

Employment Communication - A lab Based Course
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Lecture – 30
Interviewing For Employment

Hello friends, so we are in the last phase of this course at least theoretically wise in terms of the classroom lectures. Today we are going to start the third phase of the employment communication process and that is personal interviews. We have for you today lecture-30, interviewing for Employment.

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An interviewing has been in fact studied in this class from both side of the desk, remember that as candidates as applicants this is one side of the story, the other is the side of preparation the other side of the table belongs to the interviewee. The one who represents the organization or the recruitment agency or the company who is trying to induct you on their payrolls. So, interviewing from both sides of the desk, this is what we will be talking about in lecture 30.

So, the concepts I will be covering in this lecture first of all we define the interview and then we think about we consider the two questions, how do you feel about interviews in terms of are you suffering from interview anxiety or not, and if not why, if yes why. We

go in and go great detail on the hiring interview and we consider diversity as a parameter, when we study the interview.

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**Interviewing:
From both sides of the desk**

CONCEPTS COVERED

- Technology and the Job Search
- Looking at the law: Illegal questions in Interviews
- Increasing your effectiveness in Interviews: Guidelines
- Summary

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To move further, we will be covering technology and the use of technology in job search. We will look at the legal aspect of interviewing, where illegal questions are asked and what you should do in such circumstances. We will have a small program, before we end we will have a small program or small prescription on how to increase your effectiveness in interviews some guidelines and we will close with the summary.

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What is an Interview?

- The nature of Interviews: Beyond conversation
 - *Interview* —most common type of purposeful, planned, decision-making, person-to-person communication

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So, we define an interview as that which is beyond conversation, it is of course conversation, but it is more than that. The interview has been defined as the most common type of purposeful, planned, decision-making, person-to-person communication. Just a small interruption, person-to-person communication is also and generally is the case in interview.

So, the interview I repeat once again is the most common type of purposeful, the purpose is to induct, the purpose is to choose the best candidates for the job vacancies available. Number two planned, the interviewers have planned how to move about the 10 minutes of 5 minutes the interview will take place and you also have planned prepared your answers, thinking that they might ask such answers, such questions sorry.

Then we have a decision-making, because you as an interviewee have to decide whether you will take the call, whether you will join that company or not; post the interview or towards the end of the interview being concluded. And they as employers or recruiters also have to take the decision; whether they will take you, whether they were select you or not.

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What is an Interview?

Types of Interviews: Purposes and goals

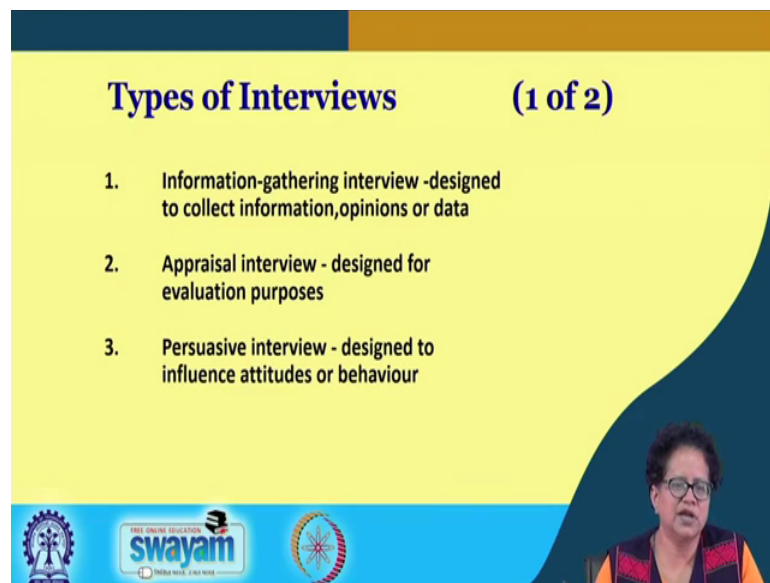
1. Information-gathering
2. Appraisal
3. Persuasive
4. Exit
5. Counseling
6. Hiring

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So, now the question of what is an interview can also be studied under the heading of purposes and goals. What are the purposes for which the interviews are held and what are the goals, which the recruiter wants to meet through holding. The types of interviews as 6 given.

The first is the information-gathering interview, the second the appraisal interview, the third the persuasive interview, the fourth the exit interview, the fifth the counseling interview and the last and sixth is the hiring interview, which is our matter of concern and consideration in this lecture series on employment communication.

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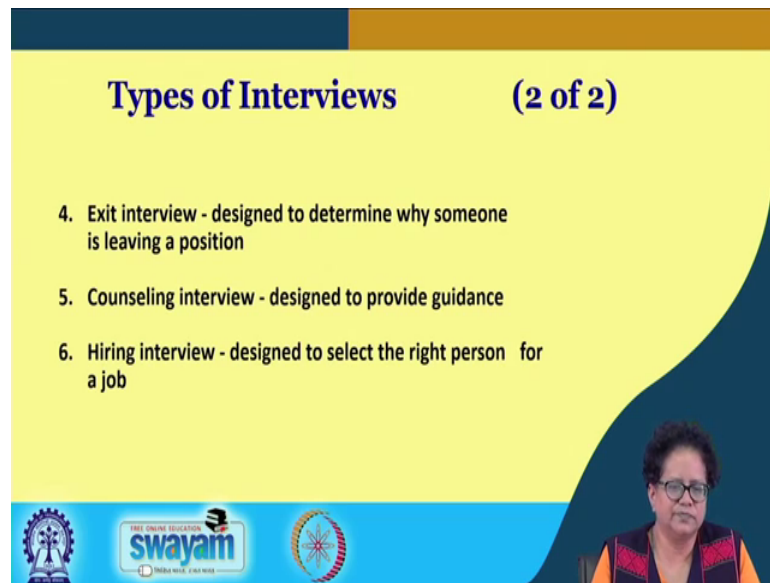
Types of Interviews (1 of 2)

1. Information-gathering interview - designed to collect information, opinions or data
2. Appraisal interview - designed for evaluation purposes
3. Persuasive interview - designed to influence attitudes or behaviour

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So, the information-gathering interview is designed to collect information and opinions or data and we will give you example of that very soon. The appraisal interview is that which is designed, which is geared towards the evaluation of the candidates or who are being interviewed the interviewees. The third one, the persuasive interview is designed to influence attitudes of behavior, these are those kind of interviews which are conducted by ad agencies or people in the media; because they want to influence the attitude or behavior of the customer or the client and make them buy their product or service more on that in few slides from now.

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The slide is titled "Types of Interviews (2 of 2)" and lists three types of interviews:

4. Exit interview - designed to determine why someone is leaving a position
5. Counseling interview - designed to provide guidance
6. Hiring interview - designed to select the right person for a job

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Now, the fourth way exit interview is that which is designed to determine why someone is leaving a position. You see, we commonly speaking we say that in fact, nobody is indispensable in an organization, but the point is if there is somebody who is very good, very productive, very cordial and has a good track record, a career record in the company or the organization. And is planning to leave, an exit interview is conducted to determine why he or she is planning to leave the position in the company.

Then we have the fifth one, which is the counseling interview it is designed to provide guidance. It is the kind of interviews which are held in counseling centers, where the person who has issue with perhaps going into the regressive cycle is counseled, so that he can come out of his mental issues or problems and become mentally healthy, back to life normal life. The sixth and last is that which we will deal at great length and get depth, this is the hiring interview and it is designed to select the right person for the job.

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Examples of types of Interviews (1 of 2)

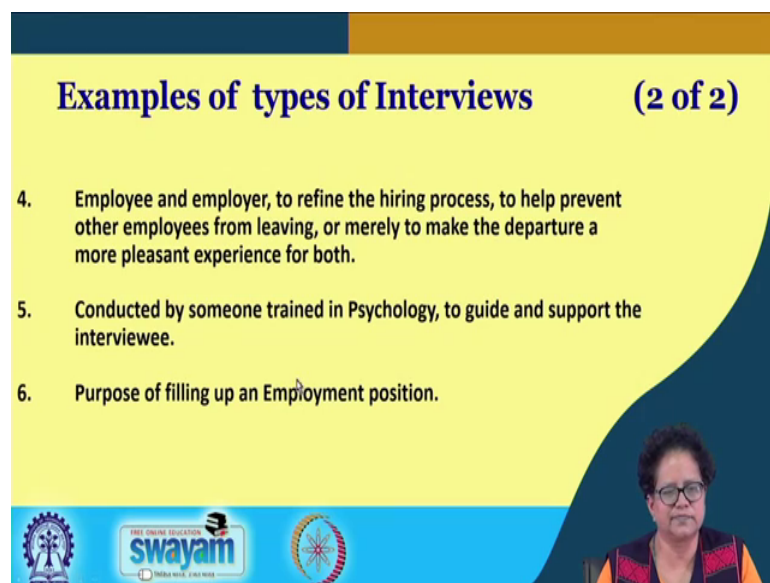
1. Interviews conducted with Experts to complete an assignment, interviews conducted for the popular Media
2. Interviewer is a superior from management, expectations and behaviors are brought closer together
3. Salespeople with Customers

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Now, we have the examples of the six types of interviews. The first is the interviews conducted at experts to complete an assignment, interviews conducted for the popular media that is the information-gathering interview.

The second is that, interview in which the interviewer is superior from management, expectations and behaviors are brought closer together. The third is the sales interview, sales people with customers.

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Examples of types of Interviews (2 of 2)

4. Employee and employer, to refine the hiring process, to help prevent other employees from leaving, or merely to make the departure a more pleasant experience for both.
5. Conducted by someone trained in Psychology, to guide and support the interviewee.
6. Purpose of filling up an Employment position.

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The fourth is the employee and the employer, to refine the hiring process, to help prevent other employees from leaving or merely to make the departure a more pleasant experience for both, so that if required if in future time or situation requires, then that person can be called back to the company, which he had left; the fourth is the exit interview.

And the fifth is the counseling interview; it is conducted by someone who has special training in psychology be made be clinical psychology or mental health, mental psychology. And this is a person having had a specific degree, required for guiding and supporting the candidate or the interviewee, the one who is having issues with his or her mental health. The last one the sixth is the hiring interview and it is designed the example is that it is the purpose of this hiring interview is to fill up an employment position.

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How do you feel about Interviews?
Assessing your Interview anxiety

- Not being concerned at all about participating in an interview is just as much of a problem as being a nervous wreck

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So, now we come to the question which you can ask yourself, how do you feel about interviews? And mostly people will be very nervous and anxious before the interview, but there may be some situation, where somebody may not be nervous or you know concerned or troubled about the interview, about the forthcoming interview. And this is actually a problem, this is not actually good, it does not speak of overconfidence, because over confidence may take you in the wrong direction at the time of the actual interview.

The point is that not being concerned at all about participating an interview is just as much of a problem as being a nervous wreck. So, you have to find a balance, you must be concerned, you must be slightly worried, but you must not be overtly worried or you must not be not at all worried, the middle path is the prescription.

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The Hiring Interview

- Preliminary tasks: Preparing the Cover Letter and the Resume
 1. The Cover Letter
 2. The Resume

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So, let us come to business and here we have for you the hiring interview. Now, we have already done the few stages, which go before you reach this stage of the hiring interview. The preliminary task before you plan for hiring interviews to prepare the cover letter and the resume.

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The Hiring Interview

The Resume

1. Contact Information
2. Job Objective
3. Employment History
4. Education
5. Relevant professional certifications and affiliations
6. Community service
7. Special skills and interests
8. References

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Cover letter and CV writing which was the first phase of the employment process and the resume we have just done it, but we need a quick revision consists of the following parts. The first on top with the contact information followed by job objective or carrier goals, then you have your employment history and educational qualifications followed by relevant professional certifications and affiliations, sixth is community service or your work with other than your company NGO and NPO; Non Profit Organizations, and seventh is your special skills and interest and the eighth and the last part of the CV is the references.

A list of referees who will be able to stand behind you who will give more information and data and maybe they will support your candidature for the post. They will be able to speak at length on you, because they know you quite well; either at your university or college years or at your workplace.

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Simple Cover Letter

1616 River Road
New York, NY 10146
April 10, 2014

Ms. Kelly Ames
Vice President, Human Resources
Stars and Stripes
1800 Broadway
New York, NY 10013

Dear Ms. Ames:

Your advertisement for a client representative in sports management appearing in last Sunday's New York Times immediately caught my attention and piqued my interest. My education and training certainly qualify me to assist you in being Stars and Stripes to the next level.

According to your advertisement, the job includes "assisting in the coordination and implementation of client services, as well as assisting in the identification and opening of new markets." It occurs to me that my background and experience in sports marketing parallel your needs. In addition, I am a highly motivated individual and a self-starter, with the following special qualifications to offer:

Four years of formal training in marketing and entrepreneurial education.
Proficiency in computer and Web site design.

Once you have examined the enclosed resume, I would like to talk with you about how I can put my skills and abilities to work for Stars and Stripes. I hope to have the opportunity to discuss in depth how my educational background and professional experience can contribute to your company's growth.

Sincerely,
John P. Garcia
John P. Garcia
Executive

Here is a simple cover letter on this slide and you can look it at length later on.

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Sample Resume

JOHN P. GARCIA
1616 River Road
New York, New York 10146
201-624-6444
jgarcia@stars.com

EDUCATION
School of Management, Syracuse University
Bachelor of Science in Management, May 2007, GPA: 4.0
Concentration in Marketing and Entrepreneurial Studies

HONORS
Golden Key National Honor Society
Dean's List, Fall 2004
President, Investment Club

EXPERIENCE
Senior Sports Marketing, New York, New York
Summer 2008 - 2009 Marketing Intern
Assisted in the management of client relations
Created client web and customer profiles
Represented the company at numerous special events

Thompson-Latham Brothers, Cortland, Connecticut
Summer 2008 Investment Intern
Assisted financial consultants
Prepared financial reports
Conducted financial research reports

KPMG, New York, New York
Summer 2007 Accounting Intern
Assisted in review of weekly financial reports
Prepared daily cash activity reports
Conducted interviews with clients to determine scope of subscription

COMPUTER SKILLS
Proficient in MS Office and Web site creation
Experienced in using Lotus, Microsoft Office Word, Excel, PowerPoint, Quick Expense, and PageMaker
Wrote all marketing and program and applications

ACTIVITIES
Soccer, Soccer Representative, 2000-present
Peer Tutor, 2003-present
Basketball, Basketball, 2000-2002
Soccer Team, 1997-present

REFERENCES
Available upon request

And this is sample resume, on the next slide and this you can also look at it later on. So, before we go to business, I would like to show you this short funny video on the origin of job interviews.

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So, you want to join tribe?

What do you do?

Me hunter, we hunt together.

You hunt together.

These days man need many skills.

Yeah, where you see yourself in fifty moons time?

Hunting, may be gathering.

Why you leave last tribe?

They small tribe. Me ready for something bigger.

How long you with last tribe?

Ten moon.

Ten moon. Me hear you leave after two moons?

Me hear you leave and travel round plains with your friend.

It's true?

Me know tribe chief, he tell me.

Me just want to see plain. Me got that out of system now.

We be in touch.

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It going to a long day people.

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The Hiring Interview

Structure: Stages of the Interview

- Effective interviews are well-structured interactions.
- They have a beginning, which provides an orientation to what is to come,
- a middle, when the participants get down to business
- an end, when the main points are reviewed and the participants take leave of one another.

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So, we will move further to the hiring interview, after the short break. So, first of all let us come to the structure or the stages of the interview. So, as the subtitle of this class interviewing from both side of the desk, it means that effective interviews have to be well-structured, well planned, well staged, well faced interactions between interviewee or interviewee with interviewers.

So, there are three parts to a planned interview. First is a beginning, which provides a direction or an inkling or an idea to what is to come in phase two. Then of course, phase two the middle where which is the heart of the interview. So, here the participants settle down and really serious matters are discussed. And lastly the conclusion or the end, when the main points are reviewed and the participants take leave of one another.

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The Hiring Interview

- Questions: The heart of the Interview
 - Closed questions—highly structured questions answerable with a simple yes or no or in a few brief words
 - Open questions—offer the interviewee freedom with regard to the choice and scope of an answer

Logos: Swamyam (Free Online Education), and other institutional logos.

So, let us come to questions because, the question which is most important or prior most in your minds is how to answer questions. So, first let us introduce you to the kind of questions, which are asked; and there are four types of questions which are asked. For the first set of questions which are asked; in the first couple of questions which are asked may be, closed questions and open questions. Now, what do we mean by closed questions? Closed questions are questions, which are answerable with a simple yes or no or in a few brief words.

For example, what is your age? Are you in employment now? Either the answer is yes, no; it cannot be other than that; Are you married? Yes, no; How many years have you worked? Maybe 10, 20, 15, but so in a few words are yes, no type of questions these are closed questions, because thereafter you cannot move further.

Then there are open questions and these are those type of questions, which are the opposite of the closed questions, because they offer the interviewees or the interviewee freedom to extend the scope of the answer. So, there is an open question and you give an answer and it leads to another open question, another answer, another open question. So, the interviewee has the scope and the agility the wish if he wishes, he can ask, he can extend the scope of the question based on the answer and ask further questions.

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The Hiring Interview

- Questions (continued)
 - Primary questions—used to introduce topics or explore a new area
 - Secondary questions—follow up primary questions

Whatever the type of question, an interviewee must maintain honesty in answering.

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So, let us come to the next question, which are the next type of questions, which are the primary questions and the secondary questions. The primary questions are used to introduce topics or explore a new area. Suppose, the interviewer has already questioned you on your educational history and now says, how many years have you been working with company XYZ. So, this is a primary question, because now you are going to talk about your employment history with company XYZ.

Then we have secondary questions and if you take the analogy of a river, you know you have a tributary and a distributary, is not it? So, similarly primary and secondary questions. Secondary questions are those, which taper or which come out of the primary questions. So, the final advice is whatever the type of question with the open or closed or primary or secondary as an interviewee, you must be honest and answer truthfully with complete honesty.

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The Hiring Interview

Objectives: Roles and responsibilities

- Good interviewers and interviewees work hard during an interview, functioning simultaneously as information seekers, information givers, and decision makers.
- To be a successful interviewee requires specific preparation

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Now, we come to the objectives of the hiring interview in terms of roles and responsibilities on both sides, since interviewing is being studied from both sides of the desk. So, the first point is that, if you think about your role and responsibility as an interviewer or later in life you may be interviewer, now you are an interviewee.

The point is both work very hard during the interview, because at the same time they are functioning as information seeker, information giver and decision makers. I have a small diagram in the next chart to show you, how this is happening. So, to be a successful interviewer or an interviewee requires a specific preparation it goes both ways.

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This is the small diagram and in this diagram, we are studying the roles and responsibilities of an interviewer and interviewee, in the course of an interview. So, the interviewer is the information seeker, but towards the fag end of the interview you can ask the interviewer some questions about expected date when the results will be disclosed or made available to you, what are your career options in the company. So, these loads will get interchange in the first part and the second part of the interview, the interviewee is simply an information giver. And on the other hand, you have both taking decisions and both may be interchanging roles and this is finally, the job towards which both are moving.

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The Hiring Interview

- Behavioural interview—employer looks for the employee to provide specific examples of specific skills
- Case interview—interviewee is presented with a business case by the employer and asked to work through it
- Stress interview—more than one person fires questions at an interviewee

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So, what are the types of hiring interviews there are three types. The first is the behavioral interview, where an employer is looking for the employee to provide specific examples or specific skills. So, if you consider a human being, who is a unique personality a unique person on this planet. All of us have specific areas, which are our strengths, specific abilities in which we flourish and therefore, a behavioral interview to tap on this aspect of your character or your personality.

Then you have the case interview, where they want to test your analytical ability and your decision-making, time management so on and so forth. So, the interviewee is presented with the business case it is fictitious study, which is a fictitious situation and the employer is able to ask you to work through it and come to a solution on the questions.

Then you have the stress interview. The stress interview is not actually specially an interview held for making you stressed, but the point is in a stress interview, there is one candidate and more than one person may be firing questions. So, before the candidate or the interview is through with answering one question or maybe he wants to say something more, another question is shot at him and he has to respond back. So, the situation is stressful for the interviewee, because he is being bombarded with questions from all sides, the board the interview board is more than one person.

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The slide features a yellow background with a dark blue header and footer. The title 'The Hiring Interview' is in bold blue text. Below it, a bulleted list includes 'Impression management: Effective Interviewing', 'Job Applicant', and 'Interviewer'. A video inset in the bottom right shows a woman with glasses and a patterned vest. The footer contains logos for 'swayam' and other educational institutions.

The Hiring Interview

- Impression management: Effective Interviewing
 - Job Applicant
 - Interviewer

Now, the hiring interview what you have to do is manage your impression as a job applicant. On the other hand the interviewer also has to manage the impression. If the interviewing is to be effective and goal oriented result driven. The point is today you are a job applicant; some time in your life you will be an interviewer, whatever it is learn from now.

Even the interviewers have to learn how to read, how to read the candidate, how to give the correct impact. So that, when the candidate or the job applicant goes out, then he or she is not having a negative feeling or a feeling of despondency or depressing you know, experience with the company. So, both sides have to manage the impressions, they cast or they create or they in fact impact on each other, in order for the interview to be effective and productive and pleasant first of all.

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Diversity and the Interview

- Our culture could influence how we conduct ourselves during an interview
- There are gender and age differences in what employees seek in a job

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So, if we consider now the issue of diversity, because we have workplace today which is having a flat organizational structure more and more the workplaces have becoming flat organizational structures not tapering with one leader and maybe two deputies and so on and so forth; more and more, there is democracy and transparency at the workplace.

And number two, it is a global village and we have MNCs everywhere, we have Indian students working abroad, we have students from our candidates from other countries working in our country. We have working through the video conferencing mode, through the web conferencing mode at various times of the day, all 24 hours or hours of the day people somewhere are working across the internet and the facilitate offers of the digital media and the high speed internet.

So, you will be working with people of different cultures. Now this diversity, what is the relation of diversity to interview. So, since we belong to a culture, then we should be able to understand how we will conduct ourselves, how we will behave during the course of the interview, because our cultures are tradition bound, because our cultures do not, in fact promote an open display of feelings and emotions before, because our culture promotes or tells us to be deferential and full of respect to the person in power or position. And you know of course that the person sitting, across the other side of the table is powerful or in a position, because first of all he is representing the organization

and you are trying to get a job in that organization and he is sitting in a position from where he can employ you.

Therefore, our culture makes us deferential and makes us respectful and on our best behavior verbally, non-verbally; when we have the interview in progress or when the interview is in conduct. Now, think about the second point here, there are gender and age differences in what employees seek in a job. So, imagine yourself in a situation where you are being interviewed by an old lady and we have a video which we will be sharing in the next lecture class where we will study this kind of situation.

And so how would this two, how would this two, parameters of gender and age differences across again another parameter called cultural diversity. Make you aware of how to behave or how to seek or how to be active during the interview process. How to tackle this situation of culture difference, gender difference and age difference during the interviewing process during the hiring interview.

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Technology and the job search

- The Web is changing the way we find jobs
 - Job openings posted online before they appear in newspapers
 - Employers using computers to add flexibility to currently available interviewing channels

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Next we come to technology in the job search and this is very important in today's world, because of the high role and high incidence of the impact of technology in our lives day in and day out, especially in the workplace. So, the web is changing the way in which we find jobs. Now finding jobs are much fast paced and there is too much of information available. We need to really see the information properly, when we are actually trying to search or find a job. You see the point is that if you are still tradition bound or of the old

type of mentality or fashion that you are going to search for papers or newspapers like, employment news and weekly employment news.

The point is that job openings are posted online much before they appear in the hard copy newspaper. So, the point which you need to understand is that we have to be current; we have to be up to date with the online job portals, because we cannot wait for the last date to be over is in it; we cannot wait for the last date to be over, we have to be on time in applying for the job within the last date.

And the second point is that the employers are using computers to add flexibility to currently available interviewing channels. So, we will be talking about virtual interviews, just as I think we are also in an age, when you have a video resume. If you go to online writing lab, just note it OWL. Just type OWL and you will get online writing lab of Purdue University, where you have a section on how to prepare your video resume. So, if you have a video resume and you have a video link of your resume in to your LinkedIn page or your academia page. The point is on the other hand on the other side of the desk you have the employers, who are also using digital media and digital mode to add flexibility to the way in which they are interviewing you.

You must have heard about the Skype interview, but you must also be aware that there are some mobile applications, which the employer will ask you to in fact upload on your android or your iOS and after that mobile application is with you, only then the interview will proceed. So, let us be up to date with these new media and the new technologies in our job search attempts.

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Looking at the law: Illegal questions in Interviews

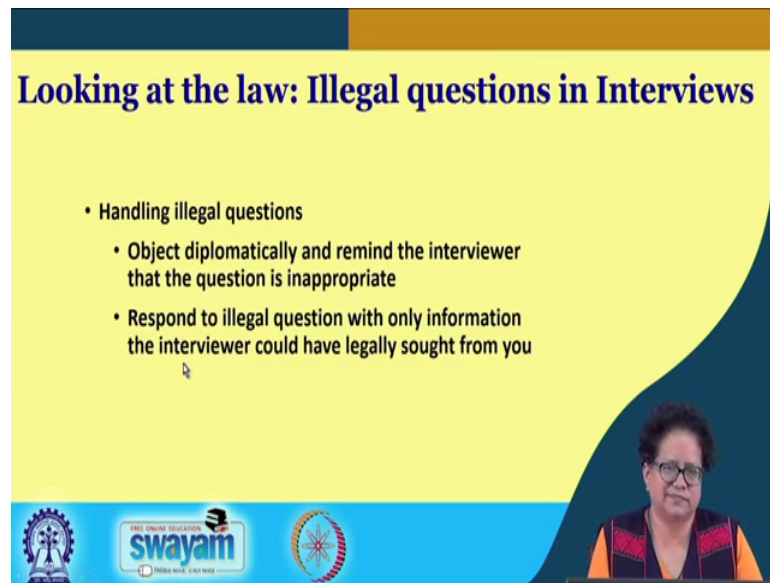
- Equal Employment Opportunity Commission (EEOC) issued employment interview guidelines
- Interviewees protected from answering questions about race, ethnicity, marital status, age, sex, disability and arrest records

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Now, look at the legal aspect of interviews. Sometimes questions are asked which are very touchy, which should not be asked, because they are illegal, they are on the wrong side of the law. And in America, we have EEOC which stands for Equal Employment Opportunity Commission, this is a body or a regulatory body which in fact issues employment interview guidelines. So, it says which questions are legal and ethical to be asked and which are illegal.

Now, this is also a commission or a body or an organization which protects candidates from answering questions related to race, ethnicity, marital status, age, sex, sexual orientation, disability and arrest records. So, just note that these are illegal questions.

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Looking at the law: Illegal questions in Interviews

- Handling illegal questions
 - Object diplomatically and remind the interviewer that the question is inappropriate
 - Respond to illegal question with only information the interviewer could have legally sought from you

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner with logos for 'swayam' (Free Online Education) and 'MHRD' (Ministry of Human Resource Development). A small video inset in the bottom right corner shows a woman with glasses and a patterned vest.

And in case you are asked such illegal questions, how will you handle it. The first way out if you are asked illegal questions on those topics which I mentioned in the previous slide is that you can object diplomatically softly, gently, but yet strongly. And you can remind the interviewer that the question is illegal, inappropriate. Out of context not related to the matter at hand; no way related to the job which you are going to take up with the organization in the event of your selection.

And the second is to respond to illegal question with only information, which you can give legally. Had a legal notice asked you for an information, you would have given a legal response. So, give that kind of legal response to an illegal question.

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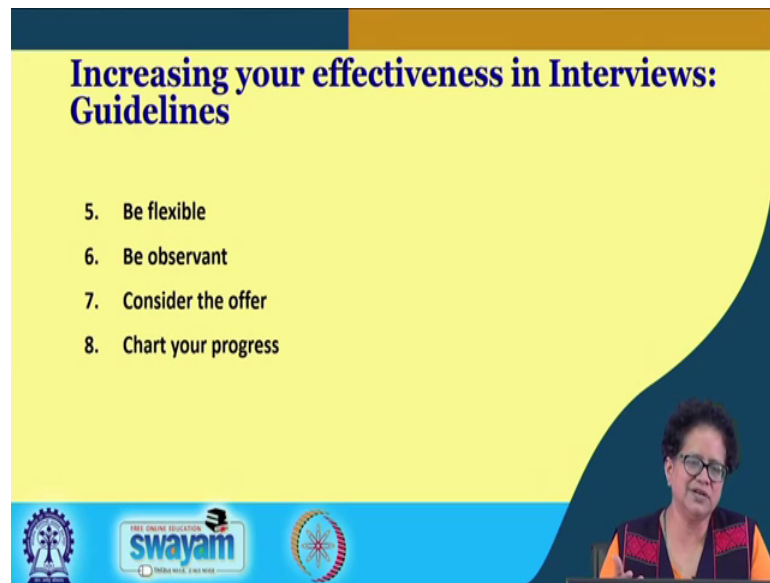
**Increasing your effectiveness in Interviews:
Guidelines**

1. Be prepared
2. Practice sending and receiving messages
3. Demonstrate effective listening skills
4. Have conviction

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner with logos for 'swayam' (Free Online Education) and 'MHRD' (Ministry of Human Resource Development). A small video inset in the bottom right corner shows a woman with glasses speaking.

So, how do you increase your effectiveness in interviews and here are some guidelines for that first of all be prepared with all your documents, with all your transcripts, have multiple copies of all. Then practice sending and receiving messages verbal and non-verbal. Demonstrate effective listening skills, listening we have had two classes, two lectures on listening. Again and again we are emphasizing the importance of listening skills at the time of the interview, you have to be a very good listener. Read the chapter, read the lectures go through the two lectures on listening skills once again and be prepared for interview and you know best in listening. Have conviction of whatever you are saying, do not backtrack, say something and stand by it.

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**Increasing your effectiveness in Interviews:
Guidelines**

5. Be flexible
6. Be observant
7. Consider the offer
8. Chart your progress

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The next is to be flexible also like a leader you have to be convinced as well as flexible at the same time. Be observant of the verbal and non-verbal behavior of the interview board in front of you, if the offer is made to you during the last phase or in the last few seconds or minutes of the interview, take your time and if you want you ask them that, I would need 1 or 2 minutes to consider the offer and then think about what career progress, what career chances, what is the career growth this offer will make to you, because it is a take it or leave it kind of situation.

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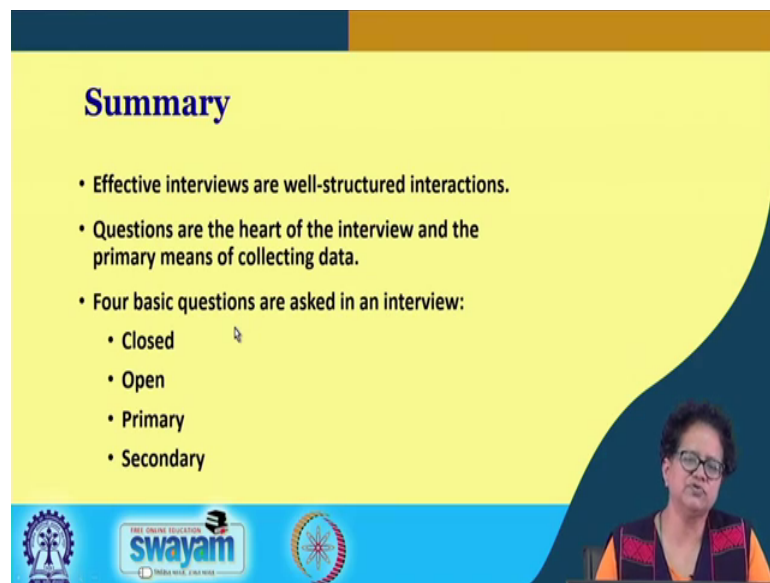
Summary

- There are six types of interviews:
 1. Information-gathering interview
 2. Appraisal interview
 3. Persuasive interview
 4. Exit interview
 5. Counseling interview
 6. Hiring interview

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner with logos for 'swayam' and 'MHRD'.

To summarize the chapter there are 6 types of interviews and they are given on this slide. The first is information-gathering, then appraisal, then persuasive, then exit, then counseling and the last is the hiring interview which we will consider at more depth in the next lecture, lecture number 31.

(Refer Slide Time: 30:25)



Summary

- Effective interviews are well-structured interactions.
- Questions are the heart of the interview and the primary means of collecting data.
- Four basic questions are asked in an interview:
 - Closed
 - Open
 - Primary
 - Secondary

At the bottom of the slide, there is a blue banner containing logos for Swamyam (Free Online Education) and other educational institutions. A small video inset in the bottom right corner shows a woman with glasses speaking.

Effective interviews are well-structured interactions, because there is a there is a limitation of time as well as there is the idea that time has to be valued. So, both parties do not want to waste time and therefore its well planned how the questions will be asked. And of course, you as an interviewee also are planning, how to answer the questions in the shortest possible manner.

Then the questions are the heart of the interview and the primary means of collecting data, because basically the interviews meant to seek all information from you and then decide based on that information or data they now possess. There are four basic types of questions asked in an interview, closed and open, primary and secondary.

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Summary

- Good interviewers and interviewees work hard during an interview, functioning simultaneously as information seekers, information givers, and decision makers.

To move further good interviewers and interviewees both work hard, both of them they work hard during the interview, because at the same time they are functioning as information seeker, information giver, and decision maker. I have at the end a small funny video from Tom Hanks, when he was young.

(Refer Slide Time: 31:33)



Source : <https://www.youtube.com/watch?v=RsDjZfzEGdM>

Tom Hanks "Big Job Interview Scene"

(Refer Time: 31:34)

Yeah.

Hold on just a moment, please.

What is he got? Hey, oh my god.

Social security number.

32 70 25.

What is it?

Our locker combination.

Mr. Baskin, Mr. Baskin.

Yes, yes.

Personnel director will see you now. Your son can wait out here.

Ok, son, you should sit down and do not give the lady any trouble now.

Sure, dad.

This way.

Do not forget look him in the eye.

A couple of numbers missing on your social security.

Oh, oh 12.

(Refer Time: 32:46) it says here, you have got 4 years experience.

Yes.

All on computers.

Yes.

Where did you go to school?

It was called George Washington.

Oh, GW. My brother in law got his doctorate there. Did you pledge?

Yes.

Every morning.

It happened again. David the girl is absolutely useless; you have got to give me someone who knows what she is doing. Excuse me, I am not getting any of my mail nothing has been filed, ever since she got engaged, my life has been a disaster.

You know she came so highly recommended.

She spent the last 3 months writing down her married name, Mrs. Judy Hicks, Mrs. Donald Hicks, Mrs. Judy Mitchellson Hicks; sometimes with the hyphens, sometimes without a hyphen, sometimes she spells the hyphen.

Ah Well (Refer Time: 33:48)

Employment.

When can you start?

Soon.

(Refer Slide Time: 33:57)



And quite a positive ending to that lecture and that movie segment also as such. These are the references, I have used in the preparation of this lecture. And I would like to thank you for being with me, and God bless you. We shall meet soon.