



സഹായി

SFI GEC PALAKKAD

HUN 102, PROFESSIONAL COMMUNICATION, MODULE 4

Listening and Interview Skills

SKILLS OF A LANGUAGE

There are four different skills of any language namely listening, speaking, reading and writing. Out of these skills, listening and speaking are the primary skills of a language and reading and writing are the secondary skills. The primary skills are called so because they do not require education and are the first skills achieved by a person. Reading and writing are known as the secondary skills of a language because they require education to follow.

Listening and reading are the receptive skills. Speaking and writing are productive skills. Listening is the primary receptive skill and reading is the secondary receptive skill. Speaking is the primary productive skill and writing is the secondary productive skill.

LISTENING

Listening is the primary receptive skill of a language. It requires attention and is different from hearing. There are certain differences between listening and hearing as given below.

LISTENING	HEARING
Result oriented process	Not a result oriented process
Intentional	Unintentional
Requires attention	Doesn't require attention
Creates inputs and outputs	Doesn't create inputs or outputs

DIFFERENT TYPES OF LISTENERS

There are 4 types of listeners as given below and are evaluated based on individuals and their attitude towards the speaker or the topic.

1. Detached Listeners

Detached listeners are those who don't feel involved in the process of communication. These listeners may be bored or inattentive and their body language includes lack of eye contact, yawning, etc.

2. Involved Listeners

These listeners are attentive and interested to listen. They keep eye contact and have suitable body language.

3. Passive Listeners

These listeners neither contribute actively to the communication process nor try to understand the message.

4. Active Listeners

The listeners fully participate in the communication process and give maximum attention to the speaker. They have alert posture and eye contact.

DIFFERENT TYPES OF LISTENING

Different types of listening are identified based on the situations or occasions. No persons listen to all the situations or presentations in the same way. The different types are as given below.

1. Superficial Listening

In this type of listening the listener has little awareness of the contents he hears. The listener may ignore the spoken material by thinking that it is not meant for him and the points discussed are not worthy for him. He immediately forgets the spoken material. Eg:- Listening to friendly talks

2. Appreciative/ Entertainment Listening

This is meant for enjoyment purposes. Listening to music, stories, jokes etc. are examples for this.

3. Focused Listening/ Listening to Specific Information

This is listening to specific information. This can be practiced to take decisions on a particular subject. Listening to favorite radio programmes, sports news from news bulletin, etc are examples for this.

4. Evaluative Listening

This type of listening is meant to evaluate somebody or some speech content. The listener analyses and interprets what he has heard and selects the appropriate information. Eg:- Listening of judges to a competition.

5. Attentive Listening

This is known as the most important listening type. This type of listening demands the complete attention of the listener. This can be seen in GD, meetings, job interviews, etc. The listener attends all the spoken materials.

6. Empathetic Listening

Empathetic listening is listening not only to what the speaker says but also to how he is saying that. It includes attending the feelings, emotions, movements and state of mind. The listener has to understand the body language of the speaker also. Eg:- Listening to movies.

7. Intensive Listening

It involves listening for details and appreciating the language form. It helps improving specific knowledge.

8. Listening for General Content

This type of listening aims at getting a general idea of the total spoken material. The listener doesn't pay attention to all the minute points spoken by the speaker. The focus of the listener is to get the overall idea of what is spoken.

9. Listening to Longer Technical Talks

While listening to longer technical talks, the following points to be noted.

- We have to listen by involving in the moment fully by imagining ourselves in the position of the speaker.
- Make efforts for active listening

10. Listening to TED Talks

TED stands for Technology, Entertainment and Design. TED Talks can mainly be within 18 minutes and on any topic. TED talks help getting vast knowledge about variety of topics.

DEVELOPING EFFECTIVE LISTENING SKILL

Listening skill can be developed by following the given methods,

1. **Note Taking** : Writing the important points of the spoken material **while** listening to the speaker.
2. **Note Making** : Writing the important points of the spoken material **after** listening to the speaker.
3. **Ask Questions** : To get the unclear things clearly, ask questions to the speaker.
4. **Maintain Effective Listening Atmosphere**
5. **Prepare the Mind and be away from Psychological and Interpersonal Barriers**

BARRIERS TO EFFECTIVE LISTENING

Barriers to effective listening include factors such as external noise, unclear presentation, problems related to listening skill, etc.

The major barriers to listening are given below,

1. **Prejudice** : The ideas that the listener already has in his mind about the speaker and the topic the speaker delivers. The listener thinks he knows what will be talked.
2. **Misunderstanding** : It happens due to lack of awareness, lack of interpretation skills and inability to listen properly to the speaker.
3. **Interruption** : Happens due to constant disturbances from outside. The listener cannot get the full content delivered by the speaker.
4. **Mental Distraction** : Happened due to the lack of concentration in listening to the speaker.
5. **Emotional Disturbances** : The listener becomes unable to listen to the speaker due to the disturbance of the mindset of the former.

INTERVIEW SKILLS

The broad meaning of interview is a formal consultation or a meeting to obtain information. We can also assume that, interview means a discussion between a recruiter and an applicant to understand whether or not the latter can be given a job.

There are different types of interviews as follow,

1. **Preliminary Interview**

It is the starting stage of a more detailed interview, in which initial screening will be done. It helps to save time by eliminating the unsuitable candidates,

2. **Standardised Interview**

In this stage, pattern of questions will be decided before the proceedings. Time will be allowed to prepare.

3. **Depth Interview**

This is semi structured type by which an interviewee will be examined in depth. Background, knowledge, personality traits, etc will be understood in this type of interview.

4. **Stress Interview**

This is used to understand how the interviewee reacts to the pressure situations. The interviewer checks whether the interviewee gets nervous, irritated or angry when provoked.

5. **Technical Interview**

This type of interview is used to assess the knowledge, technical competence and proficiency. Behavioral aspects and communication skills are secondary here.

6. Personal / HR Interview

In this interview, the behavioral aspects and attitude of the candidate is checked. The EQ of the candidate will be checked more than his knowledge.

LATEST TRENDS AND METHODS IN INTERVIEWS

There are certain methods that have been adapted nowadays to conduct interview. They are Skype interview, panel interview (a number of members will be there in the group of interviewers), lunch interview, etc.

Ensuring Success in Job Interviews

Basic steps to ensure success in job interviews can be broadly classified into three.

1. Preparing

This stage tells about the pre interview stages.

- ✓ **Learn about the firm** from internet, reports, etc. Also refer to the website and annual reports if available of the company.
- ✓ **Understand the job requirement.** We should find out the requirement of the position and the skill sets required. We can use social networks for the same. Also find the nature of the job, pay scale, scope for career advancement, etc.
- ✓ Prepare the CV with maximum care.
- ✓ Rehearse with mock interviews.
- ✓ If the interview is technical, revise what you have already studied.
- ✓ Dress well to impress and feel comfortable in the dress.
- ✓ Leave for the venue early.

2. Performing

- ✓ Arrive early
- ✓ Maintain etiquette while entering and inside the interview hall.
- ✓ Adopt appropriate posture while sitting or standing.
- ✓ Be attentive and listen carefully to the questions.
- ✓ While answering, be natural and confident. Be audible and clear.
- ✓ Do not respond to the questions without thinking.
- ✓ Avoid negative talks. Don't criticise your previous bosses or any other.
- ✓ Always be truthful and pleasant.
- ✓ Thank each member before leaving the interview hall.

3. Follow up

- ✓ Send a thanking letter to the firm for giving opportunity to attend the interview.

- ✓ Learn from the mistakes that you have.

Appropriate use of Non verbal Communication in Job Interviews

- ✓ Dress well and in appropriate manner.
- ✓ Avoid pungent perfumes.
- ✓ Take a folder in which every document should be arranged properly.
- ✓ Keep smiling and be enthusiastic.
- ✓ Have a firm handshake with the interviewer.
- ✓ When greeting the interview board, smile and keep eye contact.
- ✓ Maintain confident posture.
- ✓ Speak confidently with optimum volume,
- ✓ Don't argue with the board members.
- ✓ Make sure that you close the door gently and do not leave it ajar or slam.

Prepared by,

SHIBU N G

Assistant Professor

Dept. of Science and Humanities

mesce

SFI GECP