

CATEGORY 1: EMPLOYABILITY/ PROFESSIONAL

ENTRY 1 COMPETENCY IN STRATEGIC INTERVIEWING

Background information: I was provided with the case study to get preliminary information about our clients at the AH Classics. The case study did provide quite a lot of information regarding the problems and requirements of our clients, yet there were some gaps. In order to cater to my clients in the best possible way, I wanted to go ahead with a personal interview with Mr Harold (Owner of AH Classics). To enhance my skills as an interviewer, I referred to **Heinrich's YouTube video (2020)** and the book **A General Interview Guide by Ives (2023)**. But due to some unforeseen circumstances he was not available for a one-on-one interview and sent one of his employee for the same.

Action taken: I, along with my team went ahead with the interview. The ICT support staff of AH Classics obliged to get on a call with us. We needed to do so in order to retrieve as much information as we could get in the absence of Mr Harold in which the case study was silent.

Outcome: I initially struggled to gather all the necessary information from the interview, as it left several questions unanswered. To address this, I revisited the case study and thoroughly analyzed it once again. This approach helped me find answers to most of the questions and clear the doubts I had. Based on the insights gained, I moved forward and drafted a detailed business proposal, outlining the priorities that needed immediate attention and the future requirements to ensure the business's smooth functioning. This process allowed me to provide a structured and well-informed solution for AH Classics.

Learnings: A one-on-one interview can provide valuable insights into matters of importance and reveal the client's perspective and priorities. Although I was initially expecting to meet Mr. Harold, unforeseen circumstances led to his employee attending the meeting instead. This situation taught me an important lesson: in business meetings, unexpected changes can occur, and it's crucial to adapt quickly. I learned the importance of tailoring questions based on the background of the person present and thinking on my feet to ask relevant and insightful questions in the moment. This adaptability ensures that meaningful information is still gathered, regardless of the circumstances.

Future Developments: I am willing to polish my interview skills to better myself in all the upcoming projects as it forms a crucial part of any project. I would like to head such interviews all by myself in future, expanding the horizon of the conversation by being present, listening, and asking questions that naturally form without sticking to the basic set of questions. To achieve this, I plan to attend workshops on effective interviewing, practice with mock interview sessions, and seek feedback from peers and mentors to continually refine my approach.

References:


1. Heinrich (2020) TALK LIKE A CONSULTANT, YouTube. Available at: <https://www.youtube.com/watch?v=ppokRtCeuyI> (Accessed: 02 December 2024).
2. Ives, E.D. (2023) A general interview guide, DigitalCommons@UMaine. Available at: <https://digitalcommons.library.umaine.edu/nf/6/> (Accessed: 02 December 2024).


Evidences:


Transcript

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Is it kind of similar to the customer side of things?

 Muhidin Mohamed 8:59
I would.
I would assume without having actually all that information that there is.
That there is a system in place and that system actually provides, you know, an interface for processing the data.
However, of course there are issues. There are problems with processing the data and that comes to the limitations and that's why we actually we sometimes we are called to support.


 Skandan Yellappagaru Narayan Chetty (Student) 9:20
Yes.


 Muhidin Mohamed 9:29
To solve.
With data processing, storage and other aspects. But it would be nice to hear how you can help these.


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The software does not come with any updates or is, isn't there any maintenance on that aspect?

 Muhidin Mohamed 11:31
There is.
There's a software, but it is an old one and the update would regularly would require some form of, you know, payment to to be updated. So I'm not sure if if the company is able to with the with the required fees for example.

 Skandan Yellappagaru Narayan Chetty (Student) 11:35
Yes. Yeah.
All right. OK.

 Muhidin Mohamed 11:52
To to have regular updates for software, but it is one of these problems where if there's, you know, an optimal solution with your company.
Can suggest how to minimize the cost and at the same time have these updated software or if you can provide alternatives to to another software which could.

Current Requirements of the Client:

1. **Streamlining Parts Sourcing & Creation:** The client needs a more efficient system for sourcing and creating parts, particularly when parts are unavailable.
 - **Suggestion:** Implement a **digital parts catalog** or **3D scanning technology** for creating digital replicas of existing parts for CAD/CAM use.
2. **Improving Contact Management:** The current card file system for managing contacts is outdated and inefficient.
 - **Suggestion:** Recommend adopting a **CRM (Customer Relationship Management) system** to digitize contact management and allow access from mobile devices.
3. **Backup System for Data:** The PC in the workshop frequently breaks down, causing loss of CAD diagrams and production data.
 - **Suggestion:** Introduce a **cloud-based backup system** that automatically saves data daily or weekly, ensuring minimal loss.
4. **Need for Remote Access:** Harold wants access to information via his phone, tablet, or laptop when at conventions or auctions.
 - **Suggestion:** A **cloud-based storage solution** will allow mobile access to key data, such as CAD files, parts catalogs, and contact lists.