

# B.V.M. Engineering College, Vallabh Vidyanagar

## Subject - Professional Soft Skills

### Handout 3: Interviews

| Concept              | Important Points   |
|----------------------|--|
| Interviews           | <p><b>“Interview is an imperfect form of human communication designed to increase the predictive validity of potential employer-employee relationship”</b></p> <p>A formal gathering of interviewers and interviewee with an objective to screen and select a suitable candidate for a selective post.</p> <ul style="list-style-type: none"><li>• Highly formal oral and written communication - To come across the best candidate for a post- Written aptitude test – groups discussion – interview (personal/panel)</li></ul>   |
| Types                | <p>Depending upon the requirement of a candidate and the number interviewee, the company/Recruiter may select the type of interview from the following:</p> <ul style="list-style-type: none"><li>• <b>Screening Interview:</b><ul style="list-style-type: none"><li>○ Objective is to screen the number of candidates – could be telephonic sometimes – a series of questions related to your behavior – to bring candidates in for a face to face interview – be alert and confident.</li></ul></li><li>• <b>Panel Interview</b><ul style="list-style-type: none"><li>○ A panel of interviewers (Two or more) – to receive multiple opinions about the candidate – engage each member of the panel while answering a question – maintain eye contact with the person who posed query – gradually shift your focus to other panel members – continuing answering questions.</li></ul></li><li>• <b>Stress Interview</b><ul style="list-style-type: none"><li>○ To judge your stress management skills – employers exhibit unexpected behavior (posing multiple questions, walkout interview without any explanation, giving multiple tasks in short period of time) – employer puts you under pressure by any means to see your reactions – the more they continue to apply tension, the calmer you become.</li></ul></li><li>• <b>Case Interview</b><ul style="list-style-type: none"><li>○ Supply a problem/topic to prepare a presentation (On-spot, prior) – to judge your communication skills in front of a small group – displaying readiness to perform – know your audience and their expectations and the timeframe supplied -</li></ul></li><li>• <b>Telephonic Interview</b><ul style="list-style-type: none"><li>○ Technological interviews – to assess your attitude and communication skills – a kind of screening interview – questions related to your academic yet social life – sometimes it could get job if communication is effective.</li></ul></li><li>• <b>Video Interviews</b><ul style="list-style-type: none"><li>○ Audio-visual interviews – to assess your phobia with technology – a kind of screening interview – majorly online interviews i.e. Skype interviews – conducted by Human Resource manager</li></ul></li><li>• <b>Face to face interviews:</b><ul style="list-style-type: none"><li>○ One on one interview - physical proximity – existence of the candidate and the employer – to judge your communication skills (Verbal/non-verbal), knowledge, skills, attitude, aptitude, reasoning ability and the like...</li></ul></li></ul> |
| General Preparations | <p>Interview being a formal communication, the candidate appearing for the same should have prior preparation for the same:</p> <ul style="list-style-type: none"><li>• <b>Getting ready for interview:</b> Anticipate potential question and answers for the same - Contact the references quoted in the resume/CV - Prepare questions to be</li></ul>  |

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|                                 | <p>asked - Prepare and Review your CV/Resume and application - Prepare the file (Credentials/certificates/achievements/mark-sheets) - Choose your outfit a night before, get plenty of sleep</p> <ul style="list-style-type: none"> <li>• <b>Gathering information about the company</b> <ul style="list-style-type: none"> <li>○ Read/visit the organization's website, social media profiles and key literature (business strategy, financial reports...) and work culture in the company - Be ready to share your views and ideas - Research the news, trends competitors, history, and opportunities of the organization and its job sector</li> </ul> </li> <li>• <b>Knowing about the role/job position</b> <ul style="list-style-type: none"> <li>○ Know your job position and the duties and the responsibilities reposed in you - Fully understand the role that you are applying for by revisiting the job description, identifying the skills sets required - Know the expectation of the employer</li> </ul> </li> <li>• Leaving an everlasting impression: Answer question clearly and concisely - Avoid talking about your personal problem - Be enthusiastic/confident - Behave formally and display positive body language and eye contact - Give a firm handshake before and after - Relax and sit naturally - Wear smart business attire</li> </ul> |
| <b>Types of questions</b>       | <ul style="list-style-type: none"> <li>• <b>Credential/experience verification question:</b> questions related to your achievements to verify the content in your resume – to subjectively evaluate the features of your background</li> <li>• <b>Opinion Questions (Open-ended):</b> to analyze subjectively how you would respond in the series of the given scenario – your opinion regarding the questions posed</li> <li>• <b>Behavioral questions (Open-ended):</b> to objective measure past behaviors as a predictor of future result</li> <li>• <b>Competency question (Close-ended):</b> questions related to skills that you have mentioned - to align the past behaviors with the specific competencies required for the current position</li> <li>• <b>Brain teaser questions:</b> to evaluate reasoning and creativity of candidates i.e. how many ping pong balls could fit in a Volkswagen</li> <li>• <b>Case questions:</b> to evaluate problem solving skills - topics related to the content mastery of the technical subject</li> </ul>   |
| <b>Non-verbal communication</b> | <p><b>“Non-verbal communication communicates 80% of the things you are saying”</b></p> <ul style="list-style-type: none"> <li>• Physical Care and clothing</li> <li>• Be confident and expressive</li> <li>• Respect the personal space (Proxemics)</li> <li>• Don't exaggerate (Avoid loud expression)</li> <li>• Display a positive enthusiastic gesture and posture</li> <li>• Maintain eye contact and smile</li> </ul>   |