**Employment Communication - A Lab Based Course**
Prof. Seema Singh
Department of Humanities and Social Sciences
Indian Institute of Technology, Kharagpur

Lecture - 32
PI Practice Session - I

Hello friends. So, we are in a very crucial junction of this NPTEL online certification course titled employment communication which is lab based course. Today we are going to begin 4 lab sessions on personal interviews. The point is that this is a lab based course and therefore, the theory lectures must be succeeded or followed or there should be practice sessions, lab sessions so that what we have learnt or picked up in the theory lectures may be carried forward into the actual arena of employment communication. So, I present before you today lecture number 32, personal interviews and this is part of module 7.

(Refer Slide Time: 01:15)
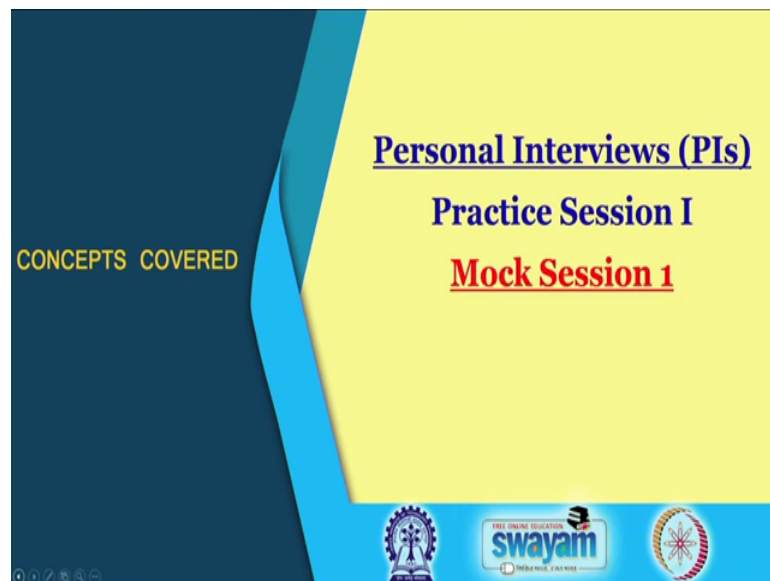
This is the first lab practice sessionI1 on personal interviews. I would just like to tell you that this is a mock session and do not take it, do not take any of the observations you have to make to heart because this is after all a practice session by students who are just like in the theory or the lecture classes.

(Refer Slide Time: 01:39)

So, in the first interview panel in lecture number 32 we have the interviewers, Varsha Vijay, Rajarshi Tribedi and Tirtha Nandi on the panel. There will be 2 candidates who will be interviewed in this lab session 1, lecture 32 on personal interviews, mock sessions 1. The first candidate is Reetika Dasgupta and the second is Purva Choudhury.

Please may I come in?

Yes please.

Good afternoon sir. Good afternoon ma'am. Good afternoon sir.

Hello Reetika, I am Varsha, the NND Head of Orifice Private Limited.

Hi Varsha.

Yes. So, yeah Reetika, why do not we start by hearing a brief introduction about yourself?

So, my name is Reetika Dasgupta and I come from Kolkata, West Bengal. I completed my schooling in West Bengal itself in Kolkata, after that I went on to do my B.Tech in Information Technology from Future Institute of Engineering and Management. After that I was campus placed in Cognizant Technology Solutions where I worked as Programmer Analyst for 21 months. Apart from the academic and technical aspect of my

life, I am a trained dancer, Indian classical dance. I enjoy reading novels and enjoy music is well.

Ok.

That is interesting.

Yes.

What type of novels do you like?

I like to read crime thrillers and my favorite author is David Baldacci.

That is good.

Which is the most recent novel that you read?

I am actually reading a novel called Swim Suit right now by James Pattison.

Ok. So, I mean who yeah do you want to ask anything on the (Refer Time: 03:17).

Please continue.

Yeah. So, could you please describe in detail what you did in CTS for 21 months?

Yeah. So, as I mentioned I was a programmer analyst in Congnizant for 21 months, wherein I worked under the B.U called Insurance. Business Unit called Insurance and I worked under two projects. The first one be AXA Asia where we dealt with the Hong Kong area especially and the second one being Prudential where the it was headquartered in New Jersey. So, for both the projects I was a developer wherein I was responsible for developing certain specific pieces of codes in softwares that would help in policy making.

So, you have worked much on the technical side?

Absolutely.

As a development so, we are looking for a HR generalist role. So, how do you think your technical expertise can contribute to this role?

So, having a background in engineering in information technology and then going on to do some technical work, I think it is giving me some sort of analytical bent of mind. So, definitely I can use that towards my role as an HR generalist because right now in the towards the HR generalist, because nowadays in the HR field I think analytics is a is an upcoming field; wherein you have to use you have to be very proactive and you have to use your analytical bent of mind and certain different tools to come up with solutions to different problems like talent acquisition, recruitment, retention of employees and things like that. So, I think that puts me at benefit.

Fair enough. So, I see you have considerable amount of experience in the technical side of things, but if you compare HR to that it is completely different. So, how do you think you have been to adapt to that? Would you not mess the technical side of the projects that you are working on before?

Not really see the reason that I decided to take up HR after coming to technical background was that technical the things that I did my previous work was a constructive to a certain extent. There were certain problems and there were only a set of solutions which could be drawn upon from those problems. There was a there was a limit to the amount I could apply my knowledge. First that was a problem because could not apply everything that I learned in my college and as where in the training period as well to the work that I did. Because it was getting monotonous to certain extent because there would be certain problems and they would have fix solutions.

So, I think that was one of the main reason where shift to HR in that would actually I would not miss that aspect see even the HR field has lot of technicalities with it because in the technical field we are dealing with the, we are dealing with computers we dealing with softwares, but in the HR field we are dealing with humans. They are much more complex, they are much more dynamic. So, I think even in that scenario there is lot technicality to be applied in dealing with them.

So, you talked about monotony and frustration especially among IT employees now, if your an HR in the IT domain, so how would you employee- deal with employee motivation and employee frustration that generates you do work monotony?

See there could be certain measures that could be introduced for example, something as simple as work from home. I think that is the very good change that can be brought about

in employees especially from the it sector because that gives little break from the office environment and that allows some of the people who are not comfortable to work in the office, to work in familiar environments wherein the productivity can go up to a certain extent. It can be detrimental for certain people too, but then there should be certain standards and policies set by the HR wherein this process can be made easier.

Apart from that we can introduce a internal or departmental records their rewards and recognitions wherein they can be awarded and they can be appraised you know on the basis of the performance that they do on a quarterly basis or on the basis on or on a semiannual basis. So, these are some of the methods that can be introduced.

Yeah the methods that you spoke about like work from home, rewards and recognition they are already in place in IT.

Yeah.

So, we have seen that still I mean there is a lot of attrition rate that we can see. Is that anything else that you would like to say? Also you mentioned that work from home I mean they can work in more comfortable environments I mean do not you think I mean that would be detrimental to the team and the group work? I mean people who are not comfortable working in offices how would you motivate them to work in groups because I mean working in groups is very important.

So, answering both your questions. Firstly, I would say that I know rewards and reorganizations and work from home is already you know employ in different sectors of the IT industry, but they are not as prevalent for example, work from home is not that prevalent. So, keeping apart these two things we can also introduce something which is upcoming in the market was called gig economy which allows certain workers who are comfortable with the certain different, you know certain specific rules to be hire on a contractual basis, for to do to do certain areas of work. They are not bound to long periods of time and they can just complete their work, fulfill their obligations and then they can you know on the account of the contract.

And answering a second question I know that, I know that work I said that work from home gives some people a chance to work in you know comfortable environments, see what happens is even in the I T industry as you is as you must be aware. The teams are

not always located in the same location as it is. There are certain parts of the team which are located on shore and certain which are located of off side like these. They are different countries different continents all together. So, if it is possible to maintain the feeling of you know being a part of a team then I think even by working from home that that feeling can still be there, that is should be a problem.

Reetika, I think we have a good grasp of why you want HR and what you want to do there. So, let us come to something completely different. So, tell us about your strengths and your weaknesses.

Ok. So, my strengths on personal life.

One more thing.

Add your interests yeah.

Please different from using the normal things that everybody says we have been interviewing people for more than a 5 hours today. So, let us hear something new.

Ok.

And keep it short.

Yeah.

Ok.

So, I will talk about my interests. So, like I mentioned my interests include reading novels, I am a trained dancer. So, enjoy dancing, I enjoy music and off late, I have been taking up some cooking skills because as I have realized thing you know hostel for the first time staying alone for the first time that cooking is an essential part. So, you need to pick up some aspects to at least feed yourself. So, that is one of the interest I have been picking up recently and talking about my strengths and weakness my one main strength would be positivity I know it sounds clichéd, but I think having positive attitude towards everything in life is absolutely impeditive and negative thing about myself would be that I speak too fast. So, I tend to come across inpatient in certain aspects.

Ok, that is more or less we are good to go. So, do you have any questions for us?

No, thank you so much.

Ok.

That is nice talking to you Reetika.

Well nice talking to you.

Thank you.

Have a great day.

Thank you so much.

Can I sit?

Yeah, please have a seat.

(Refer Time: 10:13).

Good afternoon.

 Good afternoon sir. Good afternoon ma'am. Good afternoon sir.

Good afternoon Purva.

So, yeah Purva let us begin by getting something about yourself.

Yeah. So, I am from Bombay. I am trying to joining here. I was working as a brand analyst to the company named Declook Services. So, there work 7 months on a project with the Samsung online retail team where in what I was doing was I was auditing the websites which were in the a back region and the audit was primarily about how esthetic is the website, how a good does an website look when a consumer comes in and is scanning through the products and we have used to make recommendations, we used to present it to the client on a weekly basis. So, this was my project.

Ok.

That is interesting. isn't it?

Yeah.

Did you do find it (Refer Time: 11:03), ok.

Did you find it interesting?

Yes.

How do you deal with aesthetics in workplace like improving aesthetics as an HR?

Aesthetics as an HR, would be on how the surroundings look like or how the environment is. For example, we had this case study during one of our group discussions where in we were talked about how much training budget is to be allocated to people who work on aesthetics, I think it is really important and how aesthetic we are. Because in today's age all of those things are given more importance like the way I was working on a project it is it sounds trivial to us, but it is something that is really counted upon. For example, you would it really go to a website which is not appealing to your eyes.

Absolutely.

So, I think aesthetics are really important and as an HR. I would like to promote it in my organization.

So, you are an engineer right?

Yes.

So, engineering, brand analysis and then HR what would you say if I called you fickle?

I was fickle until I completed my engineering. So, even during my engineering I did not like the subjects. I knew that I have to move out of this and I, inspect it not have a clear idea, I knew that I have some skills that I will use. So, inspite of not having something rigid in my mind to pursue I knew that I want to go in a field where I could use my skills. After coming in here after I got this opportunity, I understood that I like this thing. I like being in management field and I liked being with people more and less with cores and stuff. So, this is why I am moved in here.

Ok. So, what is to say that you are going to stick to your guns say for 5 minutes after 5 years you just you know pack up and go?

No, but this is what I like. So, even here I, I draw parallel between brand analysis and HR. I know I am into HR after doing brand analysis is not something that I did because I got it. It is because thus the qualities and are required in being a brand analyst or being a marketer are same as what you need in mean in HR.

So, it is like brand analysis is more about internal marketing you are sorry external marketing where you actually working on a product and human resources is more about internal marketing there humans are your products humans are the ones humans are your babies who you work on. So, because I want, want to work with people because I have been doing a lot of activities in my college days, I have been associated with the lot of NGOs, also I knew that I knew for sure that I do not want to be in a field where I could motivate people and I give me a kind of satisfaction when I see people go from one level to another.

During my NGO days also I have been a part of the activities when I have mentor people and I have like to doing it because I have seen them grow and as an HR, I will want to pursue this because I derived my satisfactions on the field.

Purva.

So, you I ask. So, you mentioned that you worked with a lot of NGOs, which are the NGOs that you work with?

So, I worked with Robinwood Amry in Mumbai. So, this organization is an organization which does not have any funs as such, but what we used to do is we used to collect surplus food from a lot of hotel and restaurant (Refer Time: 14:03) tie ups with them and they used to give that surplus food. We used to and we have clusters where we used to distribute the surplus foods. So, this is how the chain work there was no money involved, there were no funds involved we did not pitch in nothing. It was only about food transfer from the surplus to the people who really did not have it.

So, this is where I worked it and during working and during working there. During working through the clusters I met a lot of people, I met a lot of students who did not have proper guidance, who did not have clear idea of about what they want to do in their lives and I have helped them to, to pitch a part to, to see how they could move ahead and their lives and that that is where in the mentoring came into picture.

And which other NGO, you mention the lot of N G Os. So, which other NGO?

So, I work with CRY also, but I did not like working with them.

Why?

Because it was more about pitching in and getting funds for the NGO and that is the reason I moved into RJ.

So, you do not like pitching in?

No.

What if you have to pitch in for your organization? I mean would did you like to do that?

I would like to do it, but I would not like to do it with the pressure in my mind. I would like to do it if I have points and if I have justifications to do it. I think I would not want to include it in social work because I have did social work because I like doing it now because I wanted to a get in get in pitchings from people are getting funs from people. So, I would do it in the business perspective, but I would not do it in something which is related to social issues. So, this is this is the distinction that I.

Ok Purva. So.

I just wanted to have your views on one point, do you support promotion of women in HR?

Yes.

Reasons.

Because I think, I would not, I would not want to make a judgmental why women over men, but women as I mean women are more emotional they are because they, they have this emotion the end of mind, they can understand problems and solutions easily or. So, a man would not be to would not be somewhat who a women were open up to, but a women is someone have a women HR would be someone would be reachable to everyone in the organization.

So, so, do you support equality or equity what you spoke about is equity right?

Yes.

If I am not wrong.

Yes.

So.

So, I support equity over equality.

Good.

So, we have talked a lot about others. Let us now talk about talk a bit about you where do you see yourself in 10 years?

I do not have a clear picture whereas, in myself in 10 years, but I would want to be in a position where I am able to motivate people to do something. I think, I would want to be so available for someone that they would come to me in an organization and I would be able to help them. I would want myself to be capable of that to be able to help people and to be able to.

So?

Solve their problem.

Maintaining, I do not think maintaining is a very long time can you go.

Yeah, as you would claim the conflict like you do not you think I mean you will be more involved with the business of the organization that being available to the people, I mean maintenance something that you can that can be short term goal.

Why not become a teacher?

I do not know because I have never thought of teaching as a profession.

But (Refer Time: 17:03) dangerous thought is; isn't it?

But moving on.

Ok.

So, tell us a bit about your, what do you think and your actual weaknesses?

My weakness is I do not like when I am not in control of the situation that I.

Like you are now. Not in control.

Yes.

It is not (Refer Time: 17:22) it is.

I also do not, I have this I have a friend of mine who has always told me that I do not accept loss of the gratitude, accept failure with the gratitude and that is something that I want to build on so.

That is one of my weaknesses.

So, sure (Refer Time: 17:41).

You have any questions for us, anything that you want to know?

Are you sure it was with gratitude or with grace?

Gratitude I guess yeah.

I think it must be greed accepting defeat by with grace in the face.

Anyway.

Yeah.

Do you have the question for us?

No.

No questions.

No.

So, you are not curious about the organization?

Not really.

(Refer Time: 18:02).

You take this.

Do you know our names I, mean our designations?

No, what do you work in, what is the domain that the company works in?

That you said, you do not want to know anything. You did not have any questions.

Let continue.

But yeah I work with the L N T department. We are moved towards the HR generalist role. We work in on the aspects of HR and the and the N N D head. He is Rajarshi the T H G head and he is the overall HR head.

So, I have one last question for you.

If you were to fire someone how would you do it?

Suppose I am the one person you were suppose to fire. Fire me.

Fire you on what basis like? Do I have a data?

Lack of productivity.

What would be the like?

No reason.

Yeah.

Exactly that is it.

And he is not the very poor performer, but yeah.

Being a senior you have to fire him.

If I, if there is no proper justification not I would not fire him.

Then I will give a proper justification. He is a senior, there are other junior employees who can replace him.

And you have to fire him he is a medium performer, not a very poor one. That is your task you have to do that. So, how would you?

Cost constraints considering cost constraints.

Yes.

This was within your job description right you cannot very well say that I am not going to fire.

But then it Is a question of ethics right, who I stand towards. If I, if I am towards the employer or towards the organization.

So, you have move towards the employee.

Not really it depends on the situation.

What if the C E O of the organization?

If I do not want to fair with anyone that I am dealing with; so, even if it is with the organization it is I will do it if it is fair.

Ok, but then being an HR, I mean you will have to fire people. I mean there will be people who will be good at something would not be good at some other thing. So, I mean they would be, you would not be told to fire anybody who is I mean very useless because that is easy. If he is a poor performer you can just give that reason. So, yeah we just wanted to know that, but anyway its fine its fine.

Yeah.

I think we are good to go.
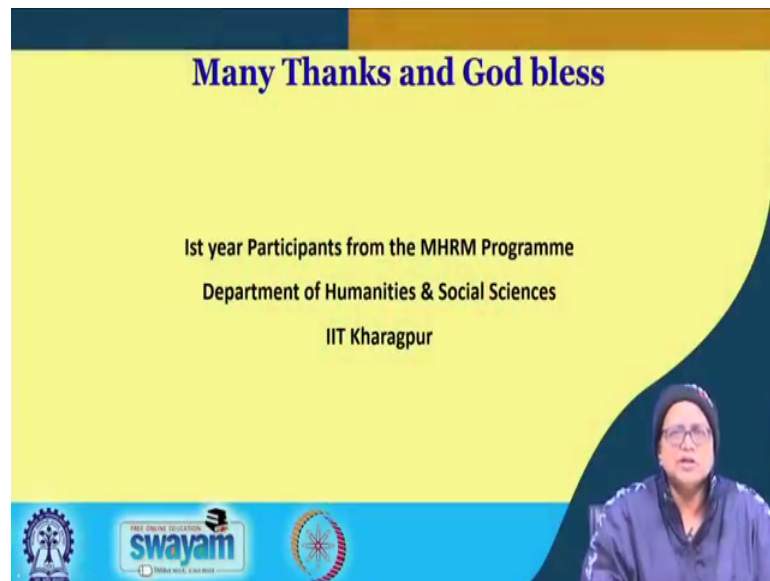
Yeah we are good to go.

Thank you Purva.

Thank you.

It was nice have you for a time.

Have a nice day.

(Refer Slide Time: 20:05)

Thank you.

In conclusion I would like to express my gratitude and also convey my blessings to all the first year participants of the MHRM programme at the Department of Humanities and Social Sciences the IIT Kharagpur during academic session eighteen nineteen and

Thank you all once again.