

Dealing with questions in a job interview

COMMUNICATION

LEVEL
Lower-intermediate

NUMBER
EN_BE_2336X

LANGUAGE
English





Goals

- Can ask and answer questions during a job interview.
- Can ask for clarification in a job interview.







Preview and warm-up

In this lesson, you are going to learn how to **deal with difficult questions** in a **job interview**.



Could you repeat the question, please?

Asking someone to repeat a question

It is likely that in a **job interview** there will be a time when you **don't hear** a **question** properly.

You might also want to **check** that you **heard** the **question correctly**.

In these cases, you can **politely ask** the **interviewer** to **repeat the question**.



Could you say that again, please?

Asking someone to repeat a question

Here are two more **polite questions** to ask when you want the **interviewer** to **repeat** a **question**.



Could you repeat the question, please?



Could you ask me that one more time, please?

Asking someone to repeat a question

Here is a **phrase** that you can use when you **didn't hear** what the **interviewer** said.
It is not a question, it means ***please repeat that.***



I'm sorry, I didn't catch that.



Intonation in questions

Could you repeat the question?



Intonation in questions

Could you repeat the question?

Could you say that again?



Intonation in questions

Could you repeat the question?

Could you say that again?

These questions have a **rising intonation**. That means your **voice** goes **up** a little **at the end** of the question.

Practise saying them with your teacher.



Unscramble the phrases

Could you

that

again, please?

say

Could you

the question,

please?

repeat



I couldn't hear you!

Sorry

that

catch

I didn't



Fill in the gaps

Fill in the gaps with the missing word or words to complete the phrases

1. Could you _____ the question, please?
2. Could you _____ that again, please?
3. I'm sorry, I didn't _____ that.
4. Could you _____ me that one more time, please?



Asking for clarification

When you **don't understand** the **question** the interviewer asks, you can ask them for **clarification**, or to **explain** the question.

First, you can tell them **politely** that you **didn't understand**.



I'm sorry, I didn't understand your question.

Asking for clarification

Now here are some **questions** you can ask if you would like the **interviewer** to **explain** the **question**.



Could you explain what you mean exactly?



Could you go over that again, please?

Asking for clarification

You can also **ask** the **interviewer** to say the **question** in a **different way**.

Sometimes **one word** in the question means we can't understand, and hearing a **synonym** helps.



Could you rephrase your question, please?



Fill in the gaps

Fill in the gaps with the words below

explain

rephrase

understand

go over

1. Could you _____ that again, please?
2. I'm sorry, I didn't _____ your question.
3. Could you _____ your question, please?
4. Could you _____ what you mean exactly?





A man with a beard and a woman with glasses and a yellow shirt are looking at each other. Between them is a cloud of various letters and symbols, suggesting a message or a puzzle. A large question mark is visible in the background.



Speaking

**Choose one of
the questions
from the
previous page to
answer**



Question time!



Job interview time!

Dealing with difficult questions

Sometimes we **understand the question** but we **don't know** how to **answer**.

This is a good time to use a **phrase** to **buy some time** and give you **a few seconds** to **think** about your answer.



That's a good question.



Phrases for buying time



Ok, **let me think.**

I must say **that's an interesting question.**



Well, **I've never thought about that before.**



Dealing with difficult questions

We are sometimes asked **difficult questions** that we need to **answer** in a **complex** way.

Here are some **phrases** to help you do that:

Well, that depends.

On the one hand...

On the other hand...

To be honest...

Having said that...





Dealing with difficult questions

Here are some examples of the **phrases in context**.



Well that depends on the project I am working on.

On the one hand, I like working in a team.



On the other hand, I am happy working independently too.

Having said that, the support of a good boss is very important to me.





Match the two halves of each phrase

On the

about that
before

interesting question

one hand

Having

think

Let me

said that

I've never thought

That's an



Dialogue

Use some of the phrases on the previous page to fill in the gaps in the dialogue.



What qualities do you think a team leader needs to have?

That's an _____ question. Let me _____.



Take your time.

Well, on the _____ hand I think they should be hard-working but on the _____ hand they also need to be patient.





Difficult questions

What do you think are difficult job interview questions?
Make a note of two or three hard questions here

A blank sheet of lined paper with a spiral binding on the left side, intended for writing notes.





Difficult interviews

**Now ask your classmates your questions.
They should use some of the phrases in this unit to help them answer**

That's a good question.



I'm sorry, I didn't catch that.

Could you rephrase your question, please?



Having said that...



Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no





Reflect on this lesson

**Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?**



If you have time, go over
the most difficult slides again



Answer key

Exercise p. 11

1. Could you say that again, please? 2. Could you repeat the question, please? 3. Sorry, I didn't catch that

Exercise p. 12

1. repeat, 2. say, 3. catch, 4. ask

Exercise p. 16

1. go over, 2. understand, 3. rephrase, 4. explain

Exercise p. 23

On the one hand, let me think, having said that, I've never thought about that, that's an interesting question

Exercise p. 24

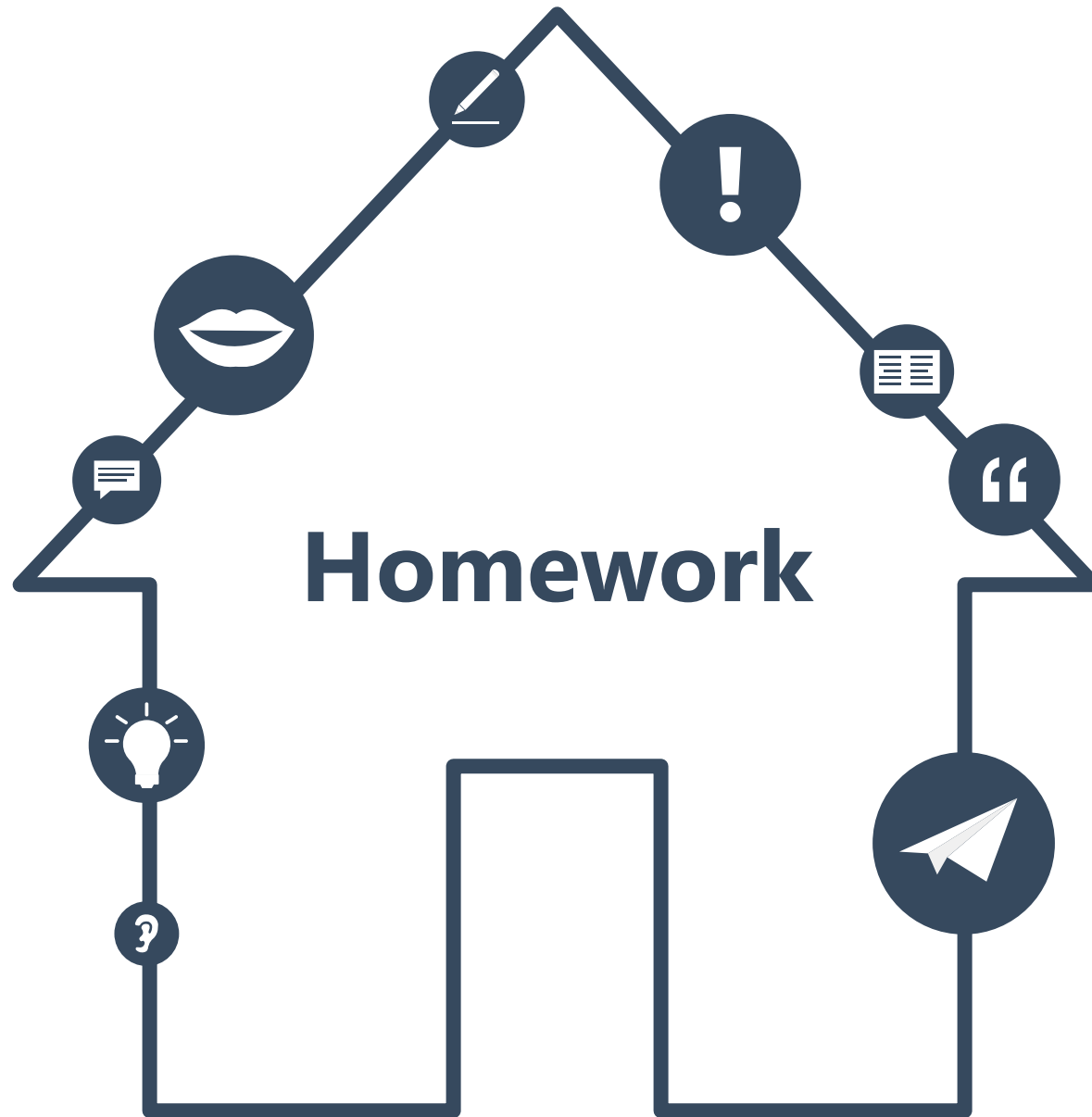
Interesting, think, one, other



Transcription

Exercise p.17

1. Tell me about a bothersome project you worked on that came to great fruition. (rephrase: Tell me about a difficult project you worked on that had a good result.)
2. Tell me about an extracurricular diversion you enjoy outside work. (Tell me about a hobby...)
3. Tell me about a time you overcame an obstacle. (Tell me about a time you had a problem and what you did about it.)





Unscramble to make phrases and questions

A

repeat

please

Could you

the question

B

thought about

before

I've never

that

C

mean exactly

Could

you explain

what you

D

sorry I

I'm

catch

that



Complete the sentences

Complete the sentences with your own ideas.

1. On the one hand a team leader is... but on the other hand they...
2. A marketing manager is... Having said that...
3. What is the best time to start work? Well, that depends...



Homework answer key

Exercise p. 30

A. Could you repeat the question please?, B. I've never thought about that before, C. Could you explain what you mean exactly?, D. I'm sorry I didn't catch that.



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