

# FIT1049

## Week 5: **Structured Communications**

### Meetings & Interviews

# Agenda

## **FIT1049 Week 5 Meeting**

Monash University, Clayton



Chairperson's Welcome

Minutes of previous meeting

Matters arising

Report on Meetings

Quiz on Procedures

Presentation on Interviews

Interview Questions

Star Approach

Other Business

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## FIT1049 Week 5 Meeting

Closed at 11:45

1. Minutes of previous meeting confirmed by Jo Brown and seconded by Mary Green
2. Discussion on the preparation required for a good oral presentation.
3. Report on the structure a presentation and creating good quality visual aids
  - Action Item: visual aid analysis – all student
4. Analyse a persons body language
  - Action Item: eFolio analysis – cancelled
5. Discussion of the importance of how voice and language are used in presentations and timing
6. Next meeting – Next week Same Venue

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# Did you read the ePub for week 5

- A. Yes, It was good.
- B. Yes, It was bad
- C. No, I had technical difficulties
- D. No, I did not get around to it.

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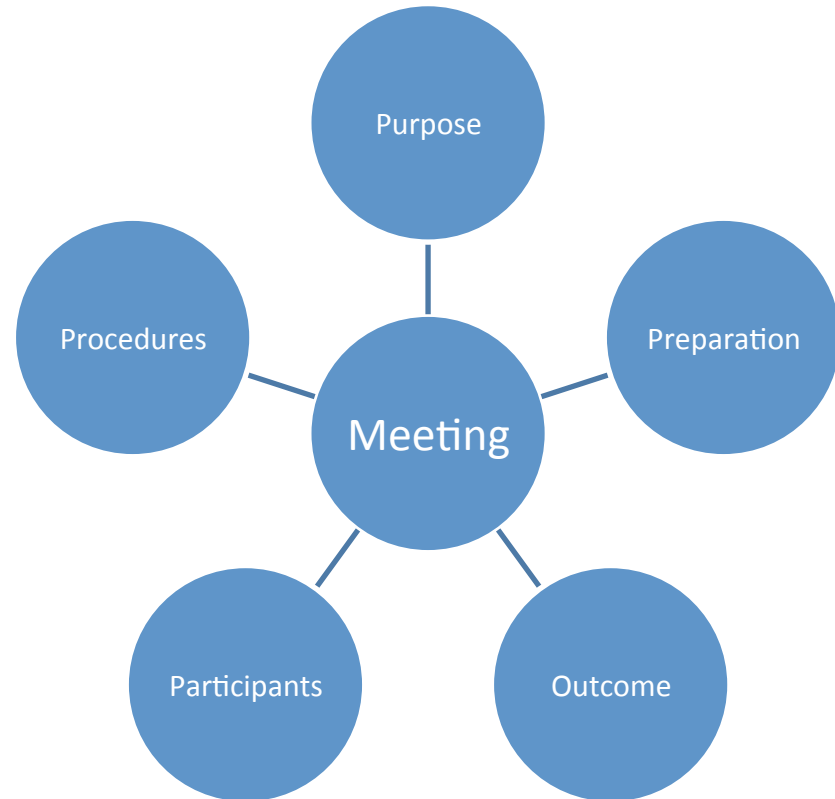
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# Part 1: Meetings

- Purpose
- Preparation
- Procedures
- Participants
- Outcomes





# What is a meeting?

2+ people assemble to communicate

Formal



<http://www.hkbu.edu.hk/~histweb/eng/taiwan.htm>

Informal



<http://winatworkzone.com/blog/category/maximized-manager/>

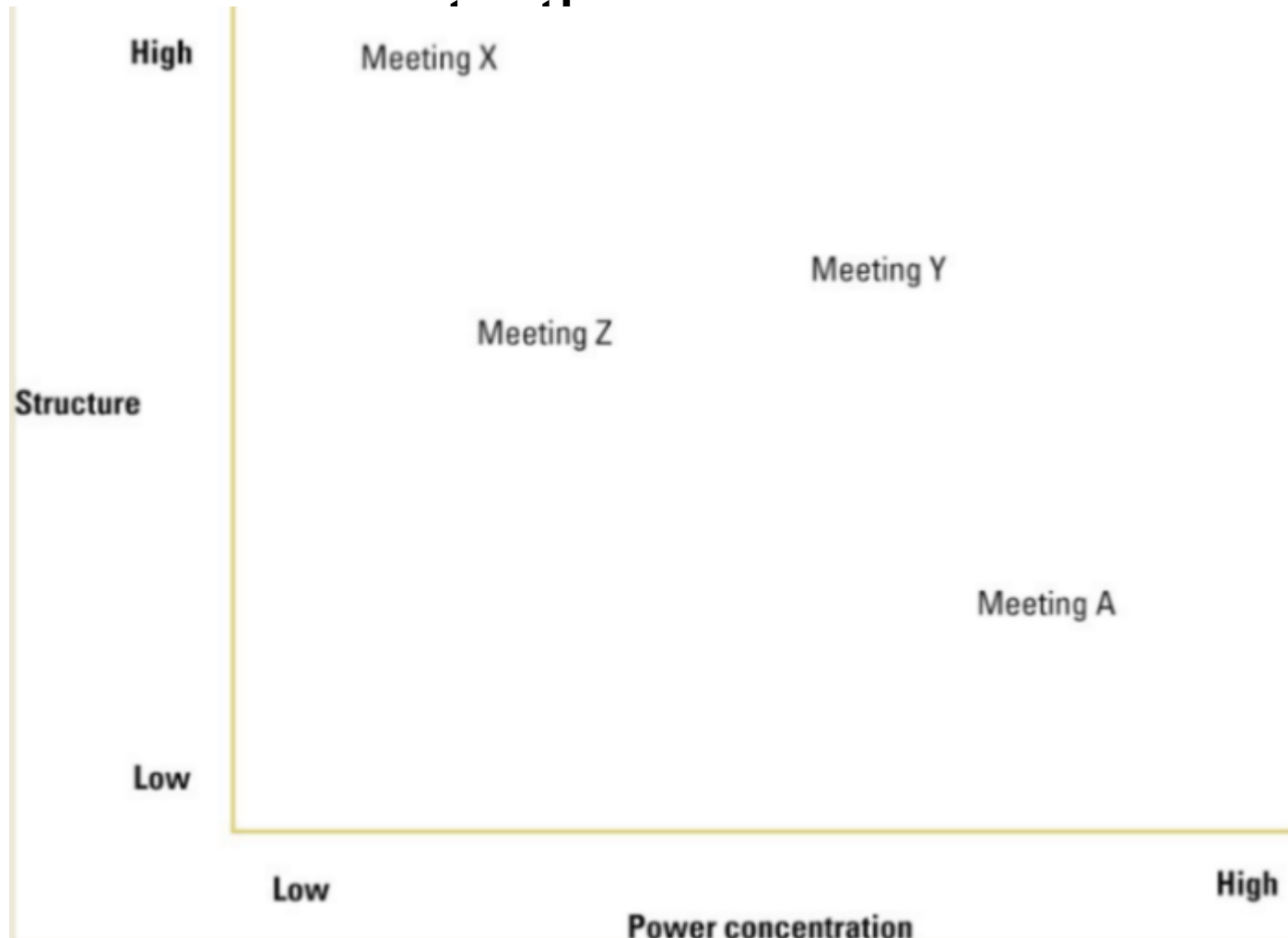
VS.

- See Eunson 21.1 for more examples

Type	What happens	Who runs it?	Who attends?

# Structure vs Power

- High power vs Low power



# The Successful Meeting

- The GOOD

✓ Problems solved

Decision made ✓

✓ Actions planned (& taken)

Information shared ✓

Group morale boosted ✓



# The Successful Meeting

- Well run meetings can be a very effective way to achieve a whole range of outcomes
  - Planning strategies
  - Providing and clarifying information
  - Encouraging problem solving
  - Co-ordinating efforts
  - Motivating
  - Allowing for exchange of ideas
  - Evaluating performance
  - Giving and receiving feedback
  - Building a team

Lonely? Can't work on your own? Having trouble filling your day?

Hate making decisions?

## **WHY NOT HOLD A MEETING?**

— You get to:

- Meet other people
- Get updates on status
- Offload decisions
- Feel important
- Impress your colleagues
- Give the appearance of progress

— And all in work time!



# **MEETINGS:**

## **THE PRACTICAL ALTERNATIVE TO WORK**

# Negative perceptions of meetings

## THE BAD

- “where minutes are kept and hours are lost”
- “a group of the unfit, appointed by the unwilling to do the unnecessary”
- “a group that succeeds in getting something done only when it consists of three members, one of whom happens to be sick and another absent”

# Have you participated in a formal meeting?

- A. Yes, many times
- B. Yes, on occasion
- C. Yes, once
- D. Never



# What is your experience of meetings?

- Have you attended “the meeting from hell”?



# What has been your experience of meetings?

- A. They have always been worthwhile
- B. They have mostly been productive, but occasionally not
- C. They have mostly been a waste of time
- D. I don't really have any experience with meetings

# Meetings can work IF and only IF ...

- They are managed effectively

... to do this

you must be prepared

# How to have successful meetings?

1. Don't have a meeting
2. Set objectives
3. Provide an agenda
4. Set times for each item
5. Start and end on time
6. Capture action points
7. Follow up

# Preparation

## Before the meeting:

- Why?
  - Who?
    - When?
      - Where?
        - What?

# Preparation



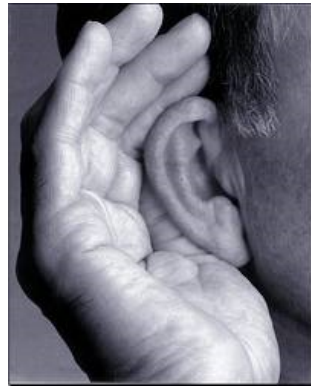
# Seating Arrangements

- Sight lines



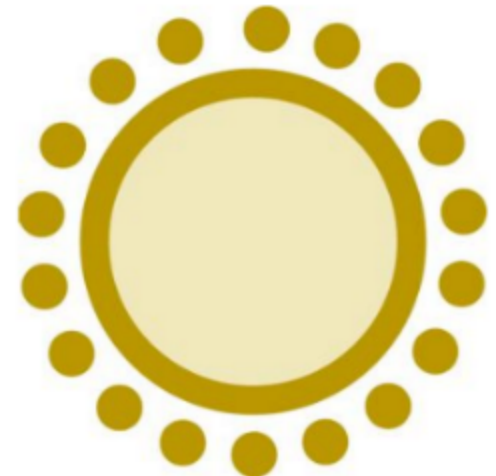
<http://www.trentandsimone.com/?m=200804>

- Acoustics

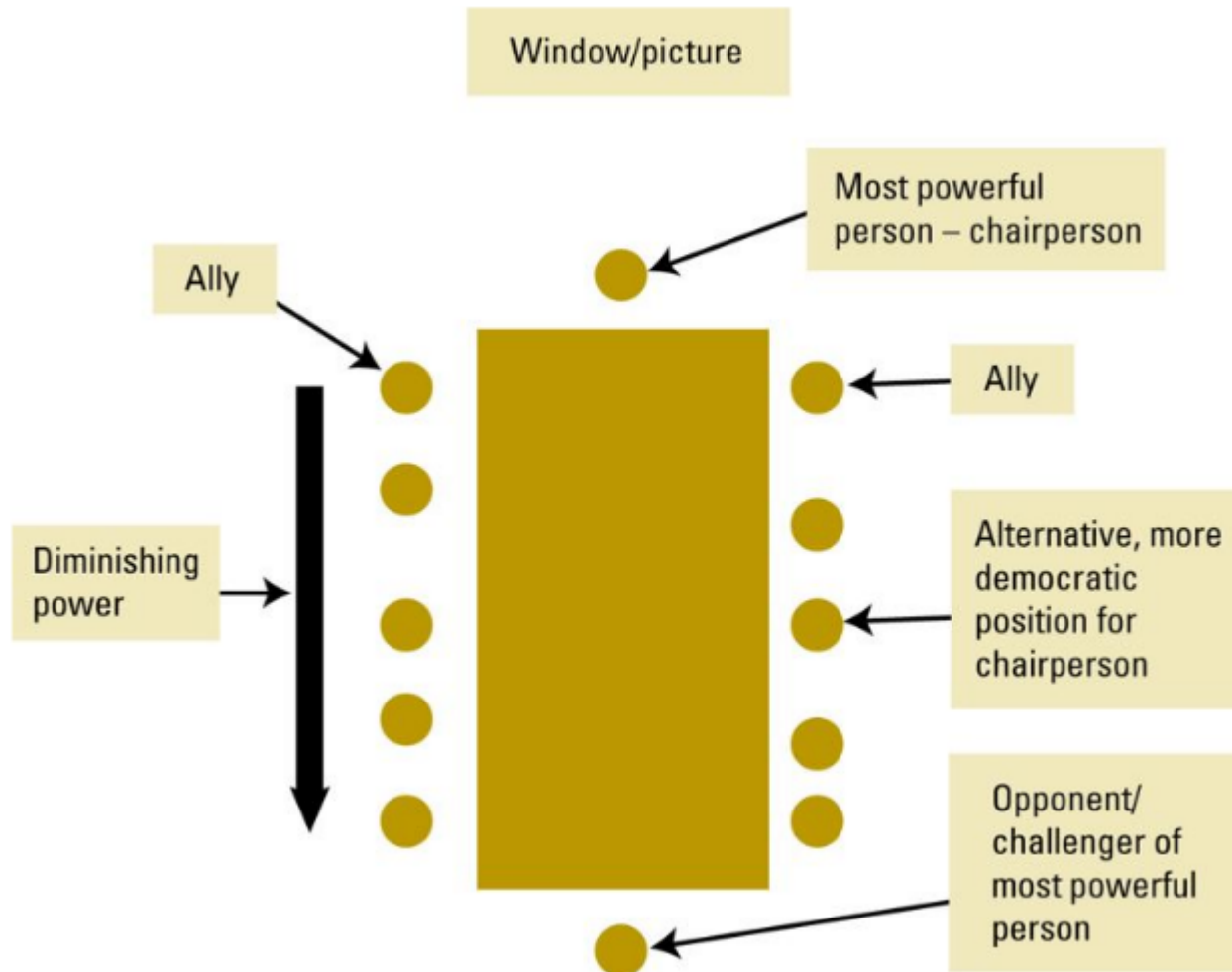


<http://www.freedomscope.com>

- Power dynamics



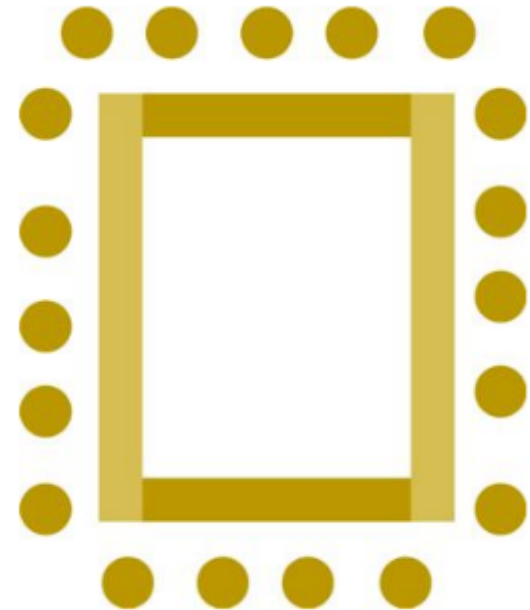
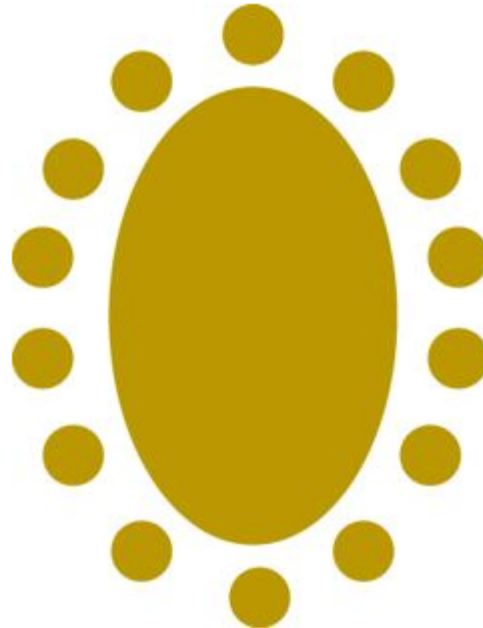
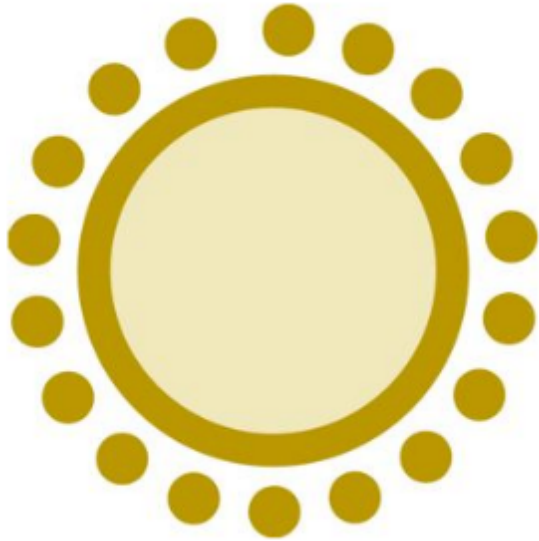
# Seating Arrangements



Eunson Fig 21.9 Possible symbolic dynamics



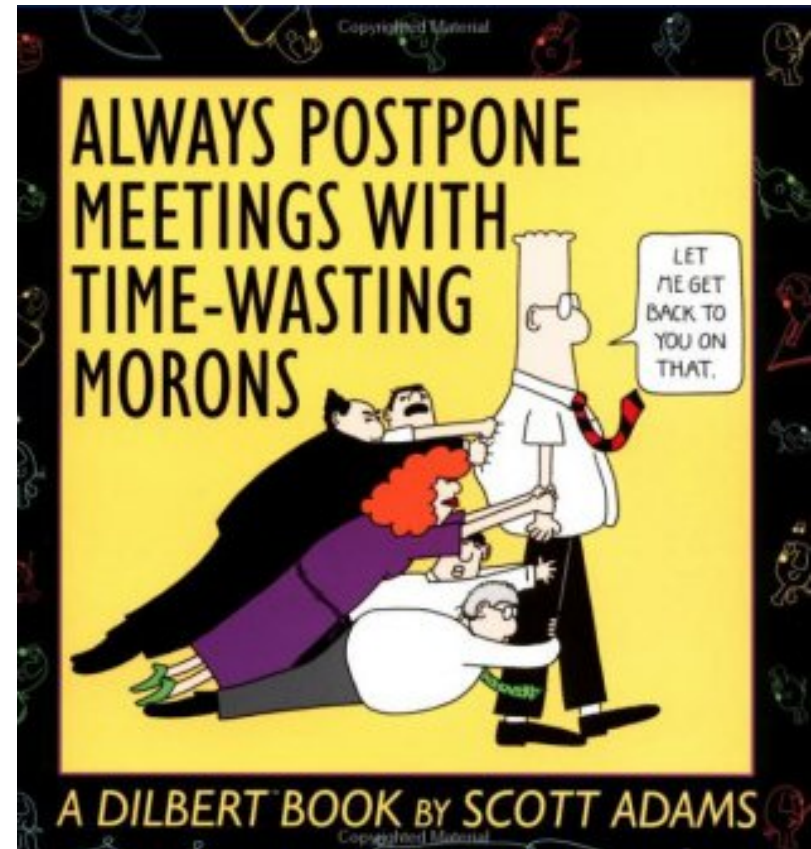
# Seating Arrangements



Eunson, Figures 21.10-21.12

# During the Meeting

- Follow standard meeting process
- Have agenda and follow it
- Set rules for debate
- Keep it short, announce end time
- Keep record (minutes)



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Q \_ O \_ U \_

M U R

F C E

B A W

S T O

This is the minimum number of people required to participate in a meeting before the meeting can be seen to be legitimate.

- This is the minimum number of people required to participate in a meeting before the meeting can be seen to be legitimate.

# P\_I\_T\_O\_O\_D\_R

- A. D X Y I X U
- B. U B U T L V
- C. F E O R N S
- D. I E T K S V

Any member can at any time point out any improper procedure or incorrect interpretation of the standing orders. The chairperson rules on point of order after discussion. If there is a disagreement, a vote is taken.

# Points of Order

- Any member can at any time point out any improper procedure or incorrect interpretation of the standing orders. The chairperson rules on point of order after discussion. If there is a disagreement, a vote is taken.

C \_ N \_ T \_ T \_ T \_ O \_

- A. E P U E Z E
- B. U N O I S I
- C. E X O U A Q
- D. I N A L O O

A document setting out broad structures and requirements of an organisation.



# Constitution

- A document setting out broad structures and requirements of an organisation.

S\_A\_D\_N\_O\_D\_R\_

E R I G T N S

D C D U P U X

Y I B X O X Y

I Q O L R M Y

A document setting out specific procedures for conducting business in meetings.

- A document setting out specific procedures for conducting business in meetings.

# M\_T\_O\_

E L A

Y I U

I N O

O L U

A formal proposal for action or change put to a meeting that calls for those present to vote for or against it. It is a way of getting definite decisions out of the meeting.

# Motion

- A formal proposal for action or change put to a meeting that calls for those present to vote for or against it. It is a way of getting definite decisions out of the meeting.

- Agendas (see example on Moodle)
  - Minutes
  - Constitution
  - Standing orders
  - Points of order
  - Quorum
  - Motions
- 
- See Eunson Figure 19.4 (21.4)



<http://danltoons.blogspot.com/2008/09/alert-alert.html>

# Making a Decision

- Notice
- Proposal
- Motion:
  - Moved
  - Seconded
  - Amended
  - Voted
  - Carried

Example Motion:

‘That this association seek out and hire a research director to be appointed for 5 years’

Example Amendment:

‘Replace the words “to be appointed for 5 years’ with the words “for a trial period of 6 months”.’

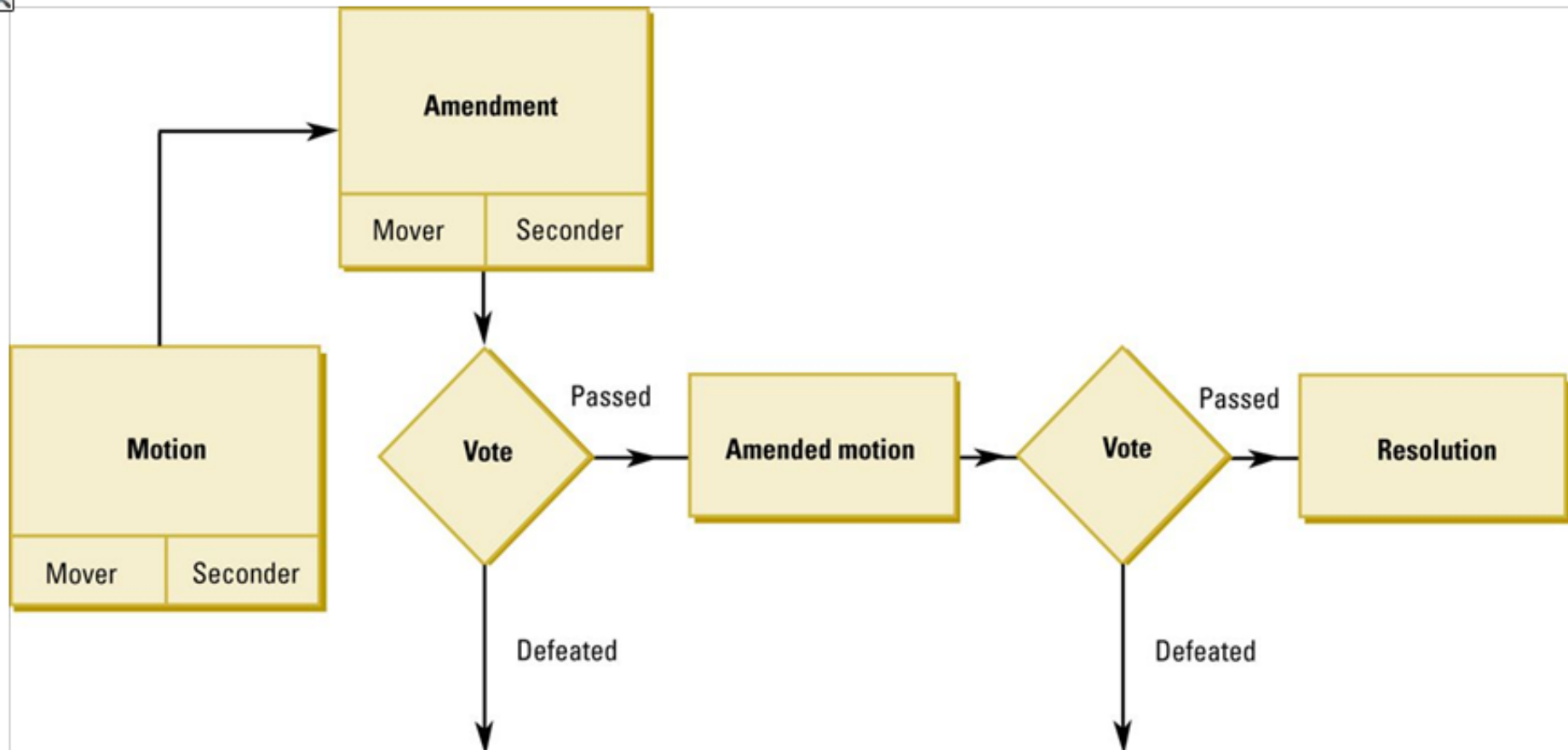
# ACTIVITY

- Obtain the floor
- Proposal
- Motion: That all work in university should be done in class time (no more homework)
- Moved:
- Seconded:
- Stating the Question
- Speaker For



# Making a Decision

**Figure 21.3: Motions, amendments and resolutions**



# Making a Decision

- Notice
- Proposal
- Motion:
  - Moved
  - Seconded
  - Amended
  - Voted
  - Carried
- Resolution
- Casting vote
- Action

# After the Meeting

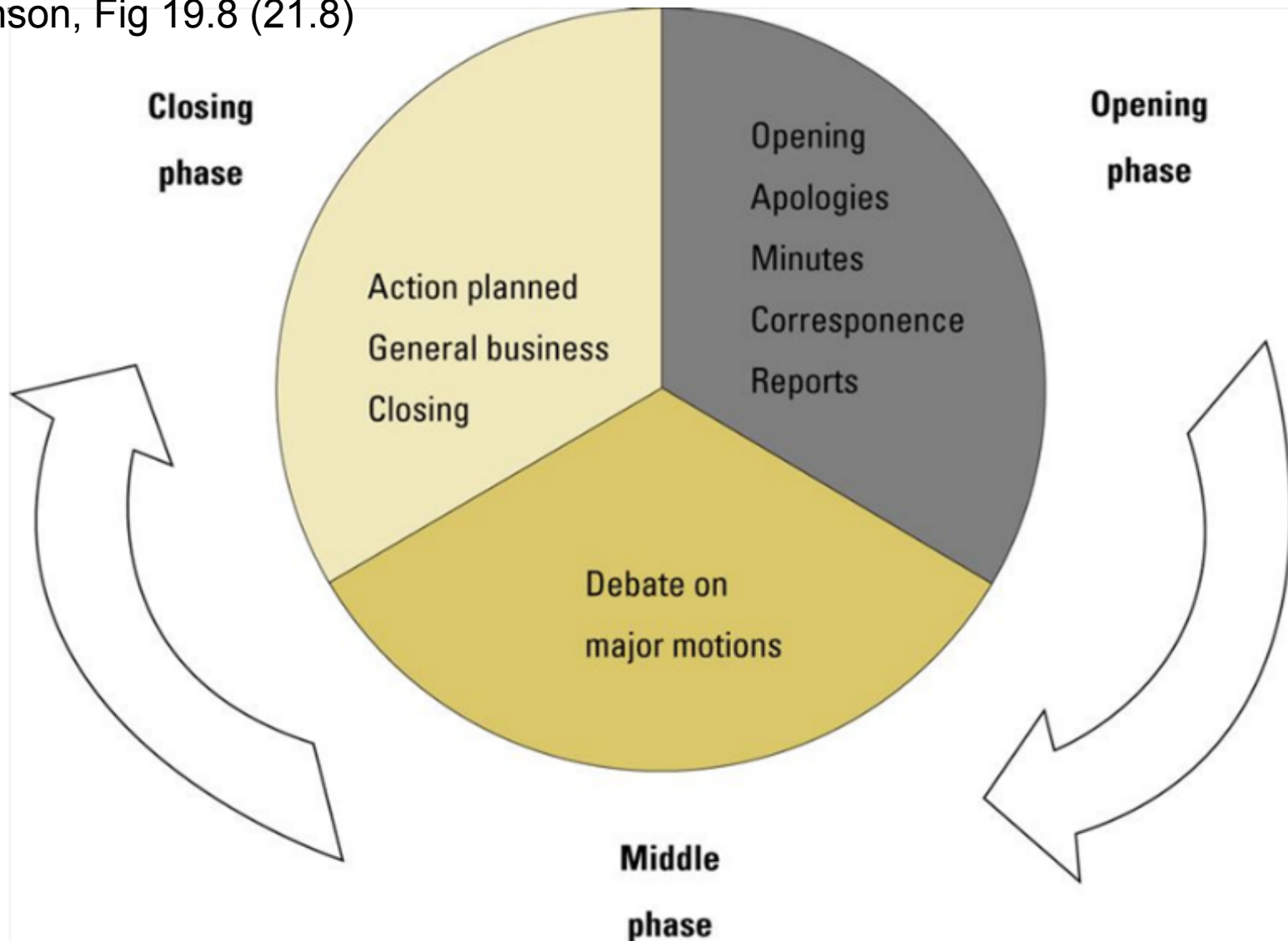
- Complete and confirm the minutes
- Follow up on action items
  - May have sub-committees
  - Track progress
- Keep key stakeholders informed

# Minutes

- Name of Meeting
- Date
- Time
- Attendance
- Apologies
- Numbered Items
- Action after each item
- Close Time

# Meeting Phases

Eunson, Fig 19.8 (21.8)



# Participants

- Chairperson
  - Deputy chairperson
  - Secretary/recorder of minutes
  - Members
- 
- How are student meetings different?

# Duties of Chairperson

At the meeting:

“Work with participants to achieve agreed outcomes, make decisions and solve problems”

**Ringmaster**



<http://spotlight-costume-hire.com/pages/occupations.htm>

*brief, clarify, challenge, control, facilitate, focus, reduce conflict, increase conflict, draw out, suppress, police, balance, provoke, pace, observe, monitor, summarise, lead, provide an example...*

# Duties of Chairperson

At the meeting:

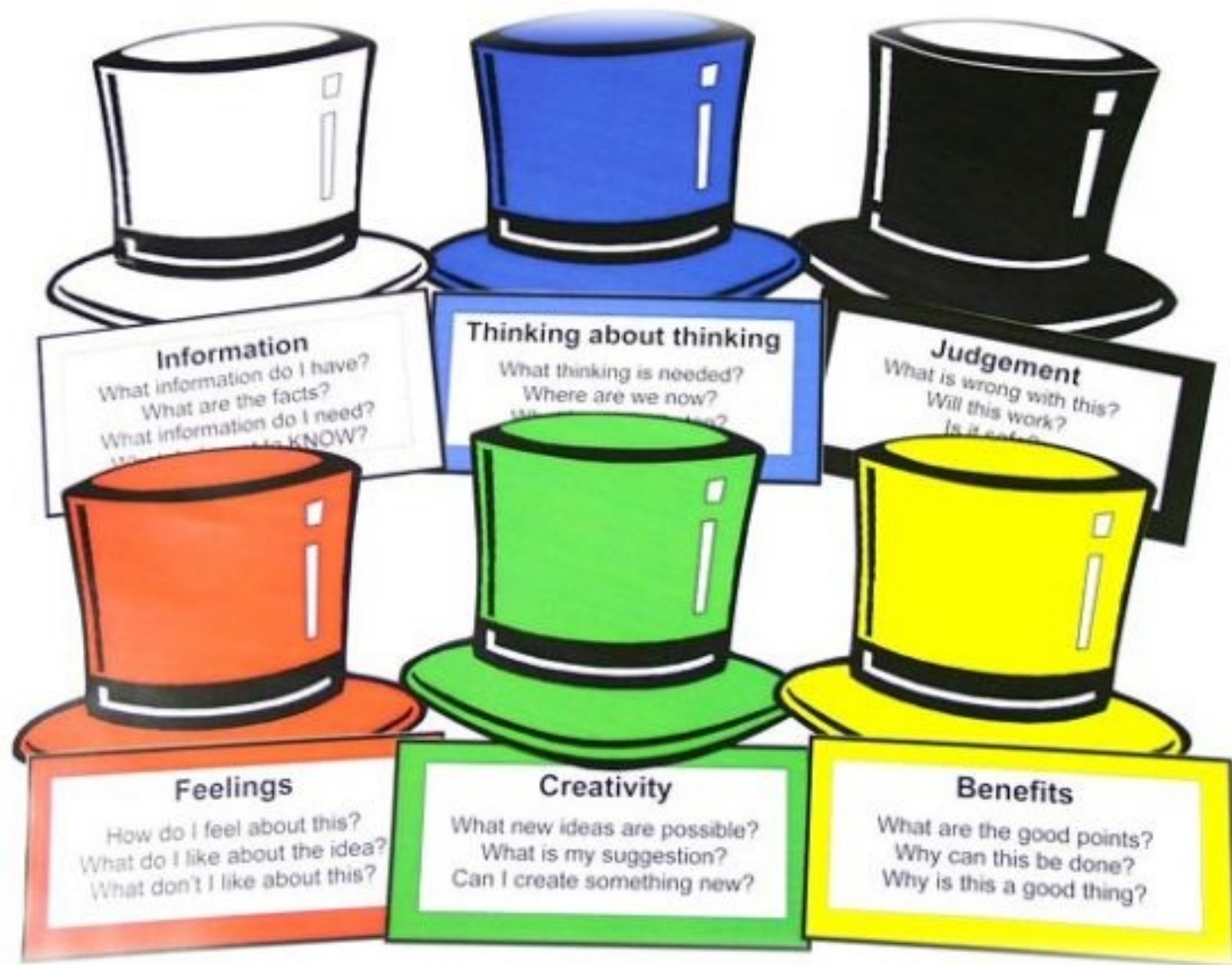
- Many formal duties, including:
  - Welcome members, introduce visitors
  - State aims of business
  - Indicate agenda order
  - Confirm minutes and sign as correct
  - Allow discussion on each item



# Members' Responsibilities

- Prepare for the meeting
- Understand the procedures
- Know how to conduct yourself
- Know how to communicate
- Play your role

# Thinking Hats



# Thinking Hats in Meetings

- **Red** – How do we feel about it?
- **White** – What information do we have?
- **Black** – Will it work?
- **Yellow** – What are the benefits?
- **Green** - Proposal and suggestion?
- **Blue**- Where are we now -  
Observation and comment?

- Create a positive atmosphere
- Be willing to negotiate
- Avoid defensive or dysfunctional roles

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# Part 2: Interviews

- Preparation
- Communication aspects
  - Answering questions
  - Asking questions
  - Non-verbal communication
- Types of interview

# Interview/meeting

- Requirements elicitation  
... getting to know what your client wants

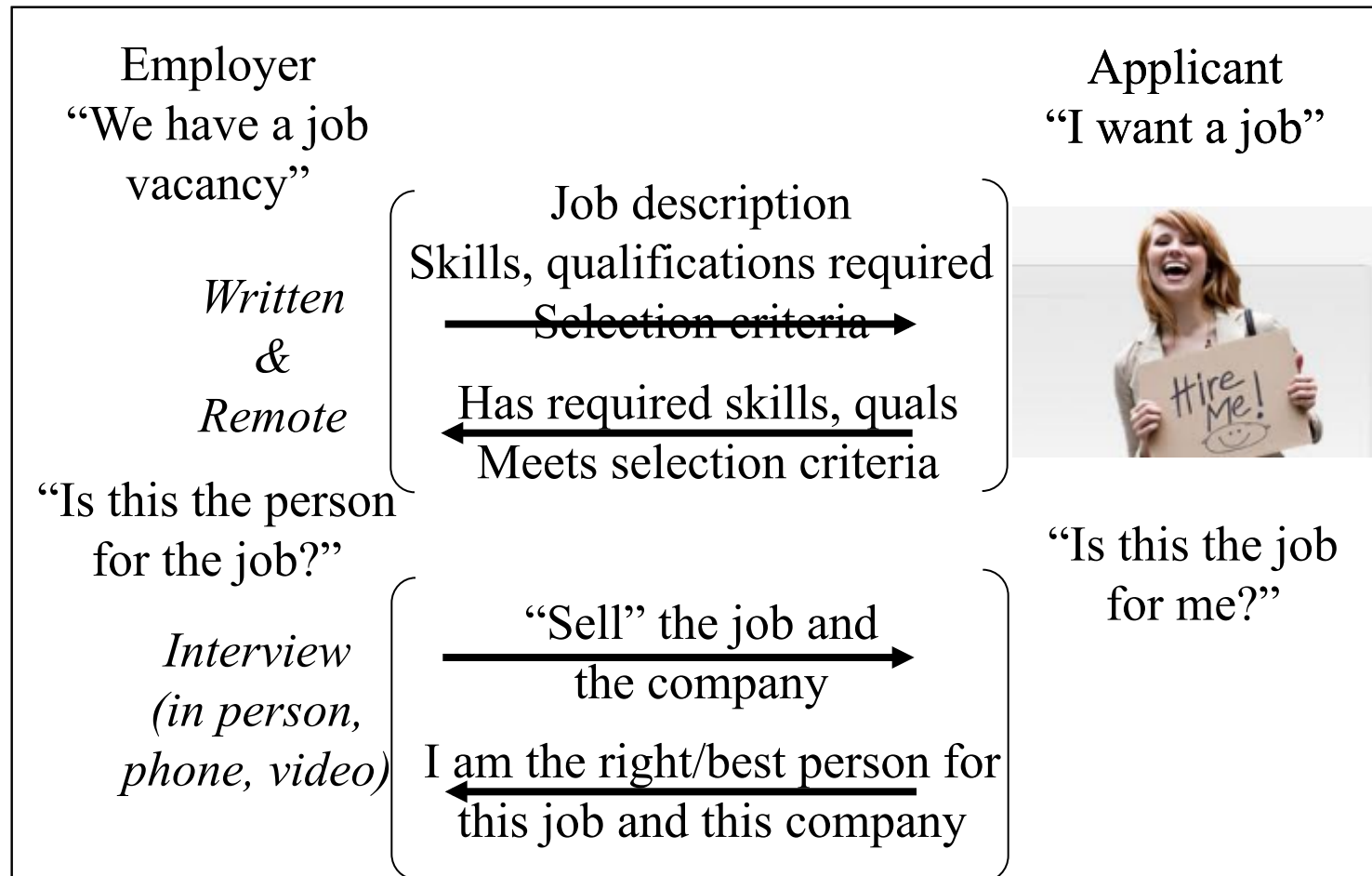


# After the interview

- Write up your interview notes
- Send the interviewee a summary of the interview
- WHY?



# Recall - Employment Communications



# Interviewer wants to know

- You as a person
- Your educational experience
- Your work experience
- Your interests/leisure activities
- What you expect from the position
- Whether you will suit their company



[http://battellemedia.com/archives/2006\\_12.php](http://battellemedia.com/archives/2006_12.php)

# Have you been for job interviews before?

- A. Yes, I've been for many interviews
- B. I've been for many interviews, but not recently
- C. Yes, I've been for a few
- D. No, I'm yet to interview for a role

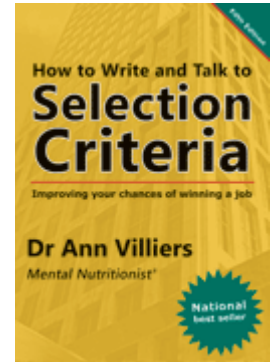
# Preparation

- Understand the selection criteria and how you meet them
- Research the company
- Anticipate questions
- Practice
- Know yourself



# Selection Criteria

- What is the employer looking for?
- Identify & clarify
- Address and demonstrate that you have what they want at every stage of the selection process



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## eFolio Activity: Interview response

Tell me about a time you made a mistake and how you handled it.

- Jot down key points as basis for a 1-2 minute answer to this question

# “Tell us about yourself”

- Common interview question
- Enables you to highlight your key attributes and strengths
- Sound natural and conversational
- Keep it simple



# “Tell us about yourself”

- Brief introduction
- **What are your strengths –**
- **What are your weaknesses**
- **What do your friends say about you**
  - ie – what sort of person are you?
- Activity:
- Jot down key points as basis for a 1-2 minute answer to this question
- Give the answer to the person next to you

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# STAR Approach – Answering behavioural questions

- Respond with specific examples from your experiences
- Past behaviour is a good indication of future behaviour

# STAR Approach – Answering behavioural questions

STAR	Theory
S = Situation	Briefly describe the situation or scene
T = Task	Say what needed to be done to address the situation and what your role and responsibilities were
A = Action	Say what you did and how you did it. Include your reasons if they are useful
R = Results	Say what happened as a result of your action

## eFolio Activity: Star Interview response

Tell me about a time you made a mistake and how you handled it.

- Jot down key points as basis for a 1-2 minute answer to this question
- Use the Star Approach
- Does it make it easier?

# Skills and Attributes Checklist

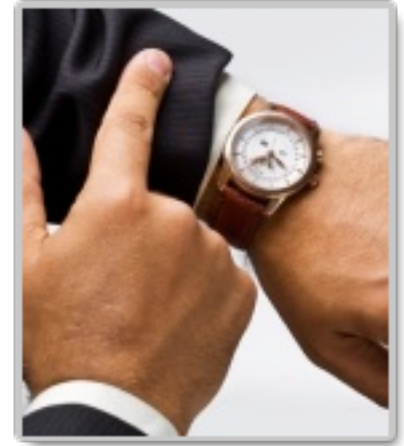
What are:

- my strongest skills?
- the areas in which I am most knowledgeable?
- the strongest parts of my personality?
- the things I do best?
- the skills I should develop?
- my key accomplishments?

- Clothes
  - Appropriate Shoes (clean!)
  - Accessories (conservative)
  - Hair (neat & clean)
- Is this how I want to look?
- Does it suit what I know about the company?

# Etiquette

- Be punctual
- Greeting
- Turn off your phone!



<http://www.culpwrit.com/wp-content/uploads/2010/05/punctuality.png>



<http://www.mladiinfo.com/2010/02/10/showing-the-best-of-you/>



# Manner

- Be enthusiastic, interested, positive, confident, bright, but not arrogant
- Listen
- Avoid yes/no answers – expand and elaborate
- Be aware of who the interviewers are

# Non-Verbal Behaviour

- Recall: all the things with positive connotations (see Week 2 lecture)



- Physical manifestation



<http://blogs.oregonstate.edu/careerservices/category/interviewing-skills/>

- Preparation
- Breathing
- Other strategies (similar to those for stage fright for oral presentations)

# Questions for interviewees

- See Lecture notes for list of topics and sample questions

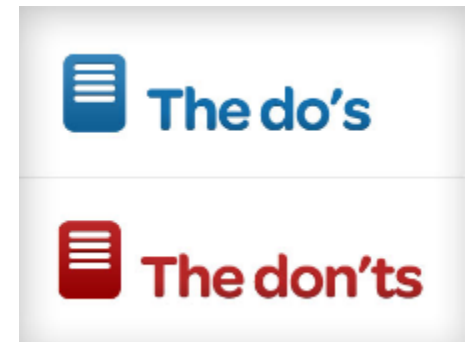
BUT a few points:

- Show confidence, enthusiasm and good communication skills
- What if you can't answer a question or don't understand it?

- “How you see yourself performing and developing in the program/position
- “Tell me about a time where you needed to work as a part of a team”
- “How proficient are your skills in IT?”
- “If hired, what would you do your 1st week here?”
- “Have you had any experience defending services on a machine from attack?”
- “Describe a time when you had to complete a project that didn't meet your desired expectations”
- “How do you promote teamwork?”
- “Tell me about a time you made a mistake and how you handled it.”
- “How do you handle stress”
- “What would you do if the client keeps asking for more and more functionality on a project that is already underway.”
- “What was a conflict that you encountered on a project and how did you resolve it?”
- “Why do you want to work here?”
- “What can you offer our department?”

# Asking Questions

- Is there anything you would like to ask us?



<http://www.keanhui.com/archives/652>

# Closing

*köszönöm ! תודה děkuji*  
*mahalo 고맙습니다*  
*thank you*  
*merci 谢谢 danke*  
*Ευχαριστώ شکرا*  
*どうもありがとう gracias*



<http://www.theolivepress.es/news/2006/10/03/alhama-urban-plans-scrapped/>



<http://www.iskcon.net.au/kurma/2007/06/04>

<http://dragonartz.wordpress.com/2009/07/27/handshake-vector/>

# Types of interviews

- One on one
  - Screening
    - Lunch
      - Committee
        - Group
          - Telephone
- Mock interviews are valuable

**What can't be asked in interviews?**



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# Summary (Meetings)

After this lecture, the associated tutorials, and practice during Assignment 1, you should be able to:

- Prepare for a meeting
- Understand meeting terminology, structure and procedures
- Produce minutes
- Participate appropriately in a meeting as a member

# Summary (Job Interviews)

After this lecture (and with some practice!) and reading, you should be able to:

- Describe some different types of interviews
- Prepare for an interview
- Communicate effectively in an interview

# Next FIT1049 Week 6

## Meeting

- Teams
  - Structure
  - Formation
  - Communication

Meeting Closed: