her career path. However, it should be presented in a way that catches the attention so that the employer would want to read through the entire document
- **It provides personal insight:** Resumes can reveal a great amount of information. It is common for people to be unsure about what they have accomplished in life and where they want to head in terms of their career. Creating a resume forces you to think realistically about everything that you have done and can help you to connect the dots. It enables you to look at your efforts positively and provides confidence, however, if the picture in front of you says that your efforts are scattered, then you need to think about how you can fill in those gaps to create a successful career for yourself.

A resume usually comprises:

- **Objective:** This section in a resume indicates the career aim/aspiration of a candidate. One example of an objective is: "To work in a challenging environment, learn new technologies, and implement them in my projects to make a difference".
- **Experience:** This section contains a description of the work experience, which includes previous jobs along with a description of the nature of work in each job. The description of the work experience should begin with the most recent work experience.
- **Education:** This section contains a description of the courses attended/degrees acquired, starting with the most recent.
- **Skills:** This section of your resume is a place where you can showcase your strengths. Start by stating each skill and then support the same with an explanation of how you learned the skill or why you believe you have it. Keep these entries short, clear, and to the point.
- **Interests:** This section contains details of your hobbies or extracurricular activities.
- **Personal details:** This section includes name, age, address for correspondence, and contact numbers. There are usually a large number of applicants for a particular job. However, the recruiter has limited time. So, the recruiter has to reject most of the applicants after analyzing their resumes. Mostly, you will be selected or rejected in an interview on the basis of your resume. Therefore, it is imperative to write a good resume that creates an everlasting impression on the interviewer.



You should adhere to the following guidelines while writing a resume:

- **Avoid spelling mistakes:** There should not be even a single spelling or typing error in your resume.
- **Make your resume visually appealing:** There should not be any section in the resume that has long paragraphs. While making a resume, it is important to use appropriate formatting styles such as capital letters, bullets, appropriate fonts, and underlining wherever required to create a better visual impact.
- **Add keywords:** Make use of power words that match the level of position you want. For example, to strengthen your image in the field of customer service, use as many customer service-oriented words as possible, such as “empathetic” and “good listener”.
- **Be accurate:** You should never exaggerate or lie about your experience or your education on your resume. The interviewers are experts on the subject and know when you are exaggerating or lying.
- **Be concise:** A recent study shows that the recruiter usually takes 10 seconds while analyzing a candidate’s resume. Therefore, you should try to include maximum information about yourself in the least amount of space. Your resume should ideally be one page long. However, in case you cannot include all the information on one page, you may use two pages. If you use two pages, make sure to mention your name on the second page of the resume.
- **Add a cover letter:** A cover letter is a document that introduces you and your resume to the employer. It is usually created when you send your resume to a company. The main purpose of including a cover letter is to catch the employer's attention to your qualification, make him/her to read your resume and to call you for an interview. It contains the information that makes you qualified for the job opening and gives information about how you can be contacted. As with the resume, be honest, clear, concise, and accurate. Keep the length of the cover letter to two paragraphs. The cover letter should be addressed to the person who is responsible for recruiting candidates for the specified post.
- **Its purpose is to get an interview call:** the purpose of sending a resume to a prospective employer is to get selected for the interview. Therefore, the chief responsibility of a resume is to ensure that an interviewer calls you. The structure and contents of the resume should attract the employer to get to know you better. Therefore, effective presentation of information is the key.

# Types of Resume

There are three types of resumes:

1. **Sequential structure:** This is the most common and popular way in which candidates organize or structure their resume. It involves enlisting your work experience and academic qualifications chronologically in descending order. This means that the most recent event should be featured first. This structure is most useful for:
  - Candidates just entering the work arena – they may have little or no work experience.
  - Candidates who have work experience without long periods of employment – also includes those who haven't changed too many jobs.
  - Candidates showing growth in a specific field or profession.

The contents of a sequential resume can be structured in the following manner:

- Contact information
  - Work experience
  - Education
  - Special skills
2. **Functional structure:** This format involves emphasis on your skills and accomplishments. If structured in this format, your resume focuses on what your skills are instead of when you developed them. The functional structure is useful for:
    - Candidates with comprehensive and varied job experience.
    - Candidates just entering the work arena.
    - Candidates returning to the work force after a gap.
    - Candidates who may be changing fields and want to highlight their skills.
    - Candidates who are closer to retirement.
    - Candidates who have work experience but their growth hasn't been good.

The contents of a functional resume can be structured in the following manner:

- Contact information
  - Job relevant skills
  - Work experience
  - Education
3. **Combined structure:** As the name suggests, this format represents a combination of the sequential and functional structure. It involves listing qualifications and accomplishments chronologically, while also emphasizing special skills. It is most useful for candidates who are successfully moving ahead in their career. They have an established track record of what they want to showcase.

The contents of a combination resume can be structured in the following manner:

- Contact information
- Work experience
- Specific skills
- Education
- Honour and awards

# Guidelines for Resume Writing

## Sequence:

- Start with your personal details at the top – Name, address, phone number and e-mail.
- The remaining information should be in a rational and easy-to-read sequence.
- Qualifications and experience should be listed in descending order – most recent should be listed first.

## Length of resume:

- If you do not have any work experience, then try not to exceed one page.
- If you have relevant work experience, additional qualifications, or special accomplishments, then your resume can stretch up to two pages.
- Under all circumstances, avoid utilizing more than two pages

## Writing style:

- The writing style that you adopt should be clear, concise, and consistent throughout the resume, as well as the cover letter.
- Avoid using slangs, jargons, and abbreviations.
- Check and recheck your spellings and grammar. Proof read your resume more than once to ensure the absence of typographical errors.

## Format:

- It should be clear and appealing at first glance. Anything that makes the content chaotic or distracting should be avoided.
- Use appropriate separation of the categories of your resume.
- Capitalize, underline or use the bold feature to highlight key headings and titles. However, avoid using all these, as well as other formatting features, such as bullets, indentation and so on, all at once or repeatedly to avoid confusion.
- Select a font that is easy to read. The most commonly used fonts are Times New Roman and Arial.
- The font size is important too. Don't shrink your font to a size that makes it illegible only to fit in more information on a page. Stick to a font size between 10.5 and 12.
- Avoid using colour on a resume. Print your resume on a white sheet and type with black ink.

## Organization:

- Work experience or relevant experience
- Education
- College activities or community involvement
- Optional inclusions – Honours, professional memberships, publications and certificates held
- References

**Making copies of your resume:** In today's world, the common practice is to ask for and send out resumes via the Internet. However, in instances where you may be sending out hard copies of your resume, you need to keep certain things in mind:

- If you're making photocopies, or using multiple print-outs, ensure that each copy is clear and smudge free.
- Ensure all copies are error free. Proof read the main document before making copies.

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# Ways to Highlight your Resume

Let us now look at various ways in which you can highlight your resume:

- **Tweak your resume for each job posting:** Customizing your resume for each job position allows you to highlight the specific skill set, accomplishments, and experience relevant to that position. This makes it easier for the employer to focus on the information that he needs to see and eliminates the effort he may otherwise have to put in to sift for the specific information. It also makes your resume suitable for the current position.
- **Draw a list of all the characteristics that an ideal candidate for this position should have:** Think from the employer's perspective, what kind of employee he would want for the current position, what qualities and skills he would be looking for in an applicant and so on. Ascertain where and when you may have displayed these skills and try and work this information into the resume.
- **Format your resume appropriately:** Instead of using paragraphs to list your experience and strengths, use bullet points. Information can get lost in paragraphs. Bullet points highlight such information and make it easier for the employer to read. It also enables you to list each skill separately instead of clubbing points and making them seem less important. For example, instead of writing, "I worked in an insurance office and answered phones," you could try some of the following lines:
  - Gained experience in a professional office setting
  - Worked directly with customers by answering questions regarding insurance premiums
- **Include relevant job history and experience on your resume:** If you don't have any work experience in the field you are applying to, you can try and relate other experience, skills, and accomplishments to the current field. Indicate how the qualities you possess and the experience you have gained, even if it's in another field, will make you a suitable candidate for the position.
- **Use a functional format that highlights your skills:** In a functional resume you are not bound to reveal your skills and strengths in a chronological order. You can start off by highlighting information that is most relevant to the current job position. You don't have to list your most recent work experience or skills first.
- **Refrain from overselling yourself:** It is important to show the employer what you are capable of. However, avoid going into lengthy explanations about why you are better than the rest of the candidates. It is also crucial to state all facts honestly on your resume. Do not lie about anything. Many companies do a reference check before hiring someone. Getting caught while telling a lie is probably the worst way of being turned down from a job.

While creating your resume, you can refer to the following sample resume:

### ***Sample Resume***

#### **Rohan Sharma**

1234, Park Street,  
South Kailash, New Delhi 110045,  
Phone: (123)-456 7890.

#### **Objective:**

To obtain a challenging position to further develop my skills as a good team player in a customer service environment.

#### **Experience:**

Company: Airtalk Telecommunications, CP, Delhi

Duration: 2007 – Present

Designation: Service Executive

Roles and responsibilities:

- Provide support to the sales team, making sure all sales and service objectives were met.
- Prepare weekly sales reports for the sales team.
- Improve customer service based on client feedback.
- Handle all public relations issues.
- Organize team outings.

#### **Educational Background:**

<i>Name</i>	<i>Domain</i>	<i>Duration</i>	<i>Marks Secured</i>
Xavier's School, New Delhi, India	10+2 (Commerce stream)	2002-2003	87%
Delhi University - JMC College, New Delhi, India	B.Com (Pass)	2003-2006	68%
ABC Computer Institute, New Delhi, India	Basic computer course	2003-2006	80%

**Skills:**

- Microsoft Windows XP
- Microsoft Word, Excel, Access, PowerPoint, Outlook Express.
- Microsoft Office XP Professional

**Strengths:**

- **Team player:** Four years in the school cricket team has taught me the importance of being a quality team member. I learned to work cooperatively, watch out for my teammates, and offer a helping hand when needed.
- **Effective Communicator:** Participated in numerous debating competitions, where I learned to prepare and develop my thoughts before speaking them and then to state my case logically and persuasively.

**Hobbies:**

- Listening to music
- Playing cricket and pool
- Surfing the Internet
- Interacting with people and making friends
- Watching movies
- Reading and writing
- Listening to spiritual discourses

**Personal Details:**

- Father's Name: Mr. R.P. Sharma
- Date of Birth: 23rd January 1986
- Languages Known: English, Hindi
- Nationality: Indian
- Marital Status: Single

Date: 11 July 2008

Place: New Delhi

Rohan Sharma

# Writing a Cover Letter

A cover letter is a letter that you send to a company along with your resume. In a way, it tells the employer, in short, what you can offer the company and why they should look at your resume.

An effective cover letter sells the notion that you are suitable for the company and the applied position and in order to devise an appropriate sales pitch for your letter, you need to understand not just the requirements of the position but also of the company.

The content of a cover letter may differ depending on whether you are applying to a specific position or inquiring about any open position. If you are applying to a particular position, you need to include details relevant to that position and on the other hand, in a letter of inquiry, you will ask the employer to consider you for any existing or future positions that suit your experience.

A good cover letter covers the following aspects:

- Error free – not even a single spelling, grammatical or typing error.
- If it is possible for you to find out who is in charge of hiring, or if the advertisement gives out a name, ensure that you address the cover letter to that individual by name. The person's name must be spelled correctly. Show respect by using the right title – “Mr.”, “Ms.”, “Mrs.”, “Dr.”, or “Professor”.
- Write your cover letter in your own words. Do not copy it from the Internet or ask someone else to write it for you. The letter should sound genuine and show the employer what you can offer, not what someone else thinks you can offer.
- Do your research. Indicate that you know what the company is all about, what they do and that you want to apply to them. However, don't go overboard with it.
- Try and respond to the job requirements mentioned in the advertisement. If the advertisement specifically asks for certain qualifications or skills and you possess them, do mention the same in the letter.

## Cover Letter Writing Tips

Dos and don'ts of writing dynamic cover letters.

### Dos:

- If you know who your resume is going to, then use the person's name while addressing your cover letter. For example, instead of writing “Dear Sir/Ma'am” you should write “Dear Mr./Ms. (last name)”.
- Each cover letter should be tailor made for the position you are applying to. Do not copy-paste cover letters when sending e-mails. Similarly, avoid sending photocopies of the letter when you are posting them.
- Avoid using an uncomplicated sentence structures. Use simple language in the cover letter. Proof-read the letter more than once and eliminate all unnecessary words.
- Draft the text based on the requirements of the job – show what you have to offer.
- Keep your cover letter brief. It's best to keep it under one page. Remember, this letter is to introduce you to the employer through your resume. You do not need to include all information in the cover letter.



- Your cover letter should answer this question for the employer – “Why should I hire this person?” Indicate to the employer how you can meet the needs of the advertised position and contribute to the company.
- If you are sending out a hard copy of the cover letter, sign it personally instead of only typing your name.

#### **Don'ts:**

- Do not send out a resume without a cover letter.
- If you aren't aware who your resume is going to or the advertisement simply says, “Address to HR department”, then address your cover letter in a gender neutral way. For example, “Dear Sir/Ma'am”.
- Don't waste your first paragraph. Instead of writing an extensive and unnecessary introduction, focus more on highlighting why you are qualified for the position.
- Don't send a cover letter that's full of grammatical errors, typos, spelling errors, or punctuation errors. In case of a hard copy, take extra care that the document is free from smudges and creases.
- Do not repeat the points from your resume in your cover letter. This wastes the word space as well as the employer's time.

#### *Sample Cover Letter*

Mr. Rajesh Talwar,  
Human Resource Manager,  
323 South Drive,  
Trinity Services Pvt. Ltd,  
Milton, ND 110095,  
(914) 555-2909,

Dear Mr. Talwar,

I am writing this letter for a Customer Service Executive position in response to your advertisement in Jobs.com.

As per your requirements, I have the experience and skills that are perfect for this position. I am efficient and have even received an award for excellent work in customer service. I have read about your company, so I am aware of the working conditions and I would like to share my experience with your firm.

You can contact me at the above telephone number or on my e-mail Rohan@xyz.com. Please find enclosed my resume for further details.

Thank you for consideration.

Yours Sincerely,

Rohan Sharma

## Exercise: Resume Building

Create a resume for the following job posting. Use the information that has been provided about the candidate to create this resume and cover letter.

### Candidate Details

Sagar Awasthi was born on 12 July, 1988 in Pune, India. He currently resides at 2345, Kariappa Nagar, Bengaluru – 560100. His mobile number is 9025781495, and e-mail address is sagarawasthi@gmail.com. Sagar went to Little Angel Primary school in Chandigarh and attended middle and senior school at Delhi Public School, Bengaluru. He was a talented child even during school days. He was fond of painting and watching old Hindi movies. As part of a school charity program, he volunteered at the children's hospital during his senior years.

He joined the Delhi School of Economics to pursue BA Economics in July 2007. After completing his BA, he joined XYZ Company as a corporate intern in June 2010 for three months. In this role, he conducted market research on competitor's online advertising strategy. He was also involved in the analysis of statistical data relevant to market competition for the online advertising industry. As part of this analysis, he evaluated the causes for the competitor's successful business. Taking advantage of his strong communication skills, he also wrote articles for online news postings. In September 2010, he left to pursue a Master's degree in Global Finance, Trade and Economic Integration from the University of Mouse, Denver, Colorado. As part of the Master's program, he interned as a Research Analyst with XYZ Company in Denver, Colorado. He started this internship in September 2011 – April 2012. In this role, he researched economic and environmental factors influencing competitor's product and the product life cycle. He did this analysis regionally to establish different risks and opportunities for XYZ Company. Along with this, he also participated in the analysis and report creation on the benefits and disadvantages of investing in foreign countries including cost analysis, growth, and long and short-term planning. While pursuing higher education and receiving hands on training during internship, he gained knowledge in the use of Microsoft Word, Excel, Access and PowerPoint.

After completing the internship and obtaining the Master's degree, his objective has been to find a job opportunity where he can use his communication and analytical skills and experience. Backed by experience, he is confident about his skills as a market researcher. Interning with different companies, while continuing with his studies, helped him become more detail-oriented, flexible and adaptable. Sagar got an opportunity to work and flourish in a multi-cultural environment. He successfully worked with a diverse work force. He gelled well with peers, both in college and during his internship.

### Job Posting

Profile includes the following responsibilities:

- Collect and analyze micro and macroeconomic data.
- Perform economic and business research where topics generally relate to the labor market and/or specific industry analyses.
- Develop quantitative and qualitative models to address client questions and meet client needs.
- Summarize and analyze written reports, executive summaries, Power Point presentations, etc.
- Responsible for oral presentations to clients and professional associations.

- Collaborate with professionals in related fields to identify client needs, elicit information and coordinate activities and responsibilities.

Candidates applying should have the following required qualifications:

- Bachelor's or Master's Degree in economics or closely related field.
- Excellent written and oral communication skills.
- Self-motivated, detail-oriented, and organized individual with strong analytical abilities and mathematical aptitude.
- Able to manage multiple strict and/or unexpected deadlines.
- Familiarity with Excel and basic statistical software.
- Background in labor economics, managerial economics and/or statistics is desirable.

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## Activity: Resume Building

Tell the students, that you have learnt the basics of how you can create an attractive and effective resume. You will now create a resume for yourself. Keep the following points in mind:

- Your current qualifications, your strengths and any work experience that you might have.
- Pay attention to how you structure your resume.
- Proof read your resume when you're done.

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# Summary

In this lesson, you learned that:

- The interview process is divided into three distinct parts:
  - Before the interview
  - During the interview
  - After the interview
- While you are preparing for an interview, you need to:
  - Create a resume.
  - Know yourself.
  - Know the company.
  - Rehearse answers to common questions.
- A resume usually comprises the following sections:
  - Objective
  - Experience
  - Education
  - Technical skills
  - Interests
  - Professional skills
- You should adhere to the following guidelines while writing a resume:
  - Avoid spelling mistakes.
  - Make your resume visually appealing.
  - Add keywords.
  - Be accurate and concise.
  - Add a cover letter.
- There are certain guidelines that you need to follow while framing a cover letter.

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# **Getting Ready for an Interview**

## **LESSON 3**

An interview is a conversation between two or more people (the interviewer and interviewee) where questions are asked by the interviewer to obtain information from the interviewee. More precisely, a job interview is a planned, focused conversation that provides an employer with information required to assess a candidate's capability and motivation to perform a job successfully.

## Objectives

In this lesson, you will:

- Know the pre-requisites to an interview
- Understand the importance of job interviews
- Know the ideal body language at the time of interview
- Understand the interview etiquette

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## Exercise: Introduction to Interview Skills

**A. For each of the following statements, choose the most appropriate answer from the given options:**

1. Which of the following options is an inappropriate item of clothing/accessory when appearing for an interview?
  - a. Sweater
  - b. Wrist watch
  - c. Cap
  - d. Blazer
2. When an interviewer breaks eye contact with an interviewee, what does it most likely indicate?
  - a. The interviewer is busy and wants to end the interview.
  - b. The interviewer is not going to select the interviewee for the job.
  - c. The interviewer is losing interest in what the interviewee is talking about.
  - d. The interviewer thinks the interviewee is not being honest.
3. When you appear for an interview, which of the following specifics are you most likely expected to be aware of?
  - a. The name of the founder of the company.
  - b. The name of the receptionist who let you inside the office.
  - c. The last official holiday in the company.
  - d. The salary package that will be offered to you.
4. What should you do when you are uncertain about the answer to an interviewer's question?
  - a. Do not answer the question. It is better than giving an incorrect response.
  - b. Tell the interviewer that you do not know the answer.
  - c. Say whatever comes to your mind. This will convey that you are at least trying to get the correct answer.
  - d. Stay calm and think about the question clearly.
5. What does shaking your legs repeatedly convey to the interviewer?
  - a. You are confident.
  - b. You are nervous.
  - c. You are being dishonest about what you are saying.
  - d. You are getting aggressive.
6. You aren't very fluent in the use of the English language. What is the most appropriate way to communicate this weakness to the interviewer?
  - a. I can't speak very good English. However, I know that I'm better than many other people.
  - b. I need to improve my English language skills. I am currently taking online lessons and doing extra reading for the same.
  - c. Some people think that my English speaking skills aren't very good. However, I disagree with those people.
  - d. English speaking is my weakness.



7. What is the interviewer trying to assess when he/she asks you about what you see yourself doing a few years from now?
  - a. The interviewer wants to see how well you have planned your career.
  - b. The interviewer wants to know if you plan to stick with this company after a few years.
  - c. The interviewer doesn't expect you to know what is going to happen in your future. This is a tricky question.
  - d. The interviewer wants to know how high in this company do you see yourself progressing.
8. What should you ideally do if the interviewer doesn't ask you to sit down?
  - a. Try and use your body language to indicate to the interviewer that you are uncomfortable while standing.
  - b. Ask the interviewer if it's alright for you to take a seat.
  - c. You can sit down. Interviews are no longer as formal, and you do not need permission for all your actions.
  - d. You should remind the interviewer that you are still standing. He probably forgot to ask you to sit down.
9. What is the appropriate way for you to respond to a question about a previous termination of employment?
  - a. Give a detailed description of the reason for the termination in order to prove your innocence.
  - b. Be non-committal in your response. This might encourage the interviewer to move to the next question.
  - c. Clear yourself of any wrongdoing by holding your previous employer responsible.
  - d. Be honest in what you say. However, do not go into detail about it.
10. Which of the following is an appropriate way to greet the interviewer?
  - a. With a smile
  - b. With a handshake
  - c. With a greeting
  - d. All the above

**B. State whether the following statements are true or false.**

1. An interview is a meeting between an employer and an applicant to talk about a job.
2. If you are academically more qualified than the other candidates, you will surely get the job.
3. During the interview, an employer judges your qualifications and appearance.
4. The interview is your opportunity to convince the employer that you are better suited to the job than the other candidates.
5. The interview gives you a chance to evaluate the employer and company.
6. It is not very important to prepare for a job interview.
7. If you prepare well, the interviewer will know that you are organised and that you are really interested in the job.

8. If you learn as much as you can about the job and the company before the interview, then you will make a good impression.
9. Practicing interview questions that managers usually ask is a waste of time.
10. A job interview is more about how qualified you are. Therefore, you need not pay attention to how you look like when you go for an interview.

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# Importance of Job Interviews

## Importance of job interviews for employers

- **Gathering information about the candidate** – An interview provides the employer with an opportunity to gather sufficient information about a candidate. Information can be gathered in all realms, such as educational background, work experience, personality, communication, social skills, job-relevant skills, and so on. It also enables the employer to collect information that was missing in the job application form as well as to verify the details provided in it by the candidate.
- **Selecting the ideal candidate** – A personal interview provides the employer with an opportunity to assess the candidate's personality, confidence, and social skills. Questions can be asked to assess how clear the candidate's concepts are and how well he/she can apply these concepts to the given situations and problems. Therefore, the employer can truly evaluate how well suited the candidate is for the specific job role that he/she is applying for.

## Importance of job interviews for interviewees

- **Offers opportunity for appropriate presentation** – At times, a job application form only enquires about your qualifications and work experience. A job interview, on the other hand, provides you with an opportunity to present your true potential to the employer. You may not have studied in the best university or ranked the highest during your academic years. However, if you have a good understanding of the subject and can apply the principles and concepts learned to the problems presented to you, there is a greater probability that you make your mark in the interview.
- **Builds confidence** – Appearing for job interviews can be intimidating. Interviews require immense preparation and can cause nervousness. However, the more interviews you attend, the more you learn about what you should and shouldn't do. It highlights the areas where you need to focus more, and this helps you to be better prepared for the next interview. Better experience helps you to build confidence and boosts your morale.
- **Helps in decision making** – During an interview, the interviewer provides detailed information about the job role and the company. This includes information about the designation, salary, perks, benefits, promotions and transfers, and so on. It is also a platform for you to clear your doubts by asking questions. All this provides you with an opportunity to make an informed decision regarding whether or not you want to work with the company, once you're offered the job.
- **Helps in building contacts** – When you go for an interview, you usually end up interacting with more than one interviewer. You also get the chance to interact with several other candidates. This helps to build contacts and learn about other job interviews. It also helps since you get to hear other people's perspective of a specific job role or company as well as what the employers are looking for in a candidate.

# Interview Body Language

What you say during the interview, and how you say it is extremely important in creating a positive impression. However, this is not enough to get you the position you are vying for. How you behave and carry yourself is also a crucial aspect of job selection. Let us take a look at how you can send positive signals through your body language.

## Eye Contact

- Always maintain direct eye contact. This indicates that you are paying attention and are listening actively to what the interviewer is saying. However, ensure that you do not end up staring at the interviewer. Break the eye contact after every ten seconds or so.
- Nod your head occasionally to show that you are listening.
- Avoid looking down too much as it can make you look insincere. If you are taking notes or writing something, look up often to show that you are listening.

## Posture

- Sit upright but make sure you are comfortable and do not appear too stiff. Avoid hunching down or appearing sloppy because it shows lack of energy and nervousness.
- Lean forward slightly. Leaning back indicates a casual attitude and leaning sideways may signal discomfort.
- Tilting your head to one side indicates a friendly and open attitude, and keeping your head straight makes you appear authoritative and self-assured.

## Voice Control

- Speak in a clear and strong voice to convey confidence.
- Do not vary your tone and pitch too much or you may come across as emotional or overly excited. However, speaking in a monotone would make your speech boring.
- Take a few moments before answering questions, breathe and pause ahead of replying so that you appear to be listening attentively. This will also give you crucial seconds to think about what you are going to say.
- Do not smile or laugh too much as it might indicate anxiety. However, do not forget to smile if the interviewer appears to be a sociable person. An appropriate level of enthusiasm on your part can be disarming and helpful.

## Hands

- Keep your hands loosely clasped on the table or in your lap.
- Ensure that you do not move your arms too much. It indicates uncertainty and lack of professionalism.
- Be careful about the gestures you use. Do not use a particular gesture unless you're sure how it will be interpreted. Also, make sure that you do not overuse gestures.
- Keeping the hands close to the face or neck are signs of nervousness and anxiety. Touching the nose or lips are often perceived as signs of lying. So keep your hands away from your face and neck. Do not fold your arms across your chest as it indicates defensiveness or a closed attitude.

- Do not shake your legs or feet. The best manner is to cross them at the ankles or place both feet flat on the floor.

## **Dress**

- Formals
  - Men: Trousers and formal collared shirts with a tie, with formal shoes.
  - Women: Salwar suits, sarees, below-knee skirts/ trousers and collared formal shirts.
- Well-ironed clothes

While concentrating on your body language, do not forget to pay attention to the interviewer's body language, too. The interviewer might be sending you subtle hints that you can use to your advantage.

- If the interviewer rests the head on the hand, fiddles with hands or loses eye contact with you, it may indicate that the interviewer is getting bored or losing interest in what you are saying. To change this, you should wrap your topic up quickly by asking the interviewer if they want to know anything further about it.
- If the interviewer has crossed arms and is leaning away, it may indicate discomfort. You can handle this situation by changing your posture. All you have to do is lean back slightly to create distance between the interviewer and yourself.
- If the interviewer continues to rub the face or drum fingers for a period of time, it indicates impatience or irritation. In this case, you can offer a clarification of your response to his/her question. Then quickly come to the point.

# Interview Etiquettes

This is all about being well mannered and respectful to the interviewer. The guidelines discussed here will help you in improving your etiquette for your next interview:

- Do not walk straight into the room without permission. Asking for permission by peeking your head inside is also not considered good. The right thing to do is to knock first or wait till you are called in.
- Interviews warrant formal dressing. However casually you dress outside, office dressing is still formal for both men and women. Do up your hair, shine your shoes and wear a neatly ironed outfit.
- Greet the interviewer with a pleasant smile.
- Thank the interviewer for offering you the seat.
- Do not shake your feet or legs through the interview.
- If the interviewer offers a business card, accept it with thanks and study it for a while. Putting it away in your notebook, bag or wallet immediately may indicate a disregard for the person.
- To face an interview, you need more than just academic and technical preparation. You also need to identify what each component of the body language entails. You should be able to master the art of using body language to your advantage.

Interview etiquette is all about being well mannered and respectful to the interviewer. The guidelines discussed here will help you in improving your etiquette for your next interview:

- Do not monopolise the conversation, make rude remarks or sit silently throughout the interview.
- These indicate extreme behaviours.
- Make the best of the opportunity to talk about yourself. However, limit your talk to touch upon the areas that benefit the employer.
- Arguing or discussing salary, in the beginning, is not seen as ethical. Do not bring it up unless the interviewer questions about it.
- Thank the interviewer at the end of the interview, asking when they can get back to you or whether they would like you to get in touch with them.

## Summary

In this lesson, you learned that:

- Interviews are important for employers because they help the employers:
  - Gather information about the candidate
  - Select the ideal candidate
- Interviews are important for interviewees because they help the interviewees:
  - Offer an opportunity for appropriate presentation
  - Build confidence
  - Help in decision making
  - Help in building contacts
- Factors that affect a correct body language during the interview process are:
  - Eye contact
  - Posture
  - Voice control
  - Hands
  - Dress
- Interview etiquette should be followed at an interview.

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# **The Interview Process**

## **LESSON 4**



When you go on a job interview, in addition to being asked job interview questions about your employment history, your skills and qualifications for the job, your educational background, and your goals for the future, you'll also be asked personal interview questions.

## Objectives

In this lesson, you will:

- Know the different stages of an interview
- Learn to give personal introduction
- Learn to answer personal questions

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# Interview Stages

## Preparation:

- Learn as much about the company as you can before your interview. Find out what they do, what they make, and what kind of services they provide, and determine if your skills fit with what they do. Determine what you can offer to the company. Gather all the information you can about the company from every source possible and prepare points on it. Some of the details that you can find are the turnover of the company, its recent developments and achievements, its promoters, its assets or resources, and its market position.
- Arrange and confirm the time for your interview. Make sure you arrive early. Don't be late under any circumstance. If needed, ask for directions when you confirm your appointment.
- Depending upon the distance, plan your journey so that you reach the interview venue on time.
- Make a list of what questions you may want to ask them.
- Also, make a list of questions that you anticipate the interviewer might ask you and prepare the answers to these questions. It will also be beneficial if you practice answering these questions out loud. This will help you in building your confidence and composure. Practice speaking in a strong and clear voice.
- Decide your outfit for the interview at least a day in advance. Ensure that it is appropriate, clean, tidy and ironed.
- Take your resume and other relevant documents.

## Presentation:

- Don't enter the interview room without permission. Sit only when you are offered a chair
- Make sure your initial non-verbal contact is positive. For example, smile when you first see the person interviewing you. Have a firm handshake and establish good eye contact when talking. Speak clearly in a strong voice to show interest and enthusiasm.
- Pay attention and listen to the questions carefully. If you don't understand any question, clarify it with the interviewer. Think before answering questions, don't answer in a hurry. If you do not know the answer to a question, be honest and say so, but do offer to get back to them with the answer later and ensure that you do get back to them.

The interview process can be broken down into three stages. Knowing which stage of the interview you are in will help you respond to the interviewer in the appropriate manner. The three stages of an interview are:

1. **Introduction:** Every interview begins with the introduction. The first couple of minutes often set the tone for the entire interview. It's crucial to get off on the right note. Maintain a positive tone in your speech and mannerism.
2. **Exchange of Information:** This is the second phase of the interview where the interviewer gets to know you better, and you gain additional knowledge about the job and the organization.

The following is the information that the interviewer tries to extract from you and use in the selection process:

- **Education:** How well qualified you are.
- **Experience:** Do you have relevant experience? This may also apply to any kind of field work or internship you may have done.

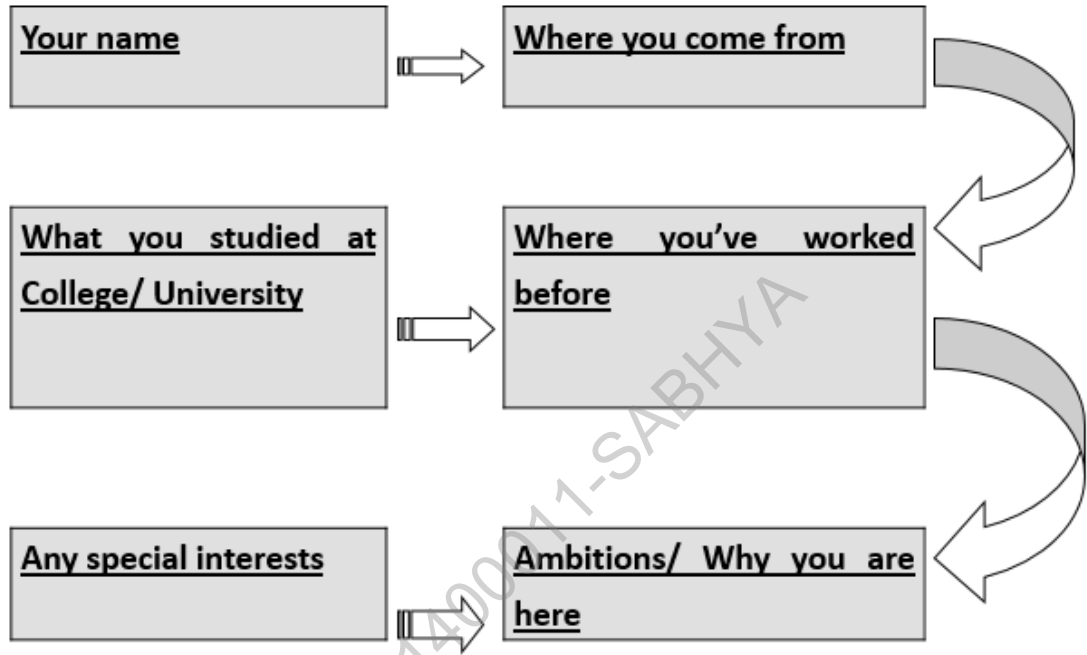
- **Health:** Are you healthy enough to work and handle the different stressors accompanying the job?
- **Demographics:** The interviewer may want to ensure that certain personal details will not influence your performance, such as distance from home to work.
- **Skills:** These include both technical and non-technical skills relevant to the job.
- **Qualities:** Is your behaviour suited to the organizational culture? How dedicated are you? How proactive are you?
- **Knowledge about the Company:** Your level of awareness about the company is directly indicative of your interest in the job and preparation for the interview.
- **Candidate Questions:** This shows how alert you are through the interview and how keen you are to get the job.

Remember, this stage signifies information exchange. Therefore, you can ask certain questions to gain clarity about the job. However, the details of the job are usually explained during the interview. So be patient before you start asking questions. Ensure that your questions are few in number, short and relevant. Some questions that you can ask are:

- What are the usual working hours?
  - Will I be trained before I start working?
  - What are the opportunities for progress and promotion for this job profile?
  - Will the job require me to travel?
3. **Closing:** All interviews will end with a brief closing phase. No matter how you thought the interview went, make sure you end on a positive note. Smile and shake hands with the interviewer. Thank the interviewer for taking out the time to meet you. However, be careful not to use the words “thank you” too often while leaving. Maintain an upright posture even when you get up from the chair and leave the room.

# Personal Introduction

One of the most commonly asked questions in an interview is “Tell me something about yourself.” Study this chain diagram to understand the correct sequence of introducing yourself during an interview:



# Personal Questions

Personal questions are the most common, yet the most difficult ones to answer in an interview.

- Preparing for a question like “Tell me about yourself” ahead of the interview can give you an edge over the competition.
- “Why did you apply for this job?” is another question that requires a clear and thought out answer. It will require an understanding of the job profile that you’ve applied for.
- “Why should we hire you?” is a question that doesn’t require you to blow your trumpet, but it asked to judge your stability. So list your qualities that are specific to the job that you are applying for.
- When listing your strengths and weaknesses, you must be crisp and state those strengths and weaknesses that somehow connect with your job. Never look at weaknesses as a weakness but as areas of improvement and pitch yourself as a person who likes to improve himself and overcome weaknesses.
- Make sure that you choose your words in such a way that you do not project yourself as a desperate job seeker but as a person who wants to work at a respectable position in a good company.
- Sometimes a job does not require relocation but you are asked about it just to check how flexible you are. You should reply in the affirmative if you are open and willing to change.
- Never talk negative about anyone, even if such a question is asked at an interview. People who talk negatively about somebody else can talk negatively about the company they work for.
- Be open to all kinds of responsibilities. Let the interviewers know that you can take on individual tasks as well as work as a team player.
- Do not discuss salary on your own, and even if the interviewer brings it up, avoid jumping at it. Let the topic come up a second time before you answer the question.
- Be proactive and ask questions about the company, your role and any other relevant questions that can show that you are interested in the job.

## Summary

In this lesson, you learned that:

- There are three important phases of an interview: preparation, presentation, and closing.
- When asked, you have to introduce yourself at the beginning of an interview.
- Preparing for the personal questions that might be posed by your interviewer gives you an edge over your competition.

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# **Tricky Situations and Tips During an Interview**

## **LESSON 5**

# Objectives

In this lesson, you will:

- Know the skills to handle tricky interview questions
- Know the tips to handle such questions
- Understand the strategies to avoid stress
- Learn the probe strategy
- Know the types of interview questions
- Learn the skill of interviewing the interviewer
- Learn to handle difficult situations
- Under the post-interview process

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## Tricky Questions in an Interview

Let us take a look at the different categories that the interview questions can broadly be classified under:

- **Questions seeking expression of opinions:** This refers to questions whose answers cannot be classified as right or wrong. These questions are subjective in nature and encourage you to express your opinion rather than facts about a particular topic. These questions can be challenging to answer as you can't be certain about the kind of response the interviewer is looking for. The best way to handle these subjective questions is to express your opinion without expressing negativity.
- **Questions seeking personal information:** This refers to questions that probe for details about your personal life. It is fine to divulge a certain amount of personal information. However, you're neither expected to nor obligated to expose all aspects of your life. Remember, asking someone to provide information about certain aspects of their life is not only unprofessional but in some cases illegal. The key to dealing with these questions lies in being tactful and assertive while answering. However, under no circumstances should you lose your cool or respond rudely. It is possible that the interviewer simply strayed off track without any intention to be intrusive. It is also possible that you may have misunderstood the questions. If this is the case, you can always ask for a clarification.
- **Questions seeking clarity about financial matters:** This refers to questions the interviewer asks about your past salary package as well as the salary package that you expect for the current job posting. Don't be scared of answering these questions. However, ensure that your response is justified. Speak confidently and be prepared to provide a fitting justification for the same.
- **Questions acting as emotional triggers:** This refers to questions that aggravate someone or trigger their emotions. For example, questions about your beliefs, your relationships, and so on. The most important thing to keep in mind while answering these questions is to maintain your composure. Never lose your cool, get swayed away by emotions, or complain about people, ideas, or situations. Remember, this is exactly what the interviewer wants to assess. Be respectful of people you talk about, even if you do not have a pleasant relationship with them, and ideas you don't agree with.

## Activity: Role Plays

We just discussed the different types of questions that can be asked in an interview. Now let us look at examples of these questions and see how you can handle them through some situation-based learning. Your facilitator will tell you how to approach these questions once the entire exercise is over.

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# Handling Tricky Questions

Let us look at how to handle the challenging questions that we tried answering through the situations before in an appropriate manner:

## ■ **What salary package do you think we should offer you?**

As a rule, don't initiate any discussion about the salary package in the first interview. Preferably, wait for the company to forward an offer to you. However, you may be faced with a situation where an interviewer asks you this question and you may not be able to avoid it. What you can do in such a scenario is to provide the interviewer with a salary range. However, this range should not be unreasonable. Also, you should be prepared to justify it. To ascertain a reasonable salary range, you can research the market for what someone with your qualifications would receive when applying for a similar job position. Another thing that you can do is mention your previous compensation, and politely state that you are looking for something more beneficial.

## ■ **What is your greatest weakness?**

This is probably one of the most challenging questions that you can be asked. Most people are rarely aware of the answer to this question. Therefore, your first step in answering this question involves spending a good amount of time to think about both your strengths and weaknesses.

Then, think about these strengths and weakness in relation to the position you apply for as well as your career goals. In addition, think about what you have done or what you are willing to do to overcome those weaknesses. Note these points on paper and frame your answer carefully. Remember, it doesn't have to be a long speech. You need to be to-the-point and structure your response in a manner that keeps it honest without hindering your chances of getting hired. Be honest, confident, and sincere while replying to the interviewer.

Keep in mind that the interviewer is not looking for unreasonable or irrelevant responses like, "My biggest weakness is watching cricket. I just can't miss a game on TV" or "Chocolates are my weakness". This is in no way relevant to the position you are applying to.

If you find it hard to frame your response, you can try and link your weakness to your interest in the job or specific field. For example, if your forte lies in computers and that is where you are applying, you can say that you have never sent your computer/laptop out for repair. You have this urge to figure out what is wrong with it and fix it yourself. Remember never to convey to an interviewer that you don't have any weaknesses unless you can back it up.

## ■ **Where do you see yourself in a few years (three, five seven) from now?**

A question like this is usually asked to ascertain how much you have thought about and planned your career and future goals. With this question, the interviewer is trying to gain more clarity and information about your career goals. He wants to know where the company or job position that you are applying to stands in relation to these goals. This question is not about when you want to get married or other issues in your personal life. Ensure that you adopt a positive and enthusiastic tone while answering this question. Your voice has the ability to convey how passionate and honest you are about what you say. Don't sound uncertain. It'll be hard for you to convince the interviewer if you can't convince yourself.

■ **Can you tell us about a difficult situation you experienced in your life and how you dealt with it?**

Here, the interviewer wants to see what you define as a “difficult situation” and what efforts you made to overcome it. This provides an insight into how well you can handle such situations in the workplace. This is where the interviewer is trying to ascertain and evaluate your problem-solving approach. Try to select an instance where the problem situation doesn’t stem from you. In other words, you did not cause the problem and were able to resolve it. Clearly outline your contributions to the resolution of the problem situation.

■ **Why should we offer this job to you?**

Be cautious while answering this question. Your approach should be to come across as someone who is confident and aware of his abilities without being conceited. With such a question, the interviewer wants to know what you can offer the company. However, praising yourself without sounding boastful is not an easy task. Prepare an answer to this question, write it down and narrate it to someone else. Highlight your best qualities – personality, academics as well as work experience. If it makes you sound even a little over-confident, rewrite it. Rehearse this answer over and over again. However, when faced with this question in an interview, make sure that your answer doesn’t sound like you mugged it up.

These were examples of some specific questions that you may be asked. In addition to these questions, the interviewer may bring up the following topics:

- **Termination of employment:** If this is a reality for you and your resume or job application mentions it, then in all probability you will be faced with this question. Don’t appear awkward or look embarrassed when the interviewer asks you about the termination. Maintain eye contact and answer confidently, without sounding apologetic or overconfident, while keeping a straight face. If you are asked to share details, be honest but keep your response to-the-point. Do not talk against your previous company, employers, manager, or peers. If your employment was terminated as a result of your actions, indicate that you have learned from that experience.
- **Extended gaps in career:** Don’t get hassled when asked about such gaps in your work or educational record. They may not necessarily become a hurdle in your career. However, be prepared with an appropriate answer. Be confident and honest but share only the relevant information. An apologetic tone will not do you any good.

# Stress Strategy

In a stress strategy, the interviewers make the interviewee uncomfortable and disconcerted. The stress strategy is a common strategy that employers use to determine how an interviewee reacts under pressure. This strategy may be used in one-on-one interviews, depending on the requirements of the job for which an interview is being conducted.

To disconcert the interviewee, the interviewer may:

- **Ignore the interviewee:** The interviewer may simply walk into a room where the interviewee is waiting for an interview and completely ignore him/her by scrolling through some of the files kept in the drawer. Alternatively, the interviewer may behave in some other unusual manner that upsets the interviewee. The way the interviewer behaves with the interviewee while using a stress strategy may not be pleasant. However, you should not take this conduct personally. Always remember that this is a strategy, and the interviewer is just enacting a role.
- **Ask a tough question:** In a stress interview, the interviewer may try to make the interviewee so uncomfortable that he/she cannot think straight. This makes the interviewee forget all rehearsed answers, if she/he has prepared any, and forces him/her to answer according to his/her own ability.
- **Use the “4 Why” approach:** The interviewer uses the “4 Why” approach by asking four questions consecutively in order to make the interviewee uncomfortable. This approach is demonstrated in the following example.

**Interviewer:** Why have you applied here?

**You:** Because I like the job profile.

**Interviewer:** Why do you like the job profile?

**You:** Because it is the latest and in demand.

**Interviewer:** Why do you think it is in demand?

**You:** Because of the potential.

**Interviewer:** Why do you think it has the potential?

**You:** Most applications would depend on it.

- **Ridicule about his/her background:** The interviewer can ask the candidate about the state she/he belongs to. Regardless of the answer, the interviewer can humiliate or embarrass the candidate by stating that all people from that state are worthless and bad workers. The candidate should then justify why she/he should be recruited. The interviewer may then also refuse to accept the justification offered by the candidate.
- **Change the tone:** The interviewer may start the interview in a friendly tone and then suddenly disconcert the interviewee by asking a tough question or changing the tone to a more formal and crisp tone.
- **Give no reaction:** While taking the interview, the interviewer may not show any reaction to the interviewee's answers. So it might be difficult to gauge whether the interviewee has given the right answers.

## Activity: Stress Strategy

The objective of this activity is to help you identify the strategies that should be used in a stress interview. You will be performing this activity in the class. Your faculty will give instructions for the same.

After completing this activity, you will learn the correct strategies that should be implemented to tackle a stress interview.

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## Non-Stress Strategy

In a non-stress strategy, the interviewers elicit facts and check the behavior of the interviewee when they are relaxed. Interviewers create a friendly and amiable environment for the interviewees through questions, tone, and body language. A non-stress strategy is used to:

- **Relax the interviewees:** The interviewer makes the interviewee feel relaxed to the point of dropping all formalities. This misleads the interviewee into believing that the interview is just a casual chat.
- **Make the interviewees drop their guard:** A non-stress interview aims at making the interviewees feel comfortable that they may forget that it is an interview and give details not relevant to the interview. This strategy helps in assessing the real nature of the interviewee.

Using the non-stress strategy, the interviewer begins and continues with a small talk. The interviewer remains friendly and informal throughout the interview. In addition, he/she encourages you to speak more by asking open-ended questions.

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## Activity: Non-Stress Strategy

The objective of this activity is to help you identify the strategies that should be used in a non-stress interview. You will be performing this activity in the class. Your faculty will give instructions for the same.

After completing this activity, you will learn the correct strategies that should be implemented to tackle a non-stress interview.

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## Probe Strategy

In the probe strategy, interviewers create an environment where the interviewees are subject to constant probing questions. The probing strategy is used to check the attitude displayed by the interviewee under different circumstances.

A probing interviewer conducts an interview using the behavioral strategy, which is a unique way for the interviewers to test the interviewees. The interviewer may appear probing and inquisitive although he/she may be friendly. The interviewees are usually asked for descriptions of their behavior in situations that have occurred in the past.

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## Activity: Probe Strategy

The objective of this activity is to help you identify the strategies that should be used in a probing interview. You will be performing this activity in the class. Your faculty will give instructions for the same.

After completing this activity, you will learn the correct strategies that should be implemented to tackle a probing interview.

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# Interview Questions

Questions in an interview can be categorized into two categories, questions asked by the interviewer and questions asked by the interviewee. The questions asked by the interviewer can be divided into:

- Skill-testing
- General

## Skill-testing Questions

Employers often require proof that you have the practical skills and technical know-how to successfully perform the job. Skill-testing questions can include activities, such as programming on a computer and solving a complex math problem. These questions are more common in the IT, scientific, and industrial/manufacturing fields. Skill-testing questions can further be categorized into:

- **Definitions:** Some examples of questions on definitions include:
  - Define quality.
  - Define Internet.
  - What is TCP/IP?
- **Descriptions:** Some examples of questions on descriptions include:
  - Describe the purpose of taking feedback from the customers?
  - Describe the process of communication?
  - Describe the purpose of managing customer relationships?
- **Comparisons and contrasts:** Some examples of questions on compare and contrast include:
  - Differentiate between customer service and customer care.
  - Compare the features of Windows XP and Windows Vista.
  - Differentiate between Windows and Linux.

## General Questions

Many employers rely on a series of general questions. Some examples of general questions include:

- Why should we hire you?
- What do you know about our company?
- How would you describe yourself?
- What is your greatest weakness?
- Do you prefer working alone or in a team?
- How do you react under pressure?
- What is your greatest achievement?
- What is your salary expectation?

## Interviewing the Interviewer

The interviewee can also ask questions during the interview. Asking questions demonstrates your interest and helps you identify whether the job matches your skills, personality, and values. Your questions should be related to the position. By asking intelligent and thoughtful questions, you will convince the employer that you are serious about the company and the job.

While asking questions to the interviewer, it is important to keep the following tips in mind:

- Ask only those questions to which you want an answer.
- Ask questions that reveal the depth of your research and your interest in the job.
- Ask questions about the company and the type of responsibilities you would be given.
- Do not ask questions about salary, vacation, or other benefits until you are offered the job.

It is important to frame your own questions, however, the following sample questions may give you a starting point:

- What training programs do you have available for your employees?
- What level of responsibility could I expect in this position?
- Is there a typical career path for a person in this position?
- What are the company's plans for the future?

# Handling Difficult Situations

Sometimes during an interview, certain situations are created that are beyond the interviewee's control. These situations can be termed as difficult situations. Difficult situations are unpredictable, and may include embarrassing and harassing situations.

It is important for you to be prepared for unexpected situations that might shock you completely. For such situations, there are no instant solutions. The only solution is to be alert, composed, and not lose your cool.

You can respond to an embarrassing situation in any of the following ways:

- Ignore the mishap and continue with the interview as if nothing has happened.
- Remember to keep yourself cool, calm, and composed.
- Be as positive and confident as possible.

You can respond to harassing situations in any of the following ways:

- Ignore any remark or gesture and carry on with the interview.
- Confront the interviewer in a polite and mature manner.
- Steer the conversation away by switching to another topic.
- Terminate the interview right away.

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## After the Interview

After the interview is over, the result may either be declared at the same time or it may be revealed after a few days. If the result is not declared on the same day, you may be told that the concerned person will get back to you to let you know whether you have successfully cleared the interview. In such a scenario, you need to maintain contact with the company and show interest for a job you have been interviewed for. This process of maintaining contact is known as “follow-up”.

During the process of ‘follow-up’, you need to consider the following guidelines:

- **Enquire about the decision:** Towards the end of the interview, enquire about the time the company might reach a hiring decision. The answer to this question is a good indication of the interviewer’s decision about hiring the interviewee. If the response is positive, the interviewee can wait for the final response from the company, and stop the search for a job. If the response is negative, the interviewee should start planning for other interviews and continue with the search for a job.
- **Make a call:** You should make sure that you call around the time indicated by the interviewer for the announcement of the final recruitment decision.
- **Alert references:** You should call and inform references that they may receive a call from the potential employers. In addition, you should give sufficient knowledge about yourself such as latest contact numbers and address to your references. This will help the references answer questions if any of the prospective employers call.
- **Maintain a positive attitude:** The hiring process often takes longer than even the employer estimates. Interviewees should remain positive, and they should not be disheartened because of the long wait. You should spend this time constructively by applying elsewhere and by researching about the prospective company in greater detail.
- **Do not annoy the employer:** Nothing annoys an employer more than repeated phone calls to enquire about the final decision of recruitments. Though it is good to show interest and enthusiasm by following up after the interview, interviewees should not go overboard by calling the company again and again. This may spoil the impression of the interviewee and result in the interviewee losing the job. In addition, this kind of behavior may give the impression that this job is the only opportunity that the interviewee has.
- **Continue to explore other opportunities:** Looking for the right job may sometimes take longer than expected. Therefore, you should not keep waiting for a specific company to announce their decision. You should continue the job search.
- **Do not end on a bad note:** Interviewees should not leave an interview on a sour note and spoil relations if they do not get that job. Such an action may ruin their future chances of ever getting a job with the same company again. Besides, most industries are known for their intensive networking. It will not be too long before news of any such unprofessional conduct on the part of the interviewees spreads to other companies.

When you get an offer for a job, it is always advisable to give yourself some time to evaluate the company, your salary, and see how the job fits into your career plan. Before accepting an offer, you should ensure that it meets your expectations. In addition, you should ensure that you know enough about the company, its policies, and the job profile being offered. You should ask yourself if you expect another offer soon. Make a realistic assumption before deciding to reject a prospective offer.

It is very natural to feel low and disappointed if you do not get a job after an interview. You must remember that it is not just the interview alone that determines the hiring decision. Sometimes a company's policy or hiring plans may change.

Positive thinking is one of the ways of handling disappointment. If you are stressed or tense after an unsuccessful interview, use some good stress handling techniques:

- **Avoid acting impulsively:** In a crisis situation, do not fight the problem until you are prepared to do something about it. Interviewees should try to take sensible and carefully thought out steps instead of rushing into impulsive actions. They should set small targets and prioritize them carefully instead of taking on too much at one time.
- **Try to relax:** Interviewees should make time for fun and relaxation. They may listen to soothing music to relax them. Good humor also helps in changing the tense mood. In addition, exercise can also prove to be extremely beneficial in eradicating stress.
- **Think positively:** Interviewees should use positive statements such as “I can still improve”. They should seek advice from friends, relatives, or professionals. This will help them boost their confidence as well.

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## Activity: Evaluating an Interview Situation

The objective of this activity is to make you evaluate a given interview situation and determine a desirable interviewee performance. You will be performing this activity in the class. Your faculty will give instructions for the same.

After completing this activity, you will learn how an interviewee should face an interview effectively.

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## Summary

In this lesson, you learned that:

- There are various tricky situations might arise during an interview.
- You will perform better in an interview if you know the tips and strategies to handle difficult situations.
- You can have an edge over others if you know the types of questions you might face during an interview.
- You can pose certain questions to the interviewer during an interview process.
- You can handle difficult situations successfully by adopting with some methods including maintaining composure.
- Post interview, you should maintain a positive attitude and continue to keep looking for other opportunities.

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# **Activity Sessions on Interviews**

## **LESSON 6**

# Objectives

In this lesson, you will:

- Understand the skill to introduce yourself effectively in an interview
- Know the ways to succeed in an in-personal interview
- Know the ways to succeed in a distant interview
- Practice mock interviews

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## Activity: Introducing Yourself

The objective of this activity is to introduce yourself to the rest of the class. It will also help you get acquainted to others. You will be performing this activity in the class. Your faculty will give instructions for the same.

After completing this activity, you will learn how to introduce yourself in an interview.

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## Activity: Handling in-Person Interviews

The objective of this activity is to help you identify the correct strategies for various kinds of in-person interviews, such as one-on-one, board, walk-in, or rotational. You will be performing this activity in the class. Your faculty will give instructions for the same.

After completing this activity, you will learn how to handle in-person interviews.

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## Activity: Handling Distant Interviews

The objective of this activity is to help you identify the correct strategies to be used during a telephonic or a video interview. You will be performing this activity in the class. Your faculty will give instructions for the same.

After completing this activity, you will learn how to handle distant interviews.

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## Activity: Mock Interviews

The objective of this activity is to prepare you for a real interview by making you face a mock interview. You will be performing this activity in the class. Your faculty will give instructions for the same.

After completing this activity, you will learn to apply the guidelines for facing an interview.

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## Summary

In this lesson, you learned that:

- You can create a positive impact during an interview by introducing yourself effectively.
- You can succeed in an interview by avoiding the mistakes that you committed during the mock interviews.

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