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	<p style="text-align: center;"><b><u>LESSON PLAN : P 13</u></b> <b><u>INTERVIEW SKILLS</u></b></p> <p>Period - Two Type - Lec Code - P 13 Term - III (SD/SW)</p> <hr/> <p><b>Training Aids</b> 1. Computer Slides, Pointer, Charts, Black Board, Chalk, Pen, A-4 Paper.</p> <p><b><u>Time Plan</u></b> 2. (a) Introduction - 05 Min (b) Curriculum Vitae - 20 Min (c) The Interview - 30 Min (d) Mock Interview - 20 Min (e) Conclusion - 05 Min</p> <p><b>INTRODUCTION</b> 3. This is a short guide to constructing an effective interview. Interviewing skills are similar to story-crafting skills. In both of them one completes the story in their mind through their own activity. In crafting a story, one decides what more to imagine; in interviewing, one asks questions to fill in what is needed to make a complete imagined picture.</p> <p><b>AIM</b> 4. To prepare the student for their roles as interviewers of experts upon successful completion. Students will be able to successfully preparing curriculum vitae and participate in a mock interview.</p> <p><b>PREVIEW</b> 5. The class will be conducted in the following parts:- (a) Part I - Curriculum Vitae. (b) Part II - Before the Interview. (c) Part III - Conducting Yourself during the Interview. (d) Part IV - Following through after the Interview. (d) Part V - Mock Interview.</p> <p>(a) <b>PART I : CURRICULUM VITAE</b>  6. <b>Curriculum Vitae.</b> An outline of a person's educational and professional history, it is usually</p>

prepared for job applications. Another name for a CV is a resume.

7. A CV is the most flexible and convenient way to make applications. It can convey your personal details in the way that presents you in the best possible light and can be used to make multiple applications to employers in a specific career area. There is no "one best way" to construct a CV. It is your document and can be structured and presented as you wish within the basic framework set out below.

#### 8. When Should a CV be Used?

- (a) When an employer asks for applications to be received in this format.
- (b) When an employer simply states "apply to ..." without specifying the format.
- (c) When making **speculative applications** (when writing to an employer who has not advertised a vacancy but who you hope may have one).

#### 9. What Information Should a CV Include?

- (a) Personal details.
- (b) Education & qualifications.
- (c) Work experience.
- (d) Interests and achievements.
- (e) Skills.
- (f) References (if required).

10. The order in which you present these, and the emphasis which you give to each one, will depend on what you are applying for and what you have to offer. The Personal details should be correct and accurate so that they don't have any difficulty in getting in touch with you. Your Professional profile should be relevant to the kind of job you are applying. And the best served and successful ones should head the list.

11. A **personal profile** at the start of the CV can sometimes be effective for jobs in competitive industries such as the media or advertising, to help you to stand out from the crowd. It needs to be original and well written. Don't just use the usual hackneyed expressions: "I am an excellent communicator who works well in a team.....".

12. You will also need a **Covering Letter** to accompany your CV, you should **personalize the covering letter** - e.g. by putting in a paragraph on why you want to work for that organization.

13. **What Makes a Good CV.** There is no single "correct" way to write and present a CV. The following general rules apply:-

- (a) It is targeted on the specific job or career area for which you are applying and brings out the relevant skills you have to offer.

- (b) It is carefully and clearly laid out: logically ordered, easy to read and not cramped.
- (c) It is informative but concise.
- (d) It is accurate - in content, spelling and grammar.

**14. How Long Should a CV Be.** There are no absolute rules on this but, in general, a new graduate's CV should cover **no more than two sides of A4 paper**. If you can summarize your career history comfortably on a **single side**, this is fine and has advantages when you are making speculative applications and need to put yourself across concisely. However, you should not leave out important items, or crowd your text too closely together, in order to fit it onto that single side. **Academic and technical CVs may be much longer** up to 4 or 5 sides.

#### **15. Tips on Presentation.**

- (a) Your CV should be **carefully and clearly laid out** - not too cramped but not with large empty spaces either. Use bold and italic typefaces for headings and important information.
- (b) Never back a CV - **each page should be on a separate sheet of paper**. It's a good idea to put your name in the footer area so that it appears on each sheet.
- (c) **Be concise** - a CV is an appetizer and it should make the reader want to know more about you. Don't feel that you have to list every exam you have ever taken, or every activity you have ever been involved in - consider which are the most relevant and/or impressive.
- (d) **Be positive** - put yourself over confidently and highlight your strong points. For example, when listing your A-levels, put your highest grade first.
- (d) **Be honest** - although a CV does allow you to omit details (such as exam resits) which you would prefer the employer not to know about, you should never give inaccurate or misleading information.
- (e) If you are posting your CV, **don't fold it** - put it in a full-size A4 envelope so that it doesn't arrive creased.

#### **16. Different Types of CV.**

- (a) **Chronological.** Outlining your career history **in date order**, normally beginning with the most recent items (reverse chronological) . This is **the "conventional" approach and the easiest to prepare**. It is detailed, comprehensive and biographical and usually works well for "traditional" students with a good all-round mixture of education and work experience. Mature students, however, may not benefit from this approach, which does emphasize your age, any career breaks and work experience which has little surface relevance to the posts you are applying for now.
- (b) **Skills-Based.** Highly-focused CVs which relate your skills and abilities to a specific job or career area by **highlighting these skills and your major achievements**. The factual,

chronological details of your education and work history are subordinate. These works well for anybody whose degree subject and work experience is not directly relevant to their application. Skills -based CVs should be closely targeted to a specific job.

17. Ask the participants to fill in the blank format of CVs.

### **CURRICULUM VITAE**

Your name (*capitalized, boldfaced and 16 pt. font*)

Street Address

Town

Zip Code

**Objective.** (*List out your objective or aim like...*)

*A challenging position with growth opportunities to nourish the objective of organization working with its values and skills.*

<b>Academic Qualifications.</b> ( <i>Each heading should be in capital letters and boldfaced</i> ) Examination		Board/university	Year of passing	%age
<b>Academic Qualifications.</b> ( <i>Each heading should be in capital letters and boldfaced</i> ) Examination	Board/university	Year of passing	%age	

(b)

### **PART II : BEFORE THE INTERVIEW**

#### **20. Before the Interview.**

(a) Do your homework! Learn as much as you can about the company or college before the interview.

(b) Do some research: ask people who work there, go to the library, look on the internet, and make an anonymous call to the secretary. Find out what services/products the company provides, how long they have been in business, whether the company is growing or downsizing, the company's.

(c) Reputation, etc. An interviewer will be impressed that you have made an effort to learn about the company or college. Read any material they send you!

(d) Know where you are going. Drive by the site of the interview a day or two before the interview.

(e) Arrive 5 - 15 minutes early.

(f) Be prepared when you go to the interview. Bring extra copies of your resume, your portfolio, a notepad with some questions prepared for the interview, and a pen.

(g) Dress for Success! Hair should be clean and combed. Fingernails must be clean with no gaudy

polish. Keep perfume, cologne and aftershave to a minimum. Brush your teeth and don't forget deodorant.

(i) **Women.** Dress, skirt (not too short), or dress pants with a nice blouse or blazer. No excessive jewelry, make-up, or —big hair. ll

(ii) **Men:** Pants (not jeans!), collared shirt, tie, sport coat and shoes. A suit is not always necessary.

### **PART III : CONDUCTING YOURSELF DURING THE INTERVIEW**

21. The major points that are important will include the following:

(a) Try to remember persons' names, and call each person by his or her name.

(b) Always focus on the person asking the question, but use your peripheral vision to observe the facial and other nonverbal expressions of others involved in the interview.

(c) If you don't have an answer to a specific question, respond honestly that you don't know much about that topic.

(d) Be aware of your tone of voice and your body language. Do not, for example, slouch and put your arms on a table. Also, do not display nervous mannerisms or speak with a strained voice.

(e) Don't try to answer a question immediately; if you want to, take a little time to provide a more complete answer.

(f) Always answer each question honestly, because you will probably have to live with what you present. Being dishonest in your answers may occasionally assist you in obtaining the position you desire, but you will have to live with the dishonesty. If you have presented a false image and you behave differently on the job, you may soon be on your way out. 386

(g) Display a good knowledge of the district, based upon all the homework you have done. However, do not bury the interviewers with your knowledge, as you may very well turn them off. Also, if you display greater knowledge of a variety of subjects than the interviewers, you may scare them off from your candidacy.

(h) Don't argue if you disagree with the opinion of an interviewer. If you can, avoid them.

(j) At the end of the interview, you will often be asked whether you have any questions for the interviewer(s). It is wise, at this point, to respond:-

(i) That the interviewers and your homework have provided you with all the information that you feel you need, but ask permission to call to obtain additional information if you think of something

important that you missed.

(ii) Ask if you can take a few minutes to stress why you desire the specific job in the specific district, emphasizing strengths that you will bring to the position.

(k) If you have materials that you would like the interviewers to review, do not hand them out prior / during the interview.. If you do this, the interviewers many times will be reading your handout materials rather than paying attention to what is being discussed during the interview.

(l) At the end, make certain to express your gratitude for being given the opportunity for the interview.

(m) At the very end, provide an additional copy of your resume to each person conducting the interview. This will probably be taken home and will remind them of you when they think about a final employment decision. This is especially important if you were fortunate enough to obtain the final interview.

(n) Throughout the entire interview, respond with sincerity, tact, and a high degree of interest.

(o) Engage in active listening. Pay attention to the emotional tone of the interviewer, not just the words he or she utters.

(p) Most important, throughout the entire interview situation, display life, pep, enthusiasm. Let your personality shine and display a high interest for the job for which you are interviewed.

22. A final recommendation is that you attempt to obtain the final interview if multiple candidates are being interviewed. This has the following advantages:-

(a) You will be the last person the interviewers will see and the last contact in their memories;

(b) If the interviewers are not experienced, they will become accustomed to the process and be much more at ease when your turn comes to be interviewed.

(c) If you can have a friend or someone you know observe the prior interviews and provide you with feedback, you will have attained much valuable information that will assist you when you are interviewed.

(d) **PART IV : FOLLOWING THROUGH AFTER THE INTERVIEW**

23. Once your interview has been completed and you have returned home, don't forget to follow through with the interviewers. Write a letter of thanks, and inform the interviewers that you would very much like to serve in the administrative position they have announced. Also, if you have picked up on areas of specific interest to a certain member of the interview team, try to find interesting information about that subject and send it to that person. Also, include a note that indicates your high degree of mutual interest in that specific area.

24. The advantages of this approach are that:

(a) It shows courtesy and the fact that you appreciated the interview.

(b) It allows you a final chance to impress the individual interviewers.

(c) It gives them a final contact that makes you memorable with the interviewers.

25. Why People Aren't Hired:

- (a) Poor personal appearance.
- (b) Inability to communicate clearly, poor voice, and grammar.
- (c) Lack of planning for a career...no purpose or goals.
- (d) Lack of enthusiasm and confidence in the interview.
- (e) Condemning past employers.
- (f) Failure to look the interviewer in the eye.
- (g) Limp handshake.
- (h) Late to the interview.
- (j) Does not thank the interviewer for his/her time.
- (k) Asks no questions.
- (l) Lack of knowledge about the business or the position.

26. Interview Questions To Think About. Questions Often Asked By Employers		Questions Often Asked By Applicants	
1.	Tell me about yourself.	1.	What are the strengths of the organization or department?
2.	What are your short-range and long-range career goals, and how are you preparing to achieve them?	2.	What are the career opportunities for someone entering this position?
3.	Why did you choose this career?	3.	What kind of orientation and training is available to new employees?
4.	What do you consider to be your greatest strengths? Weaknesses?	4.	How large is the company/college? How large is this particular department/major?
5.	How would you describe yourself? How would a friend or professor describe you?	5.	To whom would I be reporting and what kind of communication channels are there?
6.	How has your college experience prepared you for your career?	6.	What are the long-range plans for this organization?
7.	Why should I hire you?	7.	How long was my predecessor in this position? Why did he/she leave?
8.	How do you determine or evaluate success?	8.	How will I be evaluated? How often?
9.	In what ways do you think you can make a contribution to our company?	9.	Is there an opportunity to transfer from one division to another?
10.	Describe the relationship that should exist between a supervisor and those reporting to him/her.	10.	What are the prospects for promotion in the future? What are some of the qualities or accomplishments you would consider important for promotion?
11.	Describe your most rewarding high school/college experience.	11.	What is the management philosophy of this organization? What is the general philosophy?
12.	If you were hiring for this position, what qualities would you look for?	12.	In what areas of the organization do you expect growth?
13.	What led you to choose your field or major?	13.	Is continuing education encouraged? Is tuition reimbursement offered?
14.	What have you learned from participation in extracurricular activities?	14.	Can you tell me about the history of this position, and changes anticipated?
15.	How do you work under pressure?	15.	What are your expectations of the person in this position?
16.	Describe the ideal job/college.	16.	Is overtime the norm in this office?
17.	Why did you decide to seek a position with this organization and what do you know about us?	17.	What kind of support staff is available? What is the ratio of support staff to professionals, and how is work distributed?
18.	What major problems have you encountered and how did you deal with it?	18.	Generally, what percentage of time will be devoted to each of my responsibilities?
19.	What criteria are you using to evaluate the company/college for which you hope to work/attend?	19.	Do you work with daily, weekly, monthly, or annual deadlines?
20.	What salary do you want?	20.	Does the organization have a process for sharing creative ideas?

(e)

## **PART V : MOCK INTERVIEW**

### **26. Mock Interview Evaluation:**

Wrap up the discussion by showing students the How Are You Rated during the Interview? Students will participate in brief (5 - 10 minute) mock interviews to develop skills in the interviewing process. The Mock Interview Evaluation form has been included to provide students with feedback.

### **MOCK INTERVIEW EVALUATION**

### **CONCLUSION**

28. Interviewing is one of the most important skills one can have in the workplace. You cannot move in or up without passing the interview. Yet as important as it is, few people ever take the time to study material on the skills needed to master that process. They go in to an interview, answer the questions as best as they can and hope for the best. However, there is a technique to interviewing. It's just as important as your CVs', skills, experience, and accomplishments.