Week 5: Interviews and Meetings

OVERVIEW

This tutorial is designed to increase your understanding of communication in the interview context. You will use the STAR approach to answer job interview questions. You will then carry out an interview in order that you understand the kinds of communication necessary, verbal and non-verbal and the types of questions that you need to ask of clients. It will finally familiarize you with a semi-formal meeting process by participating in a meeting and observing the group dynamics that arise in a meeting setting. You must also produce formal minutes arising from the meeting activity, which you must submit as part of your eFolio.

OBJECTIVES

By the end of this session, you should have a better understanding of:

1. The STAR approach to answer questions in job interviews
2. The process of interviewing clients
3. The process involved in a semi-formal meeting
4. The impacts of personalities on the dynamics of the meeting

You will also have critically analysed and reflected on the ways to improve each of these processes.

ACTIVITY 1 (15 mins)

You will be working in pairs to practi-e the STAR approach to answer job interview questions. One student in each pair will be the interviewer and the other student will be the interviewee. The 2 students will swap roles after the first interview session is completed. Your tutor will give each student in each pair a set of questions which you will ask when you are in the interviewer role. The interviewee will use the STAR approach to answer the questions as clearly and thoroughly as possible. The interviewer will evaluate the content of answers and provide feedback. Each interview session will take a maximum of 5 minutes.

ACTIVITY 2 (40 mins)

Your tutor will split you into groups, which basically will become 2 clients, 3 interviewers and 2 observers. The interviewers will interview for client requirements. So the basic scenario is that the client is someone from some sort of business or organization, and wants to have some kind of software or IT system installed to automate their processes, or expand the business online. The interviewer is an IT person/software developer, who needs to find out what the client requires the new system to do. Each grouping can make up the scenario, the main thing is that it is about a business that all of you have a basic understanding of (so it can be something really simple such as "A video rental business", "A Monash student society", etc.

Each interview will take 5-7 minutes. This activity can be broken down into three components:

1. **BEFORE:** Prepare for the interview (3 minutes) – create an interview guide, with a list of suitable questions and possible time allocation. Keep in mind how much time you have been allocated for the interview.
2. **DURING:** Conduct the interview (5-7 minutes) – use what you have learnt about communication, interpersonal skills and interviews to help you conduct the interview. The other students will observe and make notes. These observers should note the questions that were asked, body language, communication skills the interviewers used (see following page).
3. **AFTER:** Follow up on the interview – What would you need to do to follow up on the interview?

After the first interview the group will swap around so the observers have chance to be clients and the clients interviewers. There will be a different scenario; so again, students will have to prepare questions.

Then at the end of the two (or three interviews), reflect as a whole tutorial on body language, comms skills, types of questions asked and so on. (10 mins)

Body language?

Group1
Group 2
Group 3

Communication Skills?

Group1
Group 2
Group 3

Types of Questions?

Group1
Group 2
Group 3

ACTIVITY 3 (50 mins)

A. **Mock Meeting**. Your tutor will divide the class into two groups. Each group will take part in a mock meeting with their tutor. Your tutor will designate who will be the Chairperson (who will run the meeting) for each group. The first group will meet and the second group will take notes and observe behaviours and communication skills. These notes that will later be for the basis for the formal minutes of the meeting that you need to submit to your eFolio.

   After the first meeting, the groups will swap and there will be a second meeting, which will be run in the same way as the previous meeting but with the other group. Both meetings will be exactly 15 minutes.

B. **Reflection/Feedback**. After both meetings are complete, you will be asked to reflect individually on the experience, using the form provided on the next page. The class as a whole will then share those reflections. We will discuss various roles that you saw emerging (did someone take over, did some not say anything and so on) and how easy it was or otherwise, to take minutes.

C. **The Meeting Minutes**. Your lecture notes and the associated readings (Eunson Chapter 19) contain a lot of information about the structure of formal minutes. A key issue with learning how to write formal minutes, is what sort of information should/should not go into a minutes. The class as a whole will discuss this.

Post-tutorial Task: You must each produce minutes of the meeting Each student will work on this task individually, and will submit this as part of their eFolio.

REFLECTION FORM for meeting

How effective was the meeting overall? Did it achieve its purpose?

What role do you think each of people at the meeting was playing? What impact on the outcomes did each have? (if any)

What do you think of the way the Chair ran the meeting? Were the formal processes followed? What communication skills did the Chair use that helped make the meeting effective?