

INTERVIEW PROCESS

"An interview is a professional meeting in which a series of questions are asked to elicit facts and exchange information in order to determine the suitability of an applicant for a job."

The word "interview" is comprised of "inter" which indicates "between each other" and "view" which means "visual inspection." An interview is simply a tool used by a potential employer to assess a candidate's ability to perform a role. Human Resource Management (HRM) defines interview as somewhat formal discussion between a hirer and an applicant or candidate, typically in person, in which information is exchanged, with the intention of establishing the applicant's suitability for a position. Interviews are among the most challenging and rewarding forms of assessment. They require a personal sensitivity and adaptability as well as the ability to stay within the bounds of the designed protocol. Interview is communication between two or more people. The people who ask questions are called interviewers and the person who answers the questions is called interviewee. An interview is a formal meeting in person, especially arranged for the assessment of the qualification of an applicant and to determine whether he or she is suitable for a position of employment. During this process, the employer determines whether or not the applicant is suitable for the role. Interviews usually start by evaluating the aspiring candidates, after which a small number of candidates are shortlisted for the interview.

Interview is the most significant part of a job selection process. You are not sure what may be asked in an interview as there is no syllabus for an interview. You should not be found unaware or nervous. In an interview, you need to impress the person asking the questions. You should be able to exhibit your qualities, skills,

education, and experience. Answer all questions professionally and accurately, with a positive attitude. There is no exact science for facing an interview. However, you can follow some steps to better your chances. First, be prepared and know the job and the company that you are being interviewed for. Second, be confident, and most importantly, be yourself.

The question, asked so often in most job interviews is, "Tell us about yourself." This question is actually an ice-breaker as it is this question that starts the conversation. So you should be prepared with an impressive answer. This question gives the interviewer a chance to know about the interviewee. Once you start talking about yourself, interviewer starts preparing his/her next question. So there are high chances that the next question that would be fired at you will be based on the answer of this question. As the answer will be based on you, it is necessary to prepare it before the interview. To answer this, never start with "myself"; always say "I am...." For example:

Interviewer: Tell me about yourself.

Interviewee: "Myself Alex Thomson".

This is a wrong approach. So always say, "I am Alex Thomson." Moving further, you can tell them about your family in short and about your education. If you have done something different than others, then tell them. It surely adds a value. You must highlight and emphasize qualification and experience mentioned in your résumé. Begin from early years and gradually come to recent years. If you are a fresher then talk about your projects. You may be having a lot of experience, but how much experience you have regarding the current job or post is very important. If you do not have it then you can talk about some related experience. If you do not have any related experience too then say it clearly. Fresh candidates who do not have any kind of experience, should show some positive attitude and exhibit willingness to learn and do new things. Do not describe your salary or pay scale at this point of time. Avoid giving unnecessary details. Value your interviewer's time.

Interview Process

Earlier, job interviews were very easy. They simply involved applying for the interview and attending an interview. But nowadays, job interview processes are a bit lengthy. Interview process starts with screening interviews, followed by in-person interviews, second interviews and even third interviews. These types of interviews are described below:

1. **Open Interview:** Open interview is the first step in the interview process. In it, all applicants who are interested can apply for the job. The company conducts on-the-spot interviews. Interviews are held on a "first-come, first serve" basis. So try to arrive a few minutes before your scheduled interview time, as the recruiter may not have enough time to meet all the applicants. When you are attending an open interview don't forget to bring a few extra copies of your résumé. Be prepared to give answers to all the questions.
2. **Screening Interview:** A screening interview is the first interview in the job interview process if the company does not start with open interviews. These interviews are usually quick, efficient and low-cost strategies to shortlist qualified candidates. These interviews save time and money by eliminating less qualified candidates. Screening interview is usually taken by people from the Human Resources Department (HRD) of the company who are experienced and professional interviewers who are skilled at interviewing and screening the candidates. Some examples of screening interviews include the telephone interview, the computer interview, the videoconference interview and the structured interview. These interviews are often used to narrow the pool of applicants who will be invited for in-person interviews.
3. **First Interview:** The first in-person job interview is a one-to-one interaction between the applicant and a hiring manager. The questions about the applicant's experience and skills, work history, availability, and the qualifications the company is seeking in the optimal candidate for the job will be asked by the interviewer.

4. **Second Interview:** A second interview can be a more in-depth one-to-one interview or it can be a day-long interview that includes meetings with company staff. You may meet the management, staff members, executives, and other company employees.
5. **Third Interview:** When you have successfully cleared the first interview, then a second interview may follow. You might be thinking the interview process is over and you will soon find out whether you will be getting the job or not. That is not necessarily the case. You may have to face a third round of interview, which will focus on the technical aspects of the job and your ability to handle them.
6. **Final Interview:** The final interview is the last step in the interview process and there may be discussions about pay scales. In the last interview you find out whether or not you will get a job offer.

The importance of a good résumé cannot be underestimated. The first impression that a potential employer will have of you will depend on the presentation of your résumé. In today's job market, a good résumé is the key to getting the job that you want. "First impressions are lasting ones" is quite true. Your résumé is the first meeting between you and the employer. Résumés are used as a way to weed out unlikely candidates. In today's competitive and technologically driven world of employment, your résumé represents your candidature to potential employers. It serves as your tool to attract attention, get the interview and/or get a job. The main problem with regard to job posting is that your résumé can get lost in the résumé stack. You have to come up with a separate identity in the market in order to attract the attention of potential decision makers. You have to search for the companies you are interested to work for. After searching and selecting the companies you give them a call and get all details about the job. You should ask for the person whom you need to report to in future. You can prepare a covering letter addressed to the person, with your résumé.

A great résumé will set you apart from the crowd and display

TYPES OF INTERVIEW

An interview is a face-to-face oral examination of a candidate by an employer. Interview process sometimes is planned by the interviewer, and at other times is strictly controlled by company guidelines. There are a variety of types of interviews that employers may conduct. Before you go on your interview, you should realise that there are several common types of job interviews. Don't be afraid to ask your recruiter what type of job interview will be conducted, as it benefits both you and the interviewer to know.

Structured Interview

A structured interview format is a standardised way to examine job candidates. Such format is generally used when an employer wants to assess and compare candidates equitably. If the position requires specialised skills and experience, the employer will ask questions focused on the abilities the company is seeking. In this type of interview, focus of questions will be on what is required for the position. In a structured interview the interviewer has a series of questions written down on a piece of paper, and the process involves asking those questions verbatim and then noting the answers given.

Unstructured Interview

An unstructured interview is one where there may be a script to get the process started, but once the interview gets going, the interviewer will start to follow his/her own points of interest and stop following any script. This interview is not planned in detail. Hence, it is also called non-directed interview. The questions to be asked, the information to be collected from the candidates, etc. are not decided in advance. In an unstructured interview, the questions are more open-ended. The interviewer asks questions specifically designed to get you to reveal more about yourself.

Group Interview

In this interview, all the candidates or small groups of candidates are interviewed together. The time of the interviewer is saved. A group interview is similar to a group discussion. In this interview, the interviewer carefully watches the candidates. He tries to find out which candidate influences others, who clarifies issues, who summarises the discussion, who speaks effectively, etc. He tries to judge the behaviour of each candidate in a group discussion.

Exit Interview

When an employee leaves the company, he is interviewed either by his immediate superior or by the HRD Manager. This interview is called an exit interview. Exit interviews are taken to create a good image of the company in the minds of the employees who are leaving the company.

Depth Interview

This is a semi-structured interview. The candidate has to give detailed information about his background, special interests, etc. Depth interview tries to find out if the candidate is an expert in his subject or not.

Stress Interview

Stress interview is the interview in which the interviewers try to 'discomfort' the candidates in various ways and observe how they react to various difficult situations. The interviewer may show sarcastic and argumentative attitude and try to put you under pressure by making statements like "I don't think you will fit in this position", "You don't know anything", "I wonder how you completed your studies", etc. The basic intention of stress interview is to find out how you react under pressure. In stress interview, they generally don't see whether your answer is correct or not. They will mainly see how you are handling the situation.

Don't overreact. Don't take any action of interviewer personally. They do it almost to everyone, not to you alone. Maintain your cool and be calm no matter what the interviewer

asks. When you are getting stressed, take a deep breath to calm/ relax yourself. Speak very calmly, softly, but firmly.

Individual Interview

Individual interviews typically refer to talking with one user at a time (for 30 minutes to an hour) face-to-face, by telephone, or with instant messaging or other computer-aided means. It is a two-way communication. Individual interviews can give you a deep understanding of the people. The purpose of this interview is to match the candidate with the job.

Informal Interview

Informal interview is an oral interview. Different questions are asked to collect the required information from the candidate. This interview helps in testing the candidate's ability to take charge of the discussion. The employer assesses the individual's potential to fit into the culture of the organisation. In this interview, the burden is left entirely on the job seeker to find or create opportunities to plant pertinent information into the discussion, and make an impression.

Formal Interview

Formal interview is an interview that consists of questions designed to elicit specific facts, attitudes, and opinions. It is held in a more formal atmosphere. The interviewer asks pre-planned questions.

Panel Interview

Panel interview is also called committee interview in which you will meet several individuals at one time. These interviewers may take turns and will ask you prepared questions. It is one of the most difficult and challenging interviews. The purpose of this interview is to see how the applicant will work under pressure. This interview is a way to judge the communication level, interaction with a group and to assess the skill level of the candidate. Each interviewer will ask questions and rate your answers individually. Panel interview is always better than an interview by one interviewer because in a panel interview, collective judgement is used for selecting suitable

candidates. Sometimes the same question is asked by different panel members but in a different way to see whether the candidate possesses consistency of thought. Your answer should be the same and well supported by arguments.

Companies conduct panel interviews for the following reasons:

1. It is time saving. It brings several staff members at once to interview a single candidate.
2. It often includes prospective teammates who would not be on the schedule for individual sessions.
3. The real person emerges when an applicant is put under the intensive interviewing stress that a panel can engender.
4. In such interview the company gets the opportunity to ask questions that may not be appropriate in an open seminar.

Before the panel interview begins, try to find out how many interviewers will be on your panel. If the company representative tells you, find out the names and what they do for the company. Address them by name during the interview and understand the motive behind some of the questions asked. When you enter the room, give each of the panel members a firm handshake. In responding to the questions posed by members of the panel, you should respond directly to the person who asked the question for the first half of the response. During the last half, make eye contact with each of the other members of the panel, finishing with the original person again. Bring a cooperative and affirming slant to your answers. Be complimentary in your comments about the company or the particular panel members. At the end of the panel interview thank the panel members individually for their time and shake their hands again when leaving. You can make an even better impression by sending a short note of appreciation after the interview to each of the panel members.

There are different types of interviews, and preparation for all of them is similar.

In the interview process, there are only three major interview type questions which an interviewer can ask:

- 1. Open-ended questions:** Open-ended questions are generally asked to know more about you, like "Tell me about yourself."
- 2. Close-ended questions:** These questions are mainly asked to find out whether you're going to say "Yes/No" to a question, like, "Are you willing to travel more than 25% of your time in the job?"
- 3. Hypothetical questions:** Such questions are asked to measure your analytical capability, like, "If you were the Director, how would you've thwarted this crisis?"

Whatever the questions are, be enthusiastic and confident when responding to them. Don't rush your answers, but don't ramble on and on either. A good technique is to write out your answers to the questions you anticipate, and edit them to make them more concise. Then practice your polished answers out in an audible voice and firm manner.

THE BASICS OF INTERVIEW

Once you get a call for an interview, it means your résumé has created a favourable impression. You have been found to be suitable for the job. Now the ball is in your court. You have to present the best of yourself. Before an interview, you must prepare yourself. To grab this job make all the necessary preparation before the interview.

Before the Interview

- ✓ (i) Be prepared to handle the interview successfully. You must have knowledge of the job and the industry, otherwise you should gain it.
- (ii) Identify your strengths and weaknesses, goals, skills, etc.
- (iii) Rehearse what you plan to say.
- (iv) Practice answers to common questions.
- (v) Prepare questions you wish to ask the employer relating to the job.
- (vi) Make mental notes about your past.
- (vii) When you were asked to do something you had never done before yet completed it on time and within budget, how did you manage? You should have good data and facts here.
- (viii) Your technical knowledge in the business environment.
- (ix) Your most successful solo projects.
- (x) Your most successful engagement in a team. Remember to use "I did this", "I did that". When you say, "We did this" and "We did that", there is a belief that you did little or nothing.
- (xi) You should be able to narrate incidents showing your flexibility.
- (xii) Your most difficult assignments and how you completed

- them. Assemble all necessary papers or personal data sheets, licenses, social security card, samples of work, if relevant.
- (xiii) Know your résumé well enough that you can discuss every line, if necessary.
 - (xiv) Many employers will use your résumé as a source of questions during the interview. Review your résumé prior to the interview and be able to develop answers to questions that relate to your employment and educational experience listed on your résumé. Be prepared to discuss gaps in employment, if any. If called upon, you must be able to demonstrate the skills you stated in your résumé. Focus your answers on the skills and experience that will be most useful to the position you are being interviewed for.
 - (xv) Research the company you are being interviewed with and the position you are pursuing. It demonstrates genuine interest and initiative. Many interviewers will focus questions on finding out how much preparation you did for the interview.
 - (xvi) Learn what are the products and services of the company? What is its reputation? What type of jobs are available? What are the hiring policies and practices? What are their salary ranges? What are their goals?
 - (xvii) For researching a company you can utilise many different sources—the Internet, company brochures and year-end statements, etc. Ask friends, relatives, peers and teachers, social and business contacts.
 - (xviii) Do not forget the most obvious research, simply knowing where you are going before the interview. What is the company address? How long should you plan for travel time? Be sure that you know how to get there and how long it will take.
 - (xix) Be prepared with answers to questions like why you want to work in that particular organisation, and how you would be the best candidate for this position.

- (xx) Dress properly for the interview. Don't forget the dress sense.
- (xxi) Develop a list of "sound bites." These are phrases that highlight everything that is great about you as a candidate. It kicks things off and refers to one of your skills.
- (xxii) Make a pre-interview checklist.
- (xxiii) Before you leave home for your interview recall your research about the organisation and the interviewer's name. If you don't know, get it from the receptionist before the interview.
- (xxiv) Check all the necessary information for the interview. This includes items such as résumé or personal data sheet, names and addresses of references, pen and note pad.
- (xxv) If you have someone with whom you can practice interview, go for it. It will benefit you with suggestions for improvement.

At the Interview

- (i) Make sure you arrive at least half an hour early to the place of interview. Also, remember to give yourself an extra 10-15 minutes in case they ask you to complete a job application.
- (ii) Be calm, confident and show that you are prepared for the interview.
- (iii) Sit up straight, look alert, speak clearly and forcefully, but stay relaxed. Make good eye contact, avoid nervous mannerisms, and try to be a good listener as well as a good talker. Smile!
- (iv) Treat everyone with respect. Smile when you come in and treat the receptionist, secretary, or administrative assistant with respect. It is not uncommon for recruiters to ask these people about their first impression, so you must start off well.
- (v) There is nothing more important than your interview. Make sure your self.

- (vi) Follow the interviewer's lead.
- (vii) Keep your handshake short and professional. Grasp hands, pump twice (up down, up down) and release. For ladies appearing for the interview, handshake is not necessary and a general wish is deemed sufficient. However, if the interviewer initiates a handshake, the lady candidate must respond by a little feminine handshake.
- (viii) Remember names. Make sure you know the name of everyone you meet and use their names throughout the interview. If you can't pronounce their name or don't know how, then ask again right away.
- (ix) Don't slump back in the chair. Sit comfortably but in an alert manner.
- (x) Keep an eye contact with the interviewer. One of the best ways to connect with people and build trust is to look them in the eye. But don't stare.
- (xi) Be specific, concrete, and detailed in your answers. The more information you volunteer, the better the employer gets to know you.
- (xii) Let the company take the lead during your interview. If you start taking back some control, the next thing you will know is that you're rambling. Avoid this.
- (xiii) Listen to the questions carefully and give a pause before answering a question.
- (xiv) Give examples of your work and references which will document your best qualities.
- (xv) Answer questions as truthfully and as frankly as you can. Answer honestly. Remember, interviewers are too experienced not to find out whether you are speaking the truth or not.
- (xvi) Answer the question that is asked. Don't stray off topic and babble about unrelated areas.
- (xvii) Use time frames and numbers.
- (xviii) Don't be afraid to say that you don't know something. Keep things truthful and accurate and you'll put yourself in a position to succeed.

- (xix) Start with a short answer and then go into more depth. Even a short introduction can make it easier for the listener to follow along. Something like, "Yes sir, I do believe I have the qualities of a good leader. I'll tell you a story as an example...."
- (xx) You should be ready for hard questions, as there are no rules about the types of questions you should be asked. Some people whine and complain about getting a hard question.
- (xxi) The interviewer's assumption is that this is you at your best, so be ready to bring your best.
- (xxii) When all else fails, smile as often as is appropriate. It is hard to hate someone who is happy and respectful.

Closing the Interview

- (i) At the conclusion of your interview, stand, make eye contact, smile, shake hands with the interviewers, express interest in the position, and ask what the next step is.
- (ii) If you get the impression that the interview is not going well and that you have already been rejected, do not let your discouragement show. Try to retrieve the situation.
- (iii) Don't be discouraged if no definite offer is made or if no specific salary is discussed.
- (iv) At the conclusion of your interview, ask when a decision will be made. Then thank your interviewer for his or her time and express your interest in the position once again.

After the Interview

- (i) Take notes on what you feel you could improve upon for your next interview.
- (ii) Write a brief thank-you letter to the interviewer indicating your interest.
- (iii) It is advisable to send a thank-you letter to the person(s) who interviewed you within twenty-four hours after the interview.

- (iv) Most employers will tell you when you can expect to hear from them. If you do not hear by that date, you can call them.
- (v) If the employer requests additional materials such as an application, transcript, or references, send them as soon as possible.
- (vi) If an employer indicates an interest in pursuing things further with you, but you are no longer interested in the opportunity, inform him/her of that fact as soon as possible.
- (vii) Write a thank you letter. If you cannot write a letter, an email is better than not following up at all.
- (viii) The letter should be brief and include the following:
 - (a) Thank the interviewer for his/her time.
 - (b) State the position for which you are applying.
 - (c) Mention something from your interview to remind the interviewer who you are.
 - (d) Describe in one or two sentences why you are the best applicant.
 - (e) Address it to the recruiter by name and title.
 - (f) Mention the names of the people you met at the interview.
 - (g) Keep the letter short, less than one page.

When the company is making a hiring decision quickly, it is appropriate to send an email thank-you message. That way you will be sure the hiring manager gets it in time. Handwritten thank-you notes are also an option, when time permits.

FORMAT OF THANK-YOU LETTER

Contact Information: (Your contact information)

Your Name

Your Address

Your City, State, Zip Code

Your Phone/Mobile Number

Your Email Address

Date

PLANNING AND PREPARATION FOR THE INTERVIEW

Once you get the schedule for the interview, start planning preparing for the interview. Be prepared by knowing advance what to bring for a job interview. Don't get up in morning and then decide what you're going to wear, what to put in your briefcase or handbag or what questions you want to ask the interviewer. To prepare for an interview, find time to sort these things. Call the person who scheduled your interview and

1. Who will you be talking to?
2. What is the dress code?
3. Directions to reach the office in case you don't know.
4. If you don't have a detailed job description, ask for one.
5. Gain a powerful advantage over other job seekers who have not thought about gathering this kind of pre-interview information and are relatively unfamiliar with the firm or company.

Learn about the company online and go for the following

1. Do some fast web research, which will give you something to talk about in addition to the job description. The organisation will expect you to have gone through the job specification before you apply, let alone before the interview. Check it thoroughly and glean information about your department or function area.
2. Go to the employer's website, or search the web for information. Browse other sites—like news sites and social networks—for other mentions of the company. What is it known for? What is its reputation? Where is it heading?

- What recent news (such as a new product, a press release, an interview with the CEO) can you discuss?
3. While visiting the organisation's website, check out investor relations and the sitemap.
 4. Use LinkedIn to find people within the business, what they do; perhaps they will be happy to have a chat with you.
 5. Look for mentions of the organisation or your interviewers in the press, i.e. where the organisation has been mentioned, what for and with whom.

By doing some proper research, you'll go into the interview prepared, feeling more relaxed and confident.

Prepare with Some Expected Questions

Be ready to answer typical interview questions with a story about yourself. To prepare, write down and memorise three achievement stories. Given below are some questions you can expect during the interview.

1. Tell me about yourself.
2. Why should we hire you?
3. What is your worst characteristic?
4. Where do you want to be five years from now?
5. Why did you leave your last job?
6. Tell me about a problem you faced in your life and how you solved it.
7. Have you had difficulties getting along with supervisors or co-workers?
8. How do you deal with stress on the job?
9. What salary do you want for this job?
10. Do you have any questions for me?

Decide About Your Appearance

An important part of the pre-planning stage is appearance. Your appearance provides the first impression. It doesn't matter what the job is, you should dress in business clothing and ensure your dress is clean and pressed. This is important as you are making an impression. Make an effort to wear what you feel good in and

something that you feel looks good on you. When you feel good about your appearance, it will show in the way you carry yourself and your overall performance. Follow the guidelines enumerated below:

Guidelines for women

1. Dresses, suits or saris.
2. Avoid very frilly styles and low-cut necklines.
3. Sensible shoes.
4. Avoid patterns or lacy stockings.
5. Purse should be small or medium size in a colour that goes with your outfit.
6. Either clear or conservative colour of nail polish.
7. Moderate make-up
8. Simple and minimal jewellery.

Guidelines for men

1. Suits should be in dark blue, gray or brown colour or much muted pin-stripes.
2. A good quality, white button-down or white classic collar preferred shirts.
3. Silk or good quality blends ties only.
4. Highly polished shoes and dark socks.
5. No chains, bands, or necklaces showing. No rings other than wedding ring, etc.

For both women and men

1. Hairstyle should be well-groomed
2. Fingernails should be clean and manicured.
3. Minimal perfume or cologne.
4. No tinkling change.
5. No gum or cigarettes.
6. No body piercing.

Arrange Documents

Collect all necessary documentation. Make a checklist of documents that you will need for the interview. You need to bring

an extra copy of your résumé and even your transcript of records. Bring enough copies of your résumé to give one to each interviewer. Have paper and a pen so that you can note the interviewer's name, the time of any future interview or other information you might need later. Note the following:

1. Take a completed job application.
2. Take a copy of your résumé.
3. Take your reference letters.
4. Take along copies of licensing, certifications, or course completion that will indicate your suitability for the position.
5. Take with you a driver's license and other miscellaneous documents that might be needed.

Pre-interview anxiety is a normal human behaviour. These fears can be controlled and handled effectively before the interview takes place. Make sure that you wake up physically prepared and mentally refreshed. Get a good night's rest, and always get an early start.

SELF-DISCLOSURE IN INTERVIEW

Self-disclosure is all about giving your interviewer more of a flavour of who you are rather than the dry facts of what you have done or even what you are interested in. Preparing for your job interview includes not only knowing what to say but how to say it. Before going for an interview, you should decide what sort of information about yourself and your attitude you wish to disclose during the informal interview.

Body Language

Body language expert and author Patti Wood says, "A candidate can give out thousands of cues within the first minute of meeting a hiring manager, and those messages make more of an impact than what you say during the interview. Our body language says a lot about who we are and our emotional state, and poor body language often sends a message that we are stressed or fearful."

Body language communicates a lot of information about you, no matter what words come out of your mouth. Our non-verbal signals, both body language and the way we speak, such as voice tone, are as important as the actual words we use in our job interview answers.

Handshake: Use a firm handshake and adjust your grip to the other person's hand. There is no need to crush the interviewer's hand, but the handshake should be firm and show you are alive. Don't squeeze the other person's hand too tight but don't offer them a weak or limp hand either. Hold the handshake for 2 to 3 seconds making a slight up and down pumping motion. Do not exaggerate the pumping motion. Shake hands before you leave the room after the interview. Remember to shake hands with everyone in the room.

Posture: When the interviewer offers you a seat at the start of the job interview, sit upright but not too stiffly in your chair. This indicates that you are comfortable and feeling confident and are prepared for the interview. Sit straight in the chair and keep your head high as you walk. Don't slouch in the chair while you are waiting, and stay on your best behaviour even when you think the interviewers are not watching. A sloppy posture indicates a careless attitude and a lack of energy. Sitting on the edge of your chair can come across as being nervous and tense. Your head position also sends a message. Tilting your head very slightly to one side comes across as friendly and open. Keeping it straight comes across as self-assured and authoritative. You should also pay attention to the posture of your interviewer. If they have adopted a formal posture, you too follow the same and if the interviewer is in a relaxed posture, still be formal, but less than formal.

Hands: Drumming fingers and rubbing the face can indicate irritation. Clarify that you are answering the question with the information they want and not frustrating them with an off-the-point response. If you are unsure of what to do with your hands, rest them loosely clasped in your lap. Hands above the neck, fiddling with your face or your hair, are unprofessional and convey nervousness and anxiety. Keep your hands away from your face. Touching the nose or lips can indicate that the candidate is lying. Holding a hand behind your head is often a sign that you are annoyed or uncertain. Folding your arms across your chest suggests a closed and defensive attitude. Waving your hands and arms around can be perceived as uncertainty and a lack of professionalism.

Eye Contact: Always maintain strong eye contact during the entire interview. If the interviewer is talking and you want to show that you are actively listening, you need to maintain direct eye contact. Interview body language experts suggest that when you are doing the talking you need to hold eye contact for a period of about 10 seconds before looking away briefly and then re-establishing eye contact. Looking constantly downwards makes you appear insincere or submissive. Eye contact should be a positive aspect of interview body language; if it is not used properly, it can quickly become negative. Do not stay with just one person. Make eye contact with

everybody, even if it is only for a few seconds. Otherwise, you risk making the other interviewers feel ignored. Make sure you keep eye contact during introductions, handshakes and job-related questions.

Smile: A great smile is important to your success in life. Smiling can really help you during the interview because it can make you seem more friendly and likeable. Make your smile genuine, and don't be afraid to show some teeth. It indicates that you are very happy to be there.

Voice: Avoid speaking in a monotone by varying your tone and pitch. It is advisable not to show too much or too strong emotion during your job interview. Avoid erupting into laughter on your own; laughing along with the interviewer is far more acceptable.

Significance of Dress

The interviewer will judge you initially with your dressing sense. Your appearance will help in making an impression for you. So it is very important to be properly dressed during interview. Don't show up in interview in casual clothes. This is only acceptable if you are being interviewed as hand or other manual labour job. If you are applying for a job that is office-based or people-oriented, be sure to dress up and make the right first impression.

Etiquette

During the job interview, countless moments come up when etiquette is required. Getting them right gives you a confidence visible to your interviewer. Candidates often fail to follow essential etiquette which is primarily associated with a successful interview. The following are included in etiquette:

1. Personal cleanliness.
2. Appearing for the interview on time.
3. Communicating well with the interviewer.
4. Dressing up professionally.
5. At a lunch interview, eating slowly, never speaking with food in your mouth, focusing your attention on the

- conversation rather than your food, and refraining from ordering messy food.
6. Most importantly, smiling, being positive and shaking hands with confidence.
 7. Presenting a positive personal image.
 8. Never lying about anything.
 9. Look at the interviewer in the eye. It is a trusting gesture to which people always respond positively.
 10. Keeping your cell-phone off or on silent mode before entering.
 11. Bringing extra copies of your résumé along with a list of references to offer the interviewer. Also, bringing a list of questions to ask the interviewer.
 12. Having a list of three references printed out, including contact information for each reference, ready to offer to the recruiter at the end of the interview.
 13. Not talking too much. The key to being a good conversationalist is to listen and ask thoughtful questions. Do your research beforehand.
 14. Do not slouch; stand up straight.
 15. Maintaining a professional distance and not getting too personal.
 16. Not walking into a job interview with a coffee cup or bottle of soda or water or anything else to eat or drink.
 17. Avoiding nosy questions.
 18. Reinforcing your professionalism and your ability to communicate effectively by speaking clearly and avoiding “uh”, “you know”, and slang. Avoiding unwarranted or loud laughter.
 19. Listening carefully to the questions, taking time to phrase your responses.
 20. Shaking each interviewer's hand and thanking each interviewer by name.
 21. Sending a thank-you note after the interview as soon as possible.