

# Employability and Skill Development

Course Code	Teaching Scheme	Evaluation Scheme				Credit
	L	CA	MSE	ESE	Total	
BTAIHM605B	3	20	20	60	100	3

# Unit IV: Skills For Interviews

## Interview

The word interview comes from Latin and middle French words meaning to “see between” or “see each other”.

Generally, an interview means a private meeting between people when questions are asked and answered

- Interview = A meeting with an objective
- Employer’s objective is to find the best person for the job
  - Employer: reviews candidate’s experience and abilities
    - *Can you do the job? (skills, abilities, qualifications)*
    - *Will you do the job? (interest, attitude & motivation)*
    - *How will you fit into the organisation? (personality)*

## Types of Interviews

- Phone: used as an initial screen of candidates or to narrow the pool of applicants
- One-on-One: most common interview style and incorporates you with the potential employer
- Panel or Group: allows many individuals to interview you at once
- Meal: used to see how you interact or function in a social setting
- Second or On-site Interview: this allows one to get a tour of the facility, meet the staff, and additional questioning from different employees and/or administration

# Objectives of Interview

- In the selection process, interview serves the following
  - 1. Verifies the information obtained through application form and tests.
  - 2. Helps obtain additional information from the applicant otherwise not available.
  - 3. Gives the candidate necessary facts and information about the job and the organisation.
  - 4. Helps establish mutual understanding between the company and the candidate and build the company's image.

## Facts of Interviewing

- Interviews are the most widely used process for screening job applicants.
- They provide the most direct information about a candidate's background, personality, and skills.
- The purpose of an interview is to receive the job offer.



## Know Yourself

- Employment objective and how it relates to the position and the employer
- Educational background and how it relates to the position and the employer
- Work experience
- Abilities and skills

## Know the Employer

- Research! Research! Research!
- Prepare to demonstrate your knowledge of the profession and the company
- Prepare to give reasons for your interest in working in that profession/company
- Develop questions in advance to ask about the job/organization

# Interview Preparation

- Situational Knowledge
  - Where/when the interview takes place
  - Arrive 10 minutes early!
- Physical Preparation
  - Get plenty of rest
  - Dress neatly
- Mental Preparation
  - Knowledge of company
  - Practice a mock interview
- Written Preparation
  - Take extra resumes, references, etc.
  - Make notes
  - Ask questions



# Preparation is the key to success

- Review own skills, experiences and qualities
  - Check CV
  - Anticipate questions and identify relevant examples
  - Prepare key selling points
- Research organisation
  - Websites, reports, articles, company literature, etc
  - Contacts of organisation or sector
  - Relevant articles in the press
  - Personal visit or telephone call
- Research job and occupational area
  - Job description – or similar
  - Current issues
- Prepare your questions
- Practice

## 5 Stages Interview Process

1. Icebreaker
  - Greetings
  - First Impressions
  - Small talk
2. Personal Qualifications and Interest in Position
  - Abilities, Skills, and Work Experience
  - Accomplishments and Activities
  - Goals

### 3. Organization and Position

- Employer may test your knowledge of the company.
  - “Why do you want to work for this company?”
  - “What do you know about this department?”
- Other general questions regarding the company or the job.
  - “What is your geographic preference?”
  - “Are you willing to relocate?”

#### 4. Candidate Questions

- Your chance to ask questions about job
  - “What type of on the job training do you provide?”
  - “What makes your company different from its competitors?”

#### 5. Close and Follow-Up

- Find out who makes next move
- Thank the interview for their time
- Evaluate your performance
- Send a thank you note within 24 hours

## STAR Technique



- **Situation** – describe the situation, problem, or issue that you encountered.
- **Task** – describe the tasks/responsibilities you took on to help solve the problem.
- **Action** – discuss the steps you actually took to effect a solution.
- **Result** – describe the positive results of your actions.

# Tips for Successful Interviewing

- Interviewing is a two-way process
- Listen carefully and react
- Use specific examples to make your case
- The interview begins the minute you step onto the company lot
- Be positive!
- Think like an **employer**
- Don't criticize past employers or co-workers
- Be aware of illegal questions
- Maintain professionalism, even if the employer does not
- Be prepared for the unexpected
- Be aware of body language
- Be well-groomed

## Watch the Body Language

- First impressions very powerful
- Allow time to relax
- Dress appropriately
- Entrance, introductions & handshake
- Smile and make eye contact
- Be aware of own movements
- Watch body language of interviewer

# Typical Questions

- About you
  - Tell me about yourself - Bring me up to date with your CV?
  - Why did you choose that particular degree programme?
  - What experience have you had that is relevant to this post?
  - What would you consider your major achievements to date?
- About the job
  - What interests you about this job?
  - What do you know about this organisation?
  - What other options are you considering?
  - How do you see your career developing – 5 years?
  - If you were Head of Department, what would be your priorities?
- General knowledge
  - What do you think of the Government's policy on college fees?



# Interview preparation

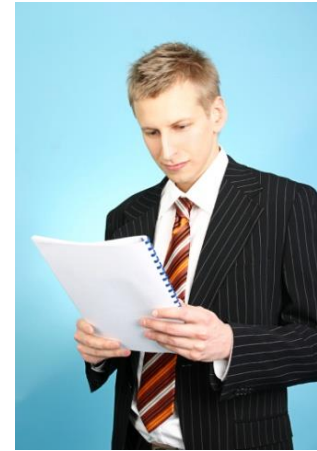


## Before The Interview

- Research the potential employer
- Review the job description and be able to match your experience and education with the duties of the position
- Prepare a 1 to 2 minute script about yourself
- Make sure you have the appropriate interview attire

## Tips Regarding Attire (Men)

- If possible, wear a suit to the interview
- Belt and shoes should be same color
- Avoid ties with elaborate patterns or too many colors
- A wedding ring and/or watch is generally the only jewelry that should be worn
- Head to Toe: Hair should be well groomed and shoes should be polished



# Professional Attire for Men

## Tie:

- Classic design
- Classic colors
- Should touch the top of the belt

## Suit:

- Fitted
- Single breasted
- Navy Blue/Black/Gray
- Should match belt
- Do not button all buttons on the suit jacket

## Hygiene:

- Always wear deodorant
- Maintain fresh breath
- Avoid strong cologne
- Cover tattoos & remove piercings
- Nails should be neatly trimmed

## Hair:

- Simple, conservative
- Get a haircut 3-5 days prior to interviews

## Dress Shirt:

- Crispy ironed
- Suggested: White/Light Blue

## Jewelry:

- Should be limited
- A watch and ring are acceptable

## Footwear:

- Should always match belt
- Polished and well-maintained
- Socks should be calf-length and should always match shoes (white socks are not acceptable)



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# Interviewing Attire

## Dos

No earrings

Silk necktie with  
conservative pattern

Shirt cuffs show only  
slightly at the wrist

Conservative 2-piece suit

Dark shoes & socks



## Don'ts

Facial hair should be  
neat & trimmed

Avoid distracting  
or busy patterns

No rolled up pants  
Don't forget socks





## Who Would You Hire?



## **Tips Regarding Attire (Women)**

- A suit or dress is preferable
- Skirts should meet at the top of the knee or longer
- The amount of jewelry should be minimized
- Make-up should be light
- Avoid perfumes and scented powders

# Professional Attire for Women

## Jewelry:

- Limit jewelry to three pieces
- Earrings (1), watch, ring, necklace, bracelet
- Bracelet/Necklace/Earrings should not jingle
- Remove all piercings (1 set of earrings is acceptable)

## Dress Shirt:

- Crispy ironed
- Button-up
- Solid color

## Hygiene:

- Always wear deodorant
- Maintain fresh breath
- Wear light perfume
- Cover tattoos
- Nails should be neatly trimmed/filed
- Nail polish should be clear or a natural tone

## Hair:

- Simple, conservative

## Suit:

- Fitted: Top and Bottom
- Navy Blue/Black/Gray

## Accessories:

- Purse should be moderate size
- Purse should match shoes

## Footwear:

- Polished and well-maintained
- Closed-toe preferred
- Hose should be nude or skin-tone



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# Interviewing Attire

## Dos

Jewelry in moderation

Conservative 2-piece suit

Skirt: Knee-length

Hoisery at or near skin color

Dark Shoes



## Don'ts

Necklace too large/distracting

No bright colors/patterns

Capris: too casual

No open-toed shoes



## Interview Skills: Starting The Interview

- Be sure to arrive 10 to 15 minutes prior to the start of the interview
- Greet the interviewer with a firm handshake
- Maintain good eye contact and posture
- Make sure you are energetic and enthusiastic
- Speak clearly and articulate



## Standard Interview Questions

- Would you tell me about yourself?
- What is your greatest strength?
- What is your greatest weakness?
- Where do you see yourself in 5 years?
- What about this position do you find most appealing?
- Why do you want to work for our company?
- Why should we hire you?

## **The five most important factors interviewers considered when hiring**

- Work experience (36%)
- First impressions of the candidate (24%)
- Education (12%)
- Professional qualifications (10%)
- References (9%)

## Ask Questions



- What are your expectations of the employees in your company?
- What are the strengths and weaknesses of your organization?
- Describe a typical day on the job in this position.
- Avoid asking questions about salary and benefits.

## Graceful Exits

- Thank you for your time
- I appreciate it
- I will be looking forward to hearing from you

## After the Interview

- Evaluate your performance
- Send a thank-you note within 24 hours
- Keep records of important dates and details for the follow-up





# Group Discussion

“Group discussion is a method of communication in which a small group of people come together to discuss a topic or problem. The group members share their ideas and perspectives with one another in order to arrive at a solution or decision that benefits the group as a whole.”



**Prior Knowledge**



**Active Listening**



**Effective Communication**



**Appropriate Body Language**



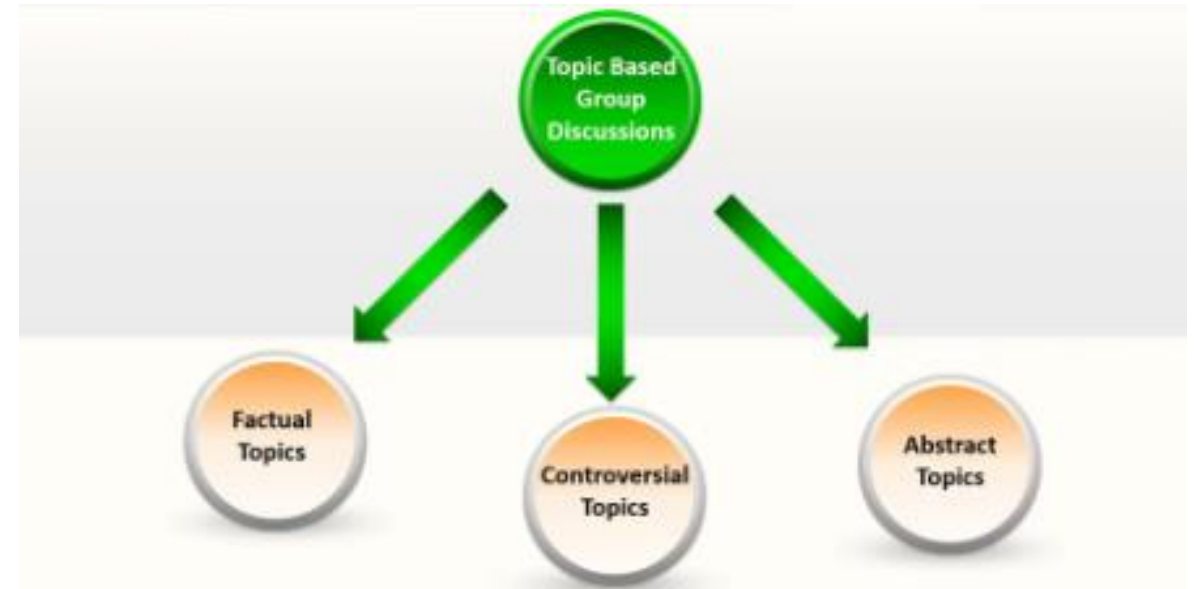
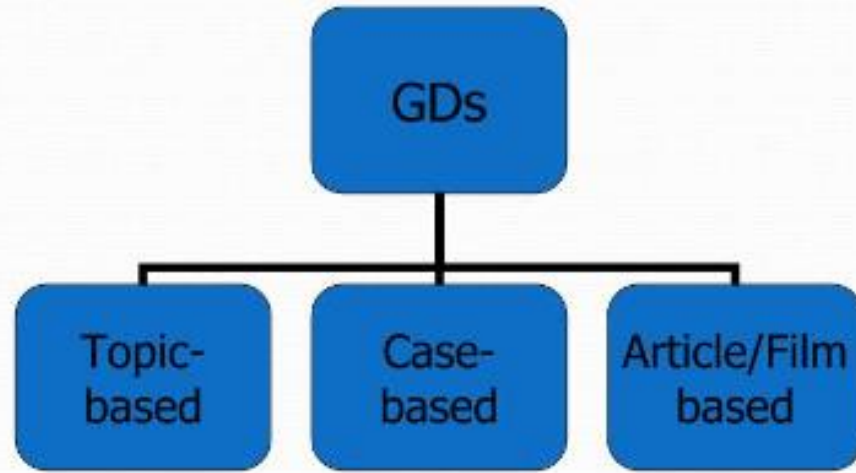
## Objectives of the group discussion

- To collect data
- To breed fresh ideas and take inputs from a particular group
- To perceive the common ideas of people on a particular topic
- To identify the solution of a specific problem or issue
- To select a candidate for hiring in a company
- To select candidate for admission in an educational institute
- To arrive at a consensus regarding a common concern

## Importance of Group Discussion

- Knowledge sharing and exchange of ideas
- Multiple perspectives for a well-rounded discussion
- Development of critical thinking and analysis skills
- Improvement of communication skills and active listening
- Promotion of collaboration and teamwork
- Building confidence and public speaking abilities
- Facilitation of effective decision-making processes
- Encouragement of problem-solving through collective brainstorming
- Engagement in active learning and deeper understanding of topics
- Personal and professional growth through interpersonal skill development

# Types of Group Discussion



- **Topic Based:**

- These are based on certain practical topics, such as the harmful effects of plastics on the environment or the need of college degree for entrepreneurship.
- These GDs can be further classified into:

**1. Factual GDs:** These are informative GDs that require comprehensive knowledge about a subject. For example, the economic growth of India since independence.

**2. Controversial GDs:** These GDs are based on controversial topics, which test the ability of a candidate to handle a situation, control anger, display patience and think critically. For example, arranged marriage vs. love marriage.

**3. Abstract GDs:** These GDs are based on certain conceptual topics that are used to evaluate a candidate's creative thinking and analytical ability. For example, challenges before humanity.

- **Case-based GDs**

- In these GDs, a case study is presented to group members to read and analyse in a given period.
- Candidates need to discuss the case study among themselves and reach on a common consensus to solve the given situation.
- This helps to evaluate their problem solving, analytical ability, critical thinking and creative thinking skills.

- **Article-based GDs**

- Candidates are presented with an article on any field, such as politics, sports, or technology, and asked to discuss the given situation.

# Difference between Group & Panel Discussion.



**Group Discussion**

- 1) Group of people discuss on a topic without any audience.
- 2) Audience absent.
- 3) To Screen candidates or finding solutions to problems.
- 4) No formal leader or moderator is appointed.



**Panel Discussion**

- 1) Group 3-8 people discuss on a topic.
- 2) Audience sometime participate in front of an audience.
- 3) To provide information or to entertain.
- 4) Moderator conducts the discussion.



# Difference between Group Discussion & Debate



**Debate**

- 1) A **debate** is a structured argument. Two sides speak alternately for and against a particular contention usually based on a topical issue.
- 2) Audience may be present but do not participate in the discussion.
- 3) Help in critical thinking skills.
- 4) Judge and Moderator may be present to scale the quality of participation



**Group Discussion**

- 1) Group of people discuss on a topic without any audience.
- 2) Audience absent.
- 3) Screening of candidates or finding solutions to problems.
- 4) No formal leader or moderator is appointed.

## Personality Traits that are typically evaluated in a GD



- **Team Player**

- Is a team player or a loner who likes to work on his own.

- **Leadership qualities**

- shows direction to the group whenever the group moves away from the topic.
- coordinates the effort of the different team members in the GD.
- contributes to the GD at regular intervals with valuable insights.
- also inspires and motivates team members to express their views.

- **Flexibility**

- being open to other's view points

- **Assertive without being aggressive**

- Being assertive is the ability to put forward your point to the group in a very emphatic, positive and confident manner.
- Demonstrates a positive body language.
- Being aggressive is forcing your point of view on the other person.
- Demonstrates a negative body language.

- **Initiative**

- Were you the one who began the GD with an appropriate introduction about the topic being discussed.
- Initiate a GD only if you are well versed with the topic. You never ever get a second chance to create a first impression

- **Creativity/out-of-box thinking**

- A new idea put across by you very convincingly and discussed by the group at length.

- **Listening skills**

- **General awareness**



# Tips for effective participation

- **Understand** – Understand the topic before attempting to contribute.
- **Speak** – Try and get a chance to speak. If you can't get a chance to speak make your chance.
- **Initiate** – Take the initiative to begin the discussion, if possible.
- **Structure** – Structure arguments logically – justify your stand.
- **Summarize** – Summarize the discussion effectively
- **Involve** – Take active part throughout the GD.
- **Articulate** – Work continuously towards articulating your ideas into meaningful sentences to make the best impact. Be clear in your speech.
- **Listen** – Be an attentive listener.
- **Quality, not quantity matters** – it's not 'how much' you say, but 'what' you say that's important.

## Good way

- Consistent participation
- Keenness in listening and observing
- Time sharing and orderly conduct
- Ability to handle turbulent situations
- Ability to cut excessively exuberant participants down to size
- Ability to dominate the proceedings without bullying others
- Avoiding personal comments
- Ask open-ended questions
- Validate with examples
- Express your argument with few facts, cases, %
- Accept criticism politely

## Do's



1. Be a good listener
2. Do not use high vocabulary
3. Never use technical language while speaking
4. Not knowing is not a problem , do not try to bluff
5. Talk appropriate to the issue
6. Make original points & support them by substantial reasoning
7. Listen to the other participants actively & carefully
8. Whatever you say must be with a logical flow
9. Make only accurate statements

## Do's



- Speak pleasantly and politely to the group
- Respect the contribution of every speaker
- Remember that a discussion is not an argument. Learn to disagree politely
- Think about your contribution before you speak
- Try to stick to the discussion topic. Don't introduce irrelevant information.
- Be aware of your body language when you are speaking
- Agree with and acknowledge what you find interesting

## Do's



- Modulate the volume, pitch and tone
- Be considerate to the feelings of the others.
- Try to get your turn.
- Be an active and dynamic participant by listening.
- Talk with confidence and self-assurance.



## Don'ts



1. Do not criticize on religion
2. Do not get personal with anyone
3. Never ever try to bluff
4. Do not be shy /nervous / keep yourself isolated from G.D
5. Interrupt another participant before his argument is over
6. Do not Change opinions
7. Don't make fun of any participant even if his arguments are funny
8. Do not Get irritated

## Don'ts



- Don't lose your temper. A discussion is not an argument.
- Don't shout. Use a moderate tone and medium pitch.
- Don't use too many gestures when you speak. Gestures like finger pointing and table thumping can appear aggressive.
- Don't dominate the discussion. Confident speakers should allow quieter students a chance to contribute.
- Don't interrupt. Wait for a speaker to finish what they are saying before you speak.

## Don'ts



- Don't engage yourself in sub-group conversation.
- Don't repeat
- Don't worry about making some grammatical mistakes, for your interest the matter you put across are important

## **Some Myths about Group Discussion**

- You should speak more (No!)
- You should dominate the discussion (No!)
- You should project yourself in style (No!)
- You should speak in favor of topic (No!)
- You should make others agree to your point (No!)



The First and the Foremost communication skill that we learn in our lives is nothing but **"LISTENING"**



- The ability to pay attention to and effectively interpret what other people are saying.
- Example: storytelling enhances the listening skills of children

# What are Listening Skills?

*Listening Skills are the ways to help you listen something more effectively.*



## Hearing

- Accidental
- Involuntary
- Effortless

## Listening

- Focused
- Voluntary
- Intentional

# Virtues of Listening

- Listening is a valuable virtue that brings numerous benefits and enhances various aspects of our lives.
- Here are the virtues of listening:

## **1.Understanding:**

- Listening allows us to gain a deeper understanding of others, their perspectives, and their experiences.
- It helps us see things from different viewpoints and broadens our horizons.

## **2. Empathy:**

- Listening with empathy enables us to connect with others on a deeper level.
- By truly listening, we can understand and appreciate their emotions, concerns, and needs etc.



### **3. Effective Communication:**

- Good listening skills are essential for effective communication.
- When we actively listen, we can respond appropriately, ask relevant questions, and engage in meaningful conversations.

### **4. Building Relationships:**

- Listening strengthens relationships by demonstrating respect, trust, and care for others.
- It creates a safe space for open and honest communication, encourage stronger connections and deeper bonds.

### **5. Conflict Resolution:**

- Listening plays a crucial role in resolving conflicts.
- By attentively listening to each party's grievances, concerns, and perspectives, we can work towards finding common ground and reaching mutually agreeable solutions.

## **6. Learning and Growth:**

- Listening promotes continuous learning and personal growth.
- By actively listening to others, we can gain valuable insights, knowledge, and different perspectives, expanding our understanding and enhancing our own development.

## **7. Building Trust:**

- When we truly listen to others, it builds trust.
- People feel heard, valued, and respected, which leads to stronger relationships and increased trust in our personal and professional interactions.

## **8. Problem-Solving:**

- Effective listening is vital for problem-solving.
- By carefully listening to all stakeholders, we can gather relevant information, identify underlying issues, and collaborate on finding effective solutions.

## **8. Leadership:**

- Listening is a key attribute of effective leaders.
- Leaders who listen well can understand the needs and concerns of their team members, make informed decisions, and foster a positive and inclusive work environment.

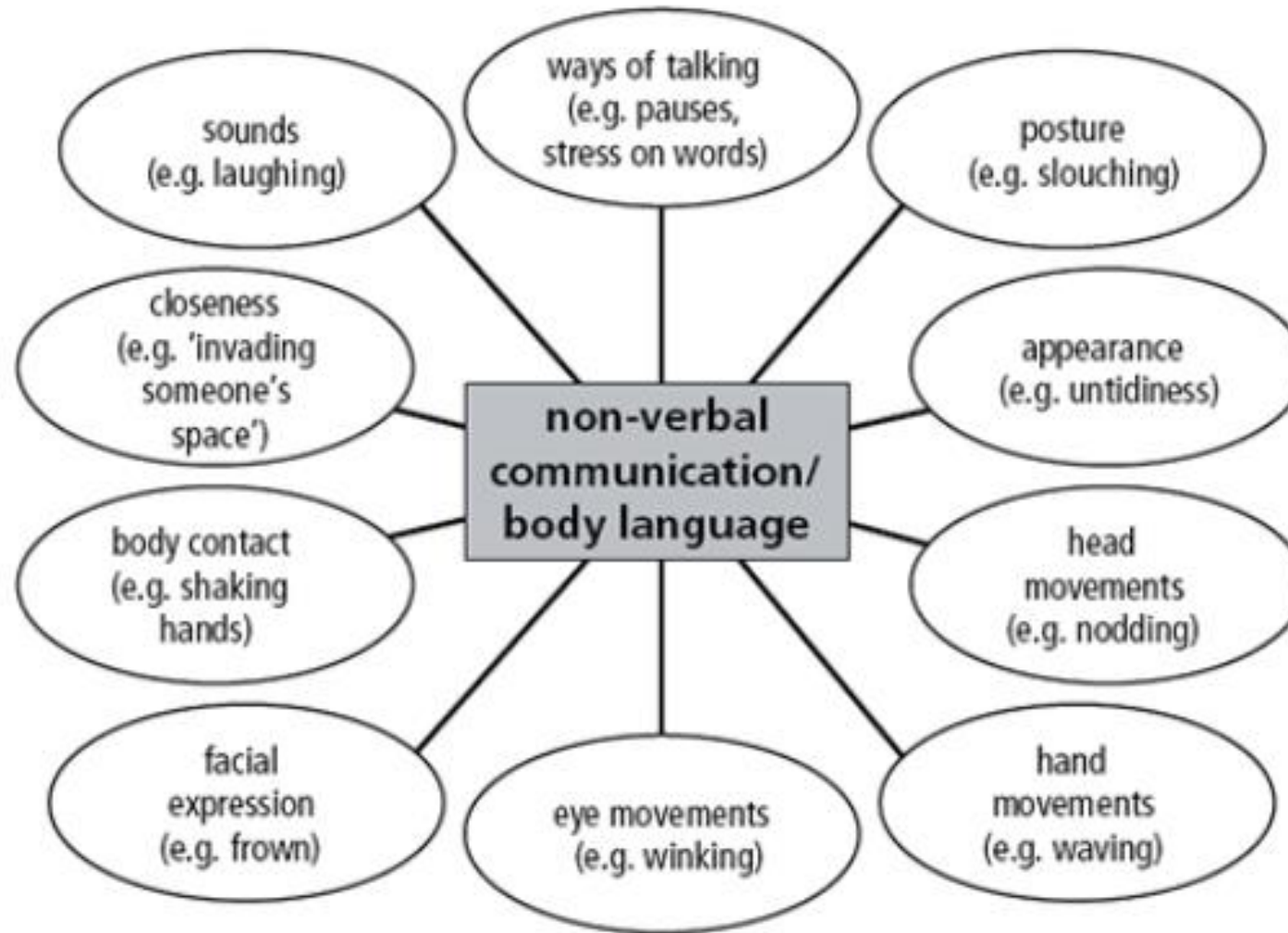
## **9. Mindfulness and Presence:**

- Listening requires us to be fully present in the moment, paying attention to the speaker without distractions.
- This practice of mindful listening enhances our focus, mindfulness, and overall presence in our interactions.
- By cultivating the virtue of listening, we can enhance our relationships, communication skills, empathy, understanding, and personal growth, leading to a more harmonious and fulfilling life.

# Fundamentals of good listening

1. Stop Talking
2. Prepare yourself to listen
  - Favor your right ear to engage your left brain
3. Put the Speaker at Ease
4. Remove Distractions
5. Empathize
6. Be Patient
7. Avoid Personal Prejudice
8. Listen to Tone
9. Listen for Ideas—not just words (question behind question)
10. Wait and Watch for Non-Verbal Communication

# Non Verbal Communication



Good Posture

Poor Posture

Balanced  
upright  
posture



Forward  
Head



Rounded  
Shoulders

Weak  
abdominal  
Muscles

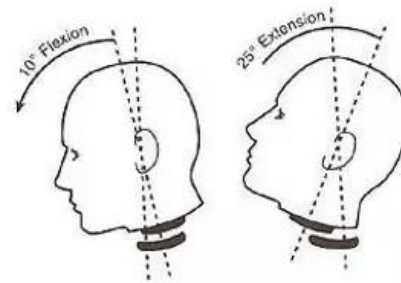


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