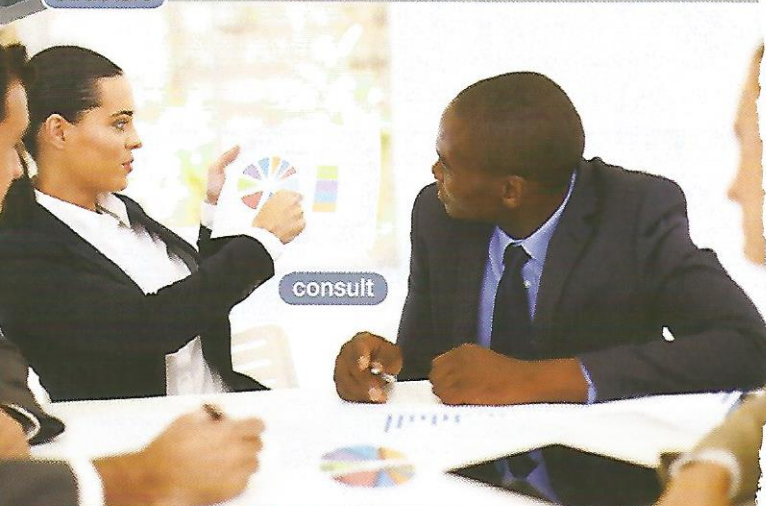
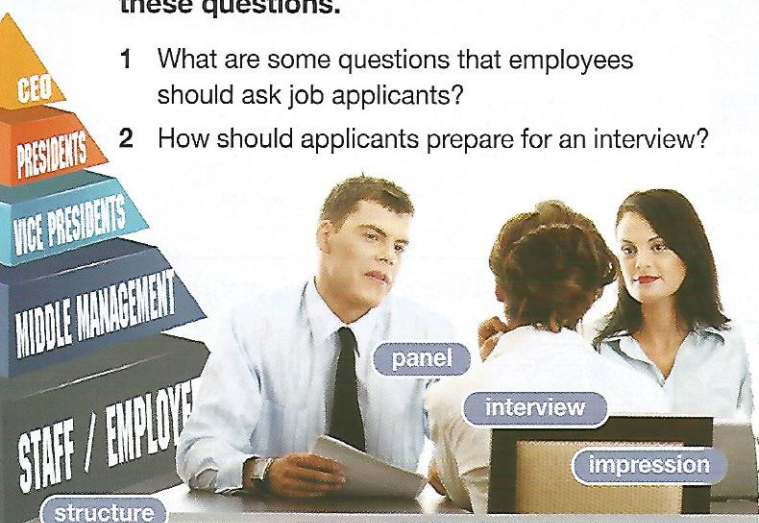


10 Interviews

Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What are some questions that employees should ask job applicants?
- 2 How should applicants prepare for an interview?



CPGS Interview Guide

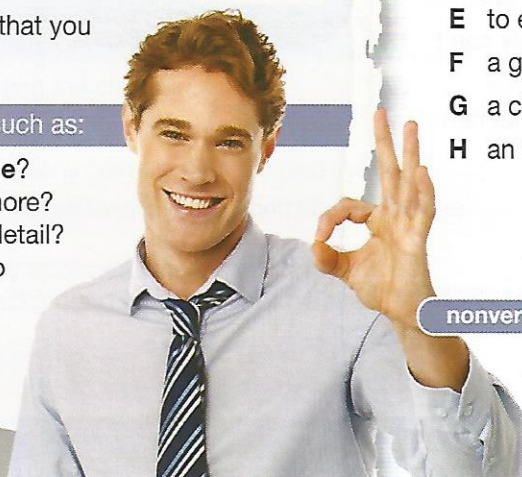
When interviewing candidates, CPGS **panel** should use the following **structure** to guide the interview. Record your first **impression** of the applicant. Is the applicant wearing appropriate clothing? What is the applicant's **nonverbal** communication like?

Ask **behavioral** questions, such as:

What challenges **tested** your limits at your previous job?
What is a professional goal that you accomplished?

Ask **follow-up** questions, such as:

Can you provide an **example**?
Can you clarify that some more?
Can you explain in greater detail?
Consult among the panel to determine the next steps in hiring.



Reading

- 2 Read the interview guide. Then, choose the correct answers.

- 1 What can you infer about the interview process at CPGS?
 - A The interview process changes with each applicant.
 - B The panel conducts a background check.
 - C The interview has very structured components.
 - D The interview is mostly about first impressions.
- 2 Which of the following is NOT a means of evaluating the applicant?
 - A nonverbal cues and body language
 - B responses to behavioral questions
 - C use of examples to illustrate a point
 - D the applicant's questions for the panel
- 3 Which of the following steps occurs last?
 - A behavioral questions
 - B consulting the panel
 - C assessing first impressions
 - D asking follow-up questions

Vocabulary

- 3 Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|----------------|--------------------------|
| 1 __ interview | 5 __ behavioral question |
| 2 __ nonverbal | 6 __ follow-up question |
| 3 __ test | 7 __ example |
| 4 __ panel | 8 __ consult |

- A a formal opportunity to question an applicant
- B to confer among others before a decision
- C being unspoken in nature
- D an illustration of a concept
- E to examine another's abilities
- F a group of employees overseeing an interview
- G a clarifying question
- H an inquiry about prior experience

- 4 Read the sentence pairs. Choose the sentence that uses the underlined part correctly.

- 1 A A panel of experts consulted before hiring the applicant.
B In the interview, the employees were laid off.
- 2 A The panel asked a behavioral question about prior experience.
B The HR rep consulted a first impression.
- 3 A The applicant gave an example to make his point.
B The panel started the interview with a follow-up question.

- 5 Listen and read the interview guide again. What are the main components of the interview process?

Listening

- 6 Listen to a conversation between two Human Resources Representatives. Mark the following statements as true (T) or false (F).

- 1 ___ The interview went well for the candidate.
2 ___ The panel was in agreement.
3 ___ The applicant had positive body language.

- 7 Listen again and complete the conversation.

HR rep 1: I just conducted an 1 _____ with a new applicant.

HR rep 2: What did you 2 _____?

HR rep 1: My first impression was not good, and the 3 _____ seemed to agree.

HR rep 2: Hmm. What gave you that 4 _____?

HR rep 1: He had bad 5 _____ cues and body language.

HR rep 2: Maybe he was nervous.

HR rep 1: Possibly. I'll 6 _____ with the panel to see what they think.

HR rep 2: Great. Then we can decide if we should move forward with hiring.

Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

What did you think?
What gave you that ...?
Let me consult with ...

Student A: You are an HR representative. Talk to Student B about:

- what impression the applicant made
- what questions you asked
- what examples the applicant provided

Student B: You are an HR representative. Talk to Student A about if the panel should hire the applicant.

Writing

- 9 Use the conversation from Task 8 and your own ideas to fill out the interview notes.

Interview Notes

- I. Record your first _____ of the applicant.
- A. Is the applicant wearing professional clothing?

- B. What is the applicant's body language like?

- II. Ask _____ questions, such as:
- A. What challenges tested your limits at your previous job?

- B. What is a professional goal that you accomplished?

- III. Ask _____ questions, such as:
- A. Can you provide an example?
B. _____