



Group Discussion

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Learning objectives

- Understand the purpose and process of group discussions.
- Learn different types of group discussion.
- Learn various strategies to do well in a group discussion.





What is a group discussion?

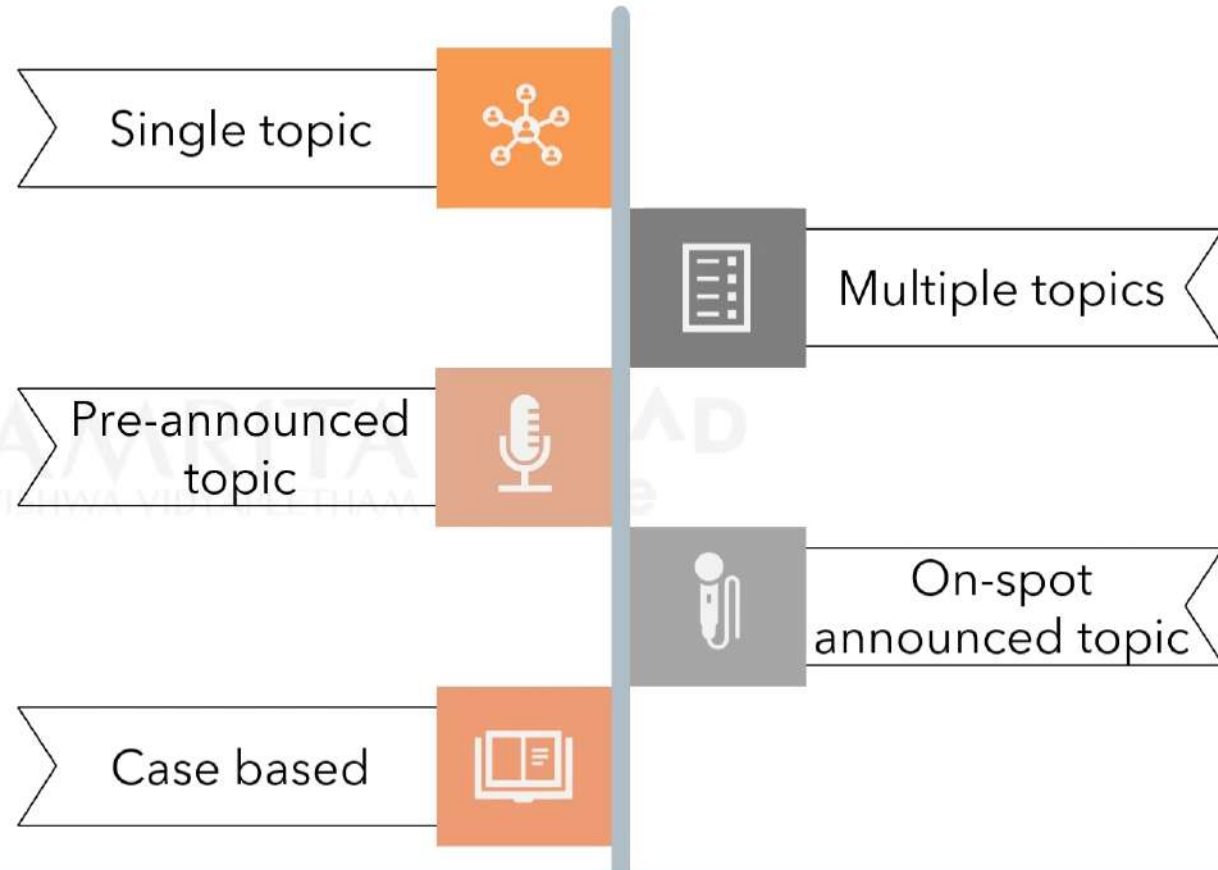
"A very important activity in which a group of individuals – typically those who share similar goals, interests, vocations – gather together to brainstorm, discuss ideas, and solve problems."

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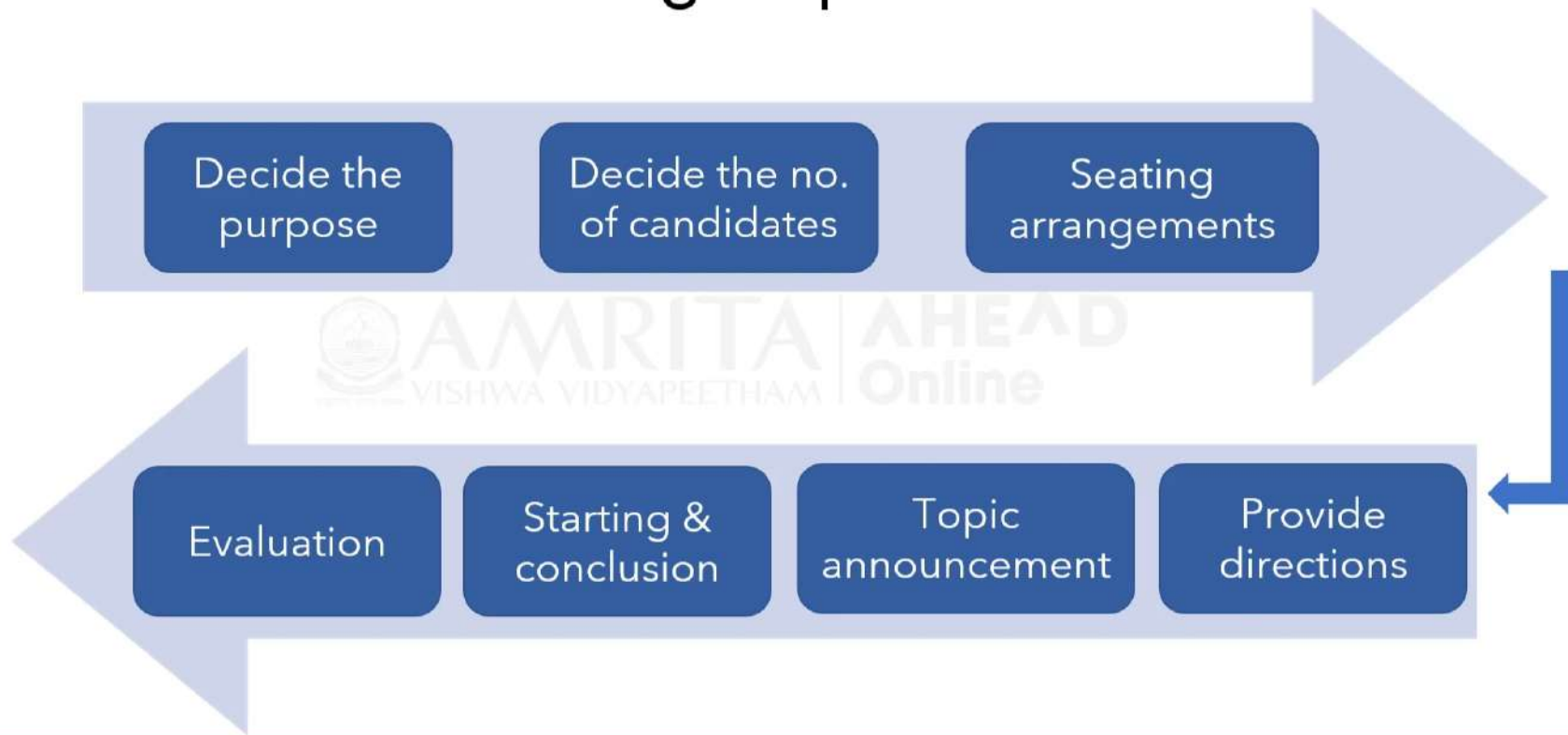


Group discussion: A component of selection process

Types of group discussions



Process of group discussion



Roles in a group discussion



Connector



Detailer



Booster



Critic



Pacifier



Initiator



Tracker

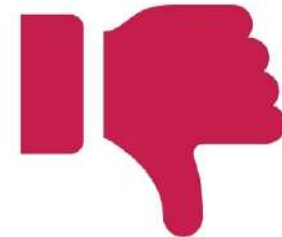
Dos of group discussion

- Be confident, relaxed, and composed.
- Maintain a reading habit.
- Note down important points.
- Contemplate various concerns and questions.
- Speak clearly and try to be specific.
- Listen carefully while others are speaking.
- Be polite while interrupting.
- Be open to criticism.
- Organize your viewpoints from strongest to weakest.
- Cite examples and reasons for your viewpoints.
- Try to steer the discussion of the group towards a conclusive stage.



Don'ts of group discussion

- Do not try to dominate the group.
- Never shout while presenting your views.
- Avoid showing aggression.
- Don't make personal remarks just to prove your point.
- Try to avoid speaking in a flat tone.
- Do not interrupt while others are speaking.
- Do not digress from the topic.
- Do not take too much time.
- Practice arguments in a constructive manner.
- Do not multitask.
- Address everyone in the group



Evaluation



Leadership
skills



Communication
skills



Analytical
skills



Interpersonal
skills

Summary

- A group discussion is a systematic oral communication activity.
- Roles such as initiator, connector, booster, critic and tracker could be played by participants.
- Communication skills, leadership qualities, interpersonal skills, group behaviour and analytical skills can be evaluated.





Interviews

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Learning objectives

- Understand the purposes of interviews
- To be familiar with the various types and phases of an interview.





An interaction between two or more persons for a specific purpose, in which the interviewer asks the interviewee specific questions in order to assess a person's suitability for recruitment, admission, or promotion.

Interview

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Purpose of interviews

- Candidate's suitability for the job
- Employee's counselling requirements
- Reasons for leaving a job
- Promotion
- Performance analysis
- Reasons for opposing the management
- Solutions to the problem faced by a company

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Types of interviews

Video Courtesy: <https://creativecommons.org>



One-on-one interview

- One interviewer for a candidate
- Most common type of interview

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Board interview

- panel interview
- a candidate is interviewed by more than one person at the same time

Photo Courtesy <https://creativecommons.org>



Group interview

- extension of board interview
- a group of candidates interviewed by a panel
- when number of candidate is more, and time is less

<https://www.interview-skills.co.uk/blog/>



Discussion interview

- a candidate is invited in a more informal environment
- hiring for middle to senior positions.

Photo Courtesy: www.pxfuel.com



On task interview

- puts the candidate on real organizational task
- Performance is observed by the interviewers
- more popular for technical positions

<https://www.softactivity.com/ideas/benefits-and-pitfalls-of-employee-monitoring-software/>

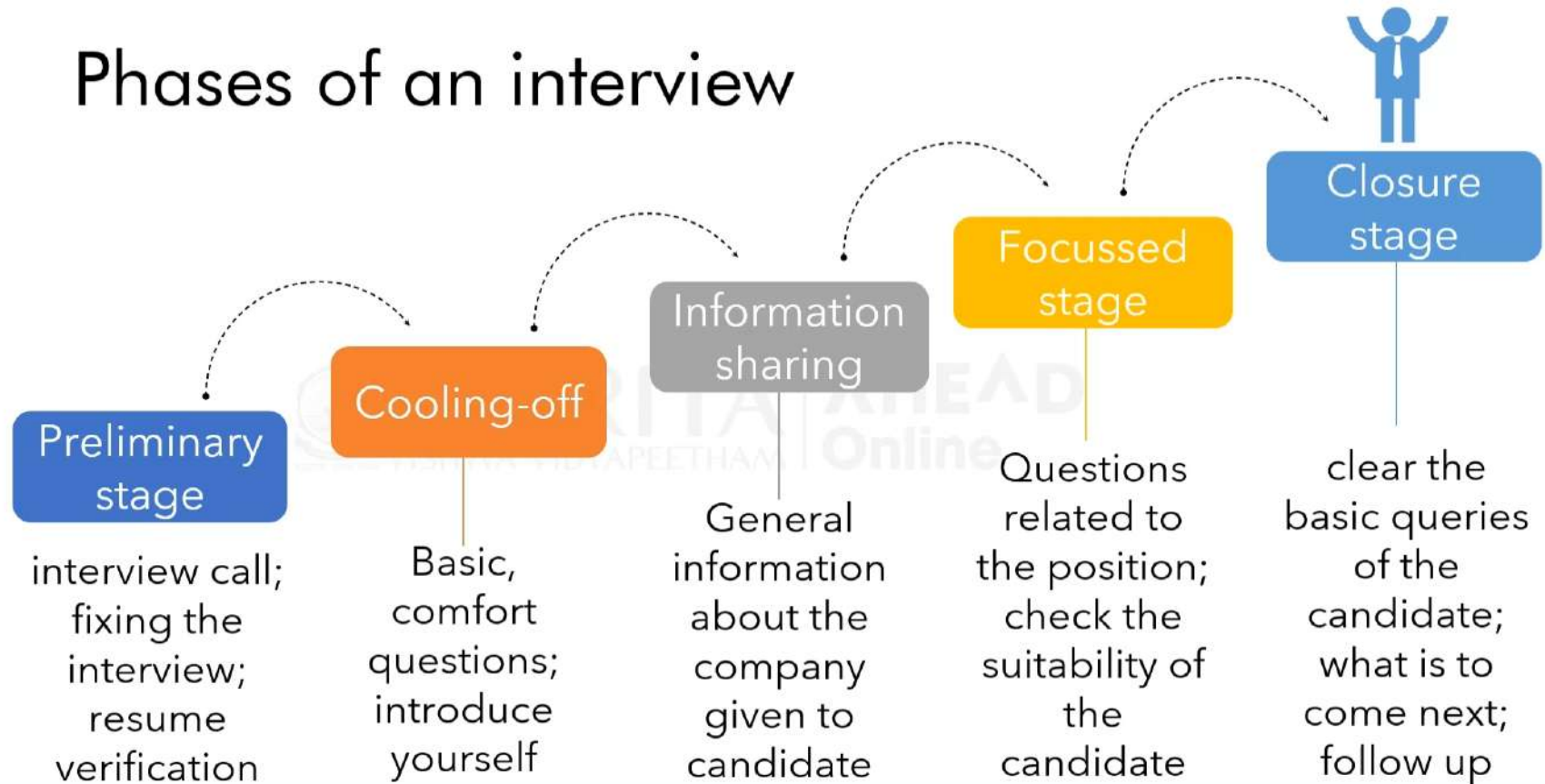


Telephonic interview

- a filter before inviting a candidate for a face-to-face interaction
- saves time and money
- to judge the prima facie suitability of the candidate

<https://www.roberthalf.com/blog/how-to-interview-candidates/the-best-phone-screen-interview-questions>

Phases of an interview



Summary

- An interview is a two-way communication between the interviewer and the interviewee.
- All the interviews are conducted for a purpose.
- Interviews can be of several types and have several stages.





Interviews

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Learning objective

- Learn how to prepare and appear for an interview.





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Appearing for an interview

Three phases

- Pre-interview
- Interview
- Post-interview

Pre-interview
phase:
preparation &
planning stage

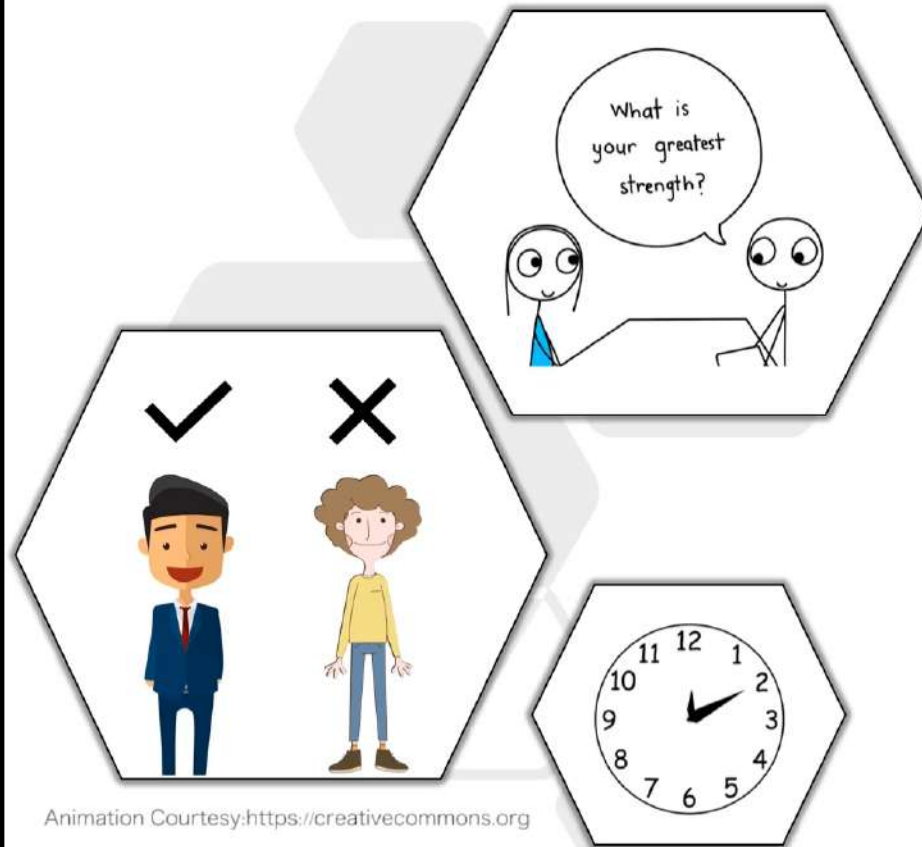


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Pre-interview phase

- Do a thorough self assessment.
- Know about the company.
- Know the position you are applying for.
- Review your resume.
- Get information about the interviewer.





Animation Courtesy: <https://creativecommons.org>

Pre-interview phase

- Know the interview format and anticipate questions.
- Prepare a folder.
- Practice. Practice. Practice.
- Dress professionally.
- Enquire the location and arrive on time



Interview
phase:
action &
performance
phase

Interview: Dos and Don'ts



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Ask permission to enter the room.



Greet the interviewer with confidence.



Take permission to be seated.



Be brief while answering a question.



Support your views with arguments.



Be honest while answering a question.



Interview: Dos and Don'ts

Photo Courtesy: <https://creativecommons.org>



Listen to the questions

Maintain eye contact while answering

Focus on your body language

Display courtesy while speaking

Exhibit enthusiasm for the job opportunity

Speak in clear voice and appropriate tone

Interview: Dos and Don'ts



Be calm and composed.



Talk about relevant things only.



It is ok to think a little before answering.



Do not try to influence the interviewer.



Do not try to change the topic of discussion.

Post-interview phase



Photo Courtesy: www.freerangestock.com

Post-interview phase



What would be the further process of selection?



What do I do if I don't hear from your side?



What kind of assignments would I get in my starting days?



If selected, would there be a training program for me?

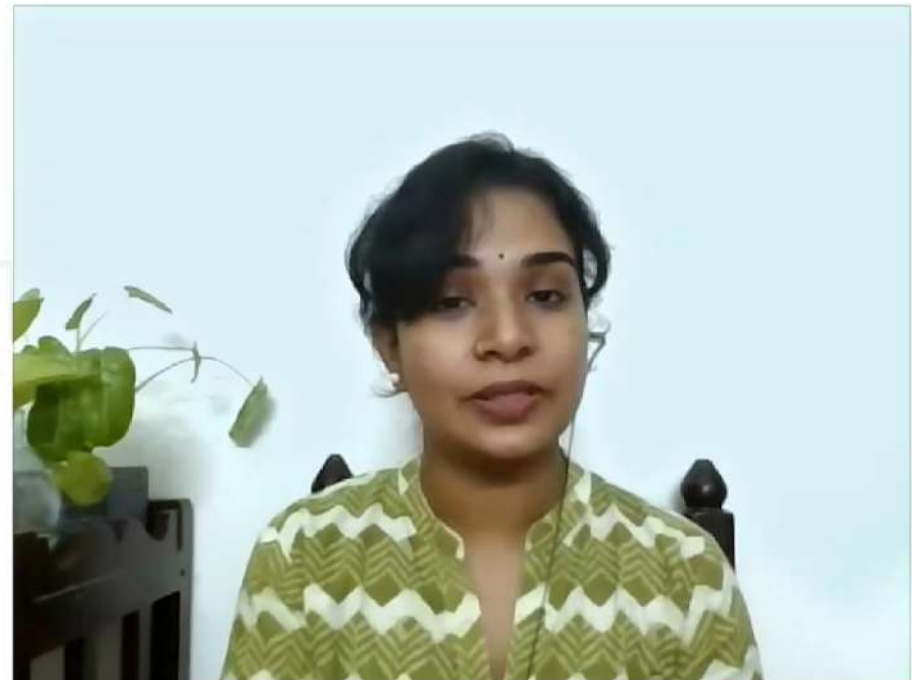


Does your company promote higher studies for employees?.



Summary

- Interviews may be a difficult experience but try to see it in a positive manner.
- Remember that you are put under scrutiny the moment you enter the interview room.
- Each interview phase requires preparation.





Negotiation and Persuasion

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Learning objectives

- To understand the characteristics and process of negotiation
- To learn the qualities of a successful negotiator
- Demonstrate an understanding of persuasion.





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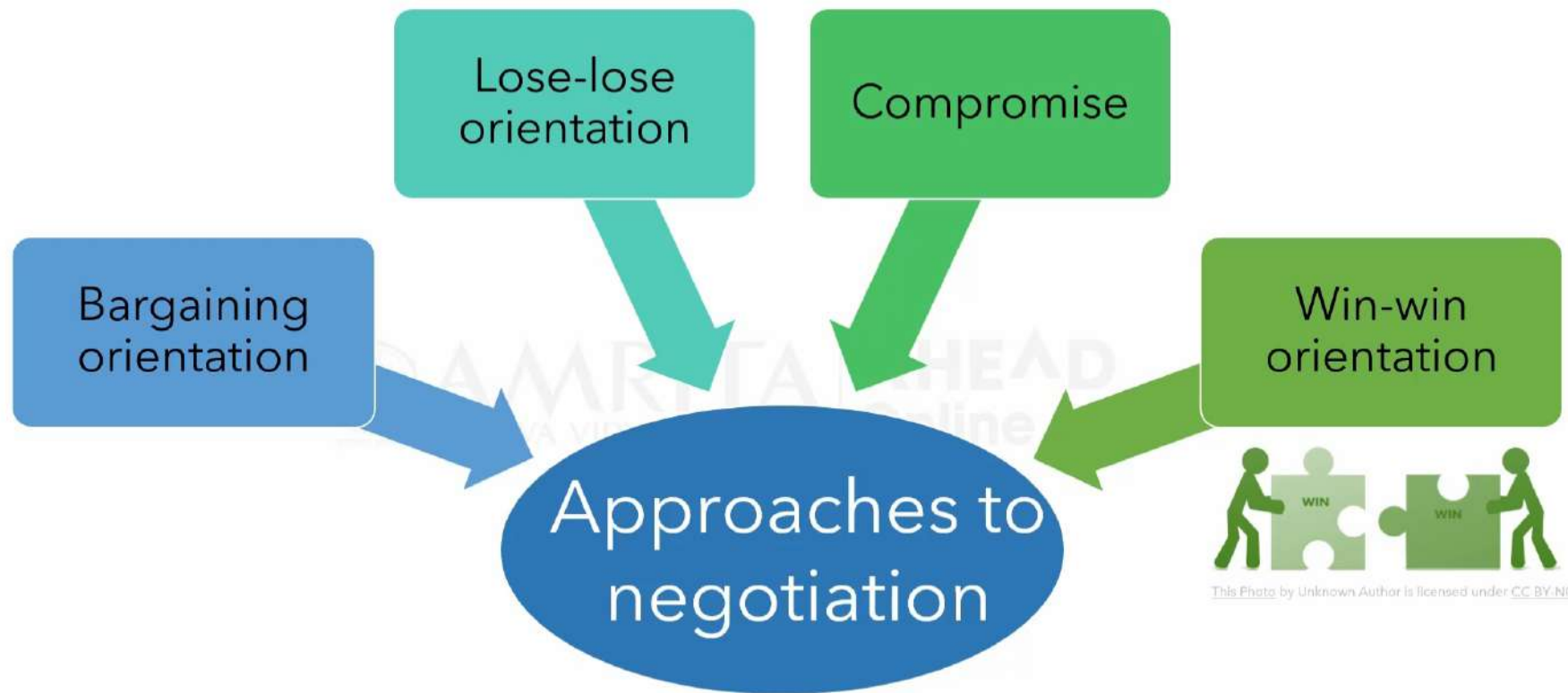
A negotiation is a strategic discussion in which the parties involved try to resolve a conflict in a way that both parties find acceptable.

Characteristics of negotiation



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- Involves two or more parties
- Conflicts of needs and desire
- Hope to crack a better deal
- Expectations to give and take
- Predetermined goals



Win-win approach

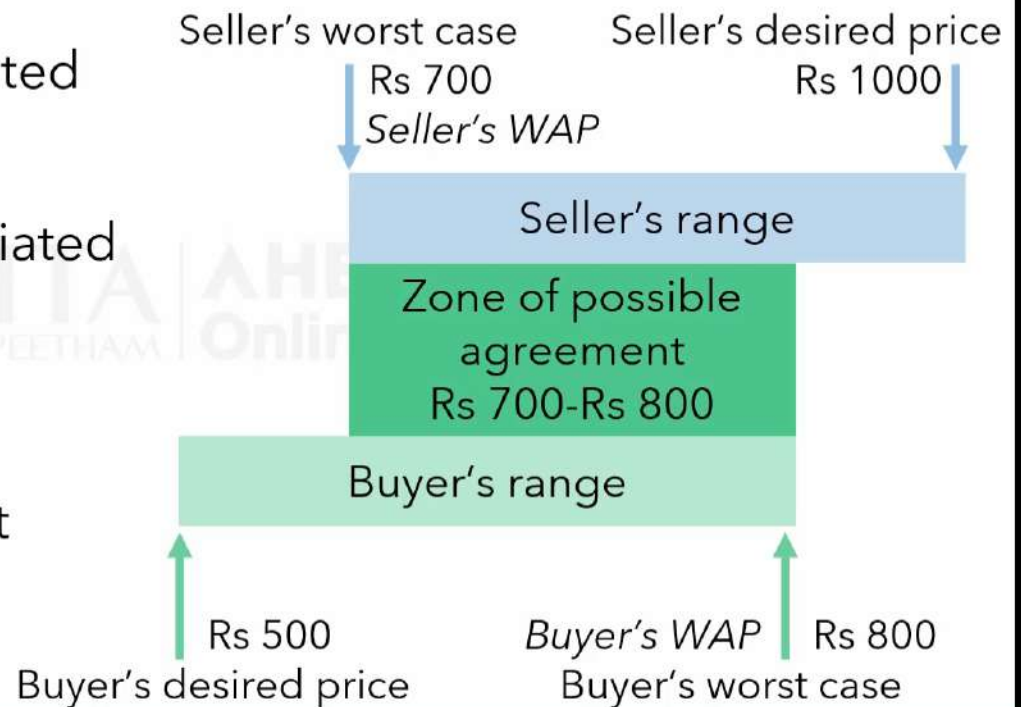


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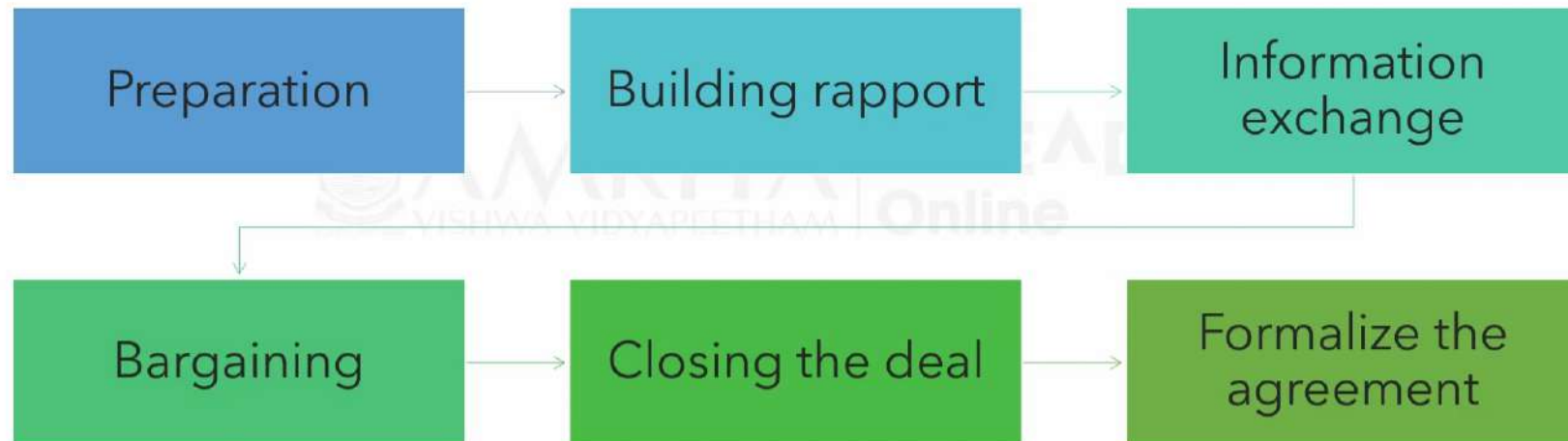
- Determine needs
- List possible solutions
- Evaluate and implement solutions
- Follow up

Fundamental framework of negotiation

- Best alternative to a negotiated agreement (BATNA)
- Worst alternative to a negotiated agreement (WATNA)
- Walk away point (WAP)
- Zone of possible agreement (ZOPA)



Process of negotiation



Qualities of a successful negotiator



Empathy



Flexibility



Patience



Fairness



Perception



Liveliness

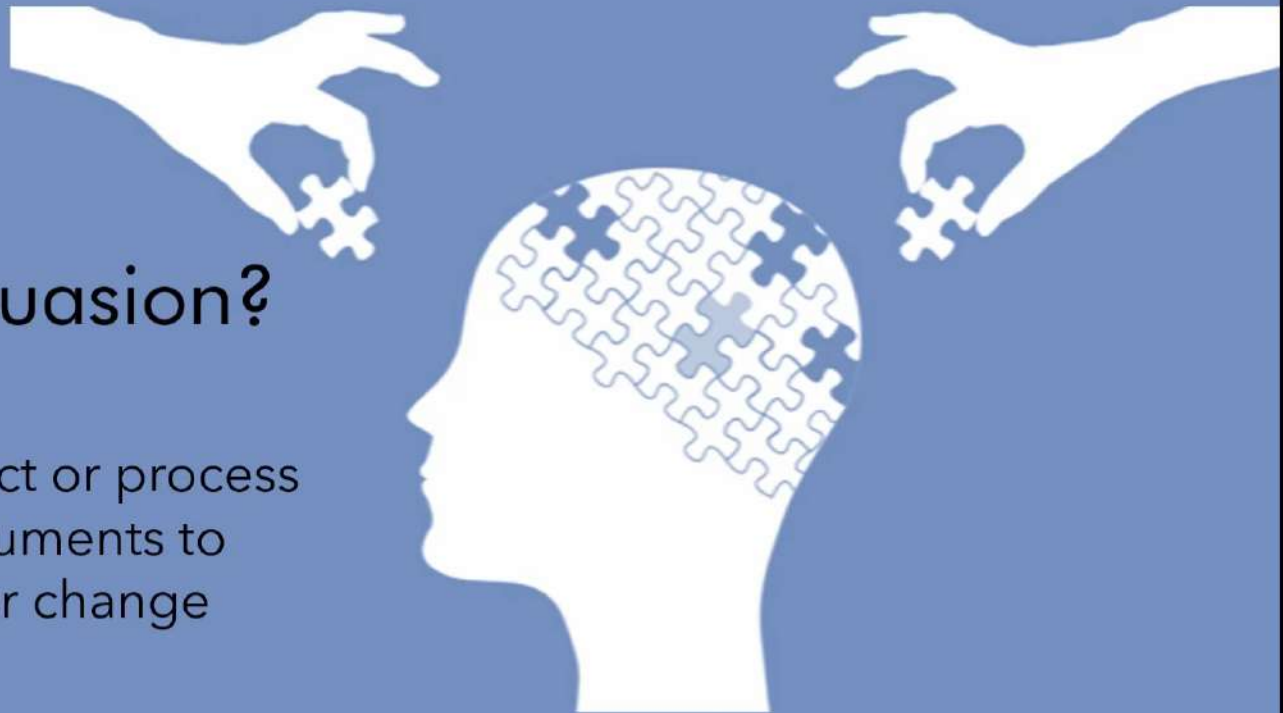


Orderliness



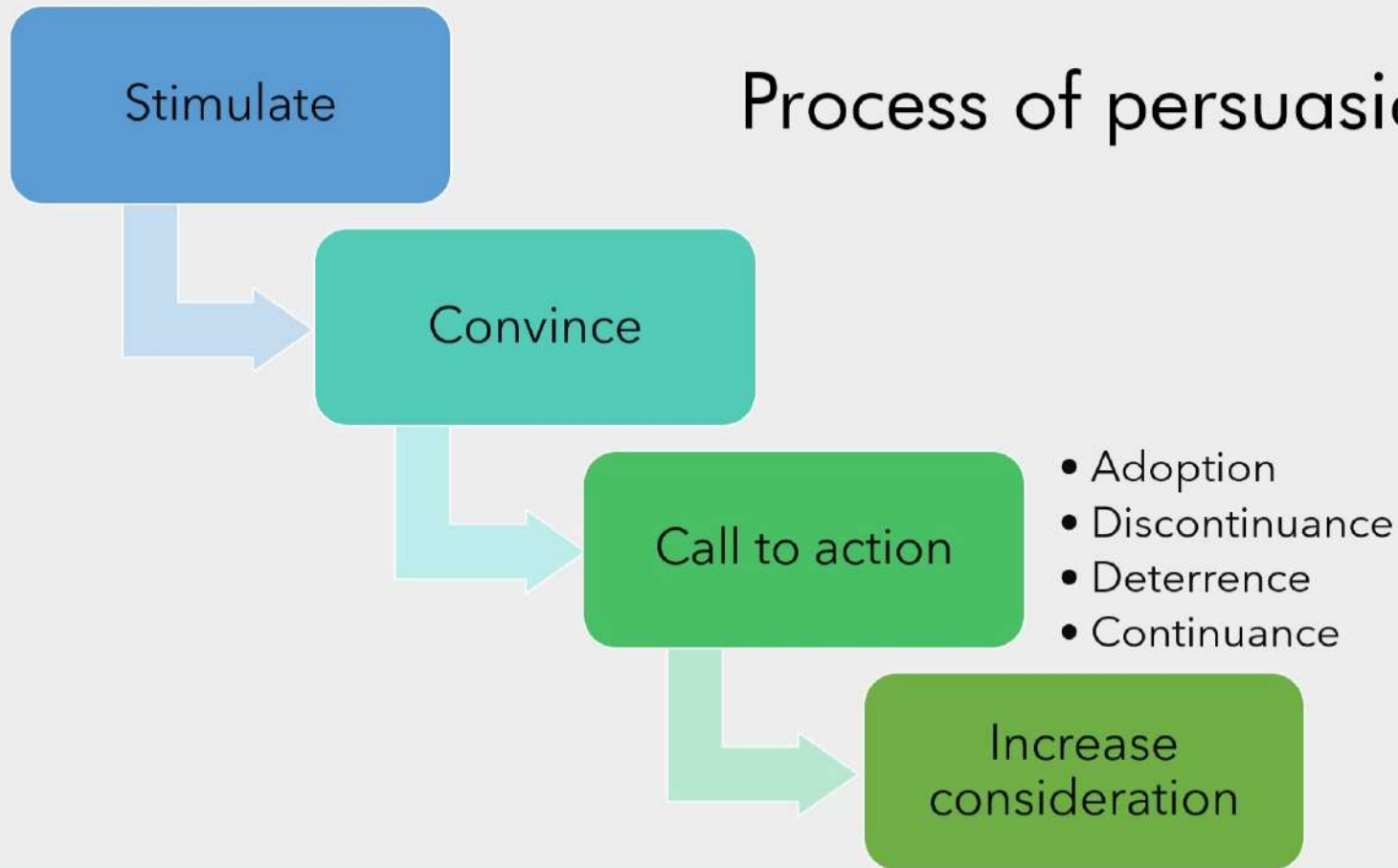
What is persuasion?

Persuasion is an act or process of presenting arguments to move, motivate, or change your audience.



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Process of persuasion



Difference between negotiation and persuasion

- They go hand in hand, but are not the same
- Negotiation aims for a win-win situation through compromise whereas, persuasion is convincing the other party to shift their ideas, beliefs or decision according to yours.
- Negotiation involves considering the other person's stance and views, whereas, persuasion is more one sided and doesn't focus on the other person's beliefs.
- Persuasive skill can be a good add on for an effective negotiation.

Summary

- Negotiation is an interaction involving two-plus people aiming to agree to terms or issues.
- Persuasion is an act or process of presenting arguments to move, motivate, or change your audience.
- Both are useful strategies in business communication.

