

# APSS – Online classes

## Activity 11

### Description

Materials	Workbook. Module 4 1. Job Interviews
Learning objectives	Participating in academic and professional situations effectively using the correct kind of language and level of formality
Method and objectives	Answer Key / self- correcting + submission
Assesment	Self- assessment and teacher's assessment

### To - do

This activity refers to Job Interviews (your workbook, p.71-73). You must do these tasks:

- Read p. 71-73 carefully.
- Do Task 1. Use the recording in the audio file named OralEnglishTechnical2B, min 13:15.
- Do Task 2. Reflect on participants' attitudes in an interview.
- Do Task 3. Watch the videos for:
  - Language (adjectives and formal questions)
  - The answers to some questions. The mock interview will help you prepare and rehearse your answers.
- Final exam task.
  - Prepare 6 questions and answers you could be asked in an interview.
  - Work with your mates.
  - You'll be asked to act out some of these for the final exam (in the oral synchronous exam session).
- Check the attached PowerPoint file for help and complete instructions, too.

# 1. Job interviews

[to-do item] Read p. 71-73 carefully.

## 1.1 Your CV

If you are trying to find a job, you are probably concerned with writing an effective CV (curriculum vitae or resume), and preparing a job interview. You need to carefully study the requirements of the job you are applying for so that you can adapt your CV to a particular situation.

If you need help for CV writing, you can visit the following websites for contents and formats.

1. The American format
  - i. <http://owl.english.purdue.edu/owl/section/6/>
  - ii. Here you will find the American standard format, and you will find advice on how to organize the information in different ways (according to target).
2. The European format
  - i. <http://europass.cedefop.europa.eu/en/about>
  - ii. On this website, you can find examples of the European format, which you can adapt to your needs

*Don't forget that some of the questions in your job interview are based on the information provided in your CV*

## 1.2 Preparing for the interview

Preparation for the interview involves two activities: *research* and *anticipation*. Begin by finding out everything you can about the organization. What does it do? What does it make? Who is the competition? The more you know about the organization, the more you will be able to relate your experience and skills to the needs of the organization. You also prepare by learning to anticipate. This means exercising your powers of imagination. Start with some questions that change your focus and point of view from your own perspective to that of the interviewer. What would you ask if you were in the position of hiring someone to do that job?

You can also prepare by anticipating the general types of questions that are common to many job interviews:

- What are your career goals?
- Why do you want to work for this company?
- How does your experience relate to this job?

Preparation means rehearsing by thinking about what you will say and imagining the response. If you are asked about your long-range plans or ability to work with a project team, your response should show that you have thought about the answer. The interviewer will recognize if this is the first time you have ever considered your answer. Don't go to the other extreme and memorize your answer; people expect to interview a person, not a stage performer.

Finally, there is practice. Every interview builds your experience. Go to interviews even when you don't expect to get the position. You can be more relaxed if you do not expect success. Every interview is good practice if you are attentive and try to learn from your growing experience.

## The interview

Your interviewer will expect you to be somewhat nervous. After all, you are aware of being compared to other candidates. You know that you are being judged on how you present yourself. The best preparation is being ready.

You also want to make a good impression. You are responsible for providing your interviewer with information about your skills and abilities which correspond to the organization's needs. Research the organization and prepare some intelligent questions before the interview. Be prepared to discuss personnel policies and future directions. The knowledge you demonstrate will show your interest in the position.

Remember, when a company or organization is hiring a new employee it is making an investment in time and money. Naturally the people who do the hiring are going to be careful. They need to discover what sort of person they are hiring. Interviewers will want to know how your various experiences and achievements relate and how you will perform in the job. They will expect you to provide the relationships between your abilities and their needs.

Every job applicant should be prepared to answer the following tough questions:

1. *Tell me about yourself.*
2. *Why do you want to work here?*
3. *What do you expect to be doing (five) years from now?*
4. *What are your strengths and weaknesses?*
5. *What do you find rewarding about your present job?*
6. *What was your previous salary?*
7. *Have we covered everything?*

## Exercise 1

*[to-do item] Do Task 1. Use the recording in the audio file named OralEnglishTechnical2B, min 13:15.*

### Comparing two interviews.

Here we look at interviews from the point of view of both the candidate and the interviewer. There are two recorded interviews to listen and evaluate. They may later serve as models for your performance.

Answer these questions:

1. Which of the candidates performed better? Why?

The first one. Reasons:

First:

- Good responses
- Formal
- Education and jobs well explained
- Wants to learn new things
- More scope and opportunity -> more challenges

Second:

- Too hesitating
- Kind of awkward
- Not well prepared for future questions
- Speaks bad about last company
- More scope and opportunity -> more challenges
- Work abroad question directly.
- Weakness: perfectionist -> NEVER SAY THAT
- Don't stop talking about travelling
- Asks for salary review

2. Which interviewer did his/her job better? Why?

The second one. Reasons:

First:

- Doesn't know the candidate name
- Gives feedback
- "Seems you are very happy at your company, ..." -> unprofessional
- Doesn't say goodbye

Second:

- Has looked to the candidate's CV
- Asks for future (in 5 years)
- What attracted you
- Strengths and weaknesses
- Lack of time

## Exercise 2

[to-do item] Do Task 2. Reflect on participants' attitudes in an interview.

### Reflecting on participants' attitudes.

Here is some advice that might be given to inexperienced participants. Which of the points do you agree with **entirely** or **partly**? Why?

Not agree

Note: in the partly ones, we will give a reason for being agree (✓) and a reason for being disagree (✗).

#### Interviewer

1. Make sure you're not interrupted or phoned during the interview
  - a. ✓
2. Ask each candidate the same questions
  - a. ✓ Common questions, such as interest in the job, must always be asked.
  - b. ✗ Interviewer can also ask personalized questions, focused on the candidate's CV
3. Make sure the candidate has an uncomfortable, low chair
  - a. If they are not comfortable, they will not do their best.
4. Ask the candidate about his/her political and religious beliefs
  - a. These types of questions are always too delicate to pass them to the professional area.
5. Only trust a candidate who looks at you straight in the face
  - a. ✓ A candidate who does this inspires trustworthiness and confidence, so it could be a good indicator of his personality.
  - b. ✗ Maybe the person is shy but qualified for the position.
6. Trust your first impressions
  - a. ✓ First impressions may reveal important traits of one's personality.
  - b. ✗ Everyone has a bad day. First impressions don't always show the real person.
7. Avoid talking too much yourself
  - a. In an interview the important thing is to know the candidate, so it is important that the interviewer lets him/her speak
8. Tell the candidate about the terms and conditions of the job
  - a. ✓ They will like to know what the offer is.
  - b. ✗ They don't need to know all the details at first.
9. Find out the candidate's opinion on a variety of topics
  - a. ✓ Find out his opinion on some subjects may help you identify his way of thinking.
  - b. ✗ Maybe they feel like you are being intrusive in their personal thoughts.
10. Ask the candidate to give details about some of the information in his/her CV
  - a. They have to prove that the CV is valid

#### Candidate

1. Make sure you have a clear picture of the scope of the job
  - a. ✓ It is always important to know what awaits you.
  - b. ✗ But it is not always possible to know, so it is not strictly necessary.
2. Wear smart, formal clothes
  - a. It is important to give a good first impression.
3. Arrive on time
  - a. It is important to give a good first impression.
4. Be honest and say you may not meet some of the requirements for the position
  - a. If you lie about an ability you don't have, you can disappoint those who think you have it (who usually pay you)
5. Try to find an opportunity to emphasize your strong points

- a. It is better to stand out for your strengths than for your weaknesses.
- 6. Explain everything in detail. The interviewer needs to know about you
  - a. ✓ If the interviewer asks you for detailed information, it is good to give it, as long as it is professional in nature.
  - b. ✗ But you don't have to tell him or her your life, he or she already has one.
- 7. Don't ask questions
  - a. Some initiative should be shown in an interview. If the candidate asks a question, he/she shows interest in the job position.
- 8. Don't badmouth past employers or co-workers
  - a. No matter how bad you have been in another company, you should never speak ill of other co-workers, as it can be interpreted as doing the same with new ones.
- 9. Be ready to give details about the information in your CV
  - a. If it really is your CV you must know it and be able to explain what's in there. :)
- 10. Pay attention to all the interviewer is saying
  - a. If he feels you are not interested in what he is saying, you may be disqualified for the job.

## Exercise 3

[to-do item] Do Task 3. Watch the videos for:

- Language (adjectives and formal questions)
- The answers to some questions. The mock interview will help you prepare and rehearse your answers.

## VIDEO

Use these videos for advice and a bit of practice

- <http://www.manythings.org/b/e/15/>
- <http://www.youtube.com/watch?v=wdFUIHCht9Q>
- A bit of language used in interviews
  - What do you consider...?
  - May I ask...?
  - Could you tell me...?
  - Compound adjectives
    - Hard-working
    - Easygoing
    - Strong-minded
    - Well-organized
    - Fast-paced
    - Highly paid
    - Goal-oriented
    - Computer literate
    - Solution-oriented
- What questions would you add in the first interview?
  - See yourself in five years?
  - Responsible for in the previous job?
  - What is your availability?
  - What can you bring to our company?
- [http://www.youtube.com/watch?v=BkL98JHAO\\_w](http://www.youtube.com/watch?v=BkL98JHAO_w)
- A mock job interview to work basically on most common questions and answers
  - Q: "Tell me about yourself"
    - Professional background
    - How you can help the company
    - Why you will be successful
  - Q: "Your greatest strengths?"
    - Give 6 or 7 answers
    - List education, experiences and skills
    - Talk about character traits
  - Q: "Your greatest weakness?"
    - Be honest and realistic
    - Identify weakness
    - Have plan to address it
  - Q: "Why do you want to work here?"
    - Be excited about opportunity
    - Show passion and dedication
    - Prove you skills are suited to job
  - Q: "Why should we hire you?"
    - Sell you skills

- List 3 key strengths
  - Q: "See yourself in 5 years?"
    - Show dedication
    - Won't leave after a year.
  - Q: "What are your hobbies?"
    - Show multiple interests
    - Be well rounded
    - Don't focus solely on job
  - Q: "Pursue extra credentials?"
    - Demonstrate flexibility
    - Put in extra time
    - Show interest in professional growth
  - Q: "Hoping to be asked?"
    - Showcase accomplishments
    - Something you're proud of
  - Q: "Any questions for us?"
    - Do research on company
    - Prepare 5 questions
    - Show interest in position
- <http://www.youtube.com/watch?v=VCr7ZXNKz6A&list=PL37D1515892814808>
- Recommendations on how to conduct an interview, including various aspects, from planning to performance
  - Know your audience
    - Who's on the panel
    - Responsibility
    - Knowledge
  - One key message
    - One powerful sentence
  - The power of 3
    - 3 main sections each with
      - Beginning
      - Middle
      - End
  - Start with a question, a quote or a fact → this will set your tone
  - Repeat the presentation → avoid "ummmmh, eeee...."
  - Present with slideshow
    - Looking at the audience
    - Take time between slides
    - Avoid referring back to the prompt
    - Tested the equipment
  - Prepared to take questions



## Final exam task

[to-do item] **Final exam task.**

- Prepare 6 questions and answers you could be asked in an interview.
- Work with your mates.
- You'll be asked to act out some of these for the final exam (in the oral synchronous exam session).

### **(1) What is your greatest failure, and what did you learn from it?**

"Early in my career, I learned a valuable lesson when I under-communicated with a client. Ultimately, this led to a loss of revenue for the department. When I realized what I had done wrong, I immediately took responsibility. I went to the client and explained the missing details and why I had overlooked communicating these details. The client respected my honesty and even though it took a little while, we finally got the client to work with us again. I learned the value of communicating, even the tough or negative information, and why it's important to establishing trust and holding on to clients. I only had to make this mistake once to learn from it, though it was a tough way to learn."

### **(2) Sell me this pencil.**

'So tell me, how long have you been in the market for a pen? What kind of pens do you use, do you use a pen? How often do you use a pen? Do you like to use a pen formally, to sign things, or to use it in your everyday life?'

[answer]

'You know, Bill, based on what you've just said to me, the pen I have here is the perfect fit. Let me tell you what it's about...'

*Then you can tell them about what you have, because you're filling a need. Most average or newbie salespeople think that they're supposed to sell you the pen, when a really seasoned salesperson will actually turn it into a qualifying session to find out what you need. That's the truth of it. It's like trying to sell someone a house and you don't know if they're in the market for a house, what kind of house they want, how many kids – so how can you sell someone a house? That's the point."*

### **(3) With your eyes closed, tell me step-by-step how to tie my shoes.**

First, you need to take one lace in each hand, then cross the left one over and under the right. Pull both lace ends to tighten the resulting X. While keeping the X tight, fold the right lace in half and wrap the left lace around the right lace's overlapping point. Make sure to leave space in the loop created by the left lace. Bend the remaining left lace through the loop and pull the bent portions of the right and left laces to tighten into a bow.

### **(4) Tell me 10 ways to use a pencil other than writing.**

Hmm...well, you could use the eraser of the pencil. You can use a pencil to point at someone or curl your hair or press a button that is just a little too far out of reach. You can use it to pick up a bug from your desk and let it outside. Using it as a makeshift back-scratcher can also come in handy. If you have two pencils, you can use them to play the drums or use them as chopsticks. The tip can be used to reset a wireless router. And you can put a ruler on the end and make a helicopter.

### **(5) What can you do for us that other candidates can't?**

*I have no idea what the other candidates you're considering might be able to do. My guess is you're looking at some top people, but let me tell you what I can do for you and why I think I have a unique set of qualifications that I hope would make me the best candidate for the job.*

**(6) Have you ever been on a team where someone was not pulling their own weight? How did you handle it?**

Absolutely. Having worked in teams quite frequently in my previous position, it was inevitable that this situation would arise. Last year, I was assigned to work with the marketing team to create a marketing plan for a large account. Each member of this team was assigned a specific task that was to be completed by our set deadline. One of the members was way behind and said that he probably could not finish his section of the project in time. I sat down with him to understand why he was unable to finish his portion of the project. After all, this was what we committed too and we all had equal parts. He explained to me that he had been having internet trouble, and was unable to complete his research at home. For the next couple minutes, we brainstormed different places he could go to use the internet. After addressing this situation, he had agreed to work in Starbucks, in order to complete his portion by the deadline. Taking the time to understand his situation, and figure out a solution was critical to our project completion. At the end, we were all able to finish our work on time, and the project was completed successfully.

## PowerPoint

*[to-do item] Check the attached PowerPoint file for help and complete instructions, too.*

## SPEECH ORGANIZATION AND GENRE - Module 4 GENRE

- Oral / written genres. Both are necessary in most communicative tasks
- Protocol expected
- Right kind of language / right level of formality
- They can be prepared / rehearsed

### JOB SEARCH AND JOB INTERVIEWS

Speaking and writing tasks are involved as follows:

1. Job advertisement
2. CV
3. Covering letter
4. Interview

### Writing a CV

American format

- <http://owl.english.purdue.edu/owl/section/6/>

European format

- <https://europass.cedefop.europa.eu/sites/default/files/cv-example-1-en-gb.pdf>

*Don't forget that some of the questions in your job interview are based on the information provided in your CV*

### Job Interview

Preparing an interview involves:

- Research
- Anticipation
- Rehearsal

Can you explain what is meant by research and anticipation?

What questions would you expect?

- Write down 3 questions you would prepare for a job interview
- Tell me about yourself.
- Why do you want to work here?
- Why should we hire you?
- What do you expect to be doing (five) years from now?
- What are your strengths and weaknesses?

- What do you find rewarding about your present job?
- What was your previous salary?
- Have we covered everything?

Describing yourself	
Refer to your skills	Select some adjectives
• Easygoing	• Reliable
• Hard-working	• Dedicated / committed
• Strong-minded	• Flexible
• Fast-paced	• Enthusiastic
• Goal-oriented	• Adaptable
• Well rounded	• Responsible
• Well organized	• Realistic
...	...

### Job Interview Role Play

- Anticipate and prepare 6 questions for a job interview (ask 3 one another). It should be based on information about yourselves and a job / position you could apply for (specify).

You must include the following questions and you must try polite question forms:

- Tell me a bit about yourself
- What are your strengths and weaknesses?
- Why should we hire you?
- Why do you want to work in ...../ join our team in ....?