

Employment Communication- A Lab Based Course
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Lecture - 37
Success in Personal Interviews (PIS)

Hello friends. So, as we inch towards the close of this course on Employment Communication I have for you lecture 37, Success in Personal Interviews. This is the last of the lectures on personal interviews, the third section of the three segmented course on employment communication, that is first of all CV writing, second GD and third is Personal Interview or PI in short.

So, this is lecture in which I will introduce you to the concept of behavioral or situational interview, the video interview and thirdly the telephonic interview. So, this is the in-thing nowadays, this is the trend nowadays that instead of traditional interview in which you are asked traditional type of questions which we have covered in lecture 37 you are asked to behavioral or situation based questions because the organization would like to see how you would behave in a particular situation and we will also talk about telephonic and video interviews.

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CONCEPTS COVERED

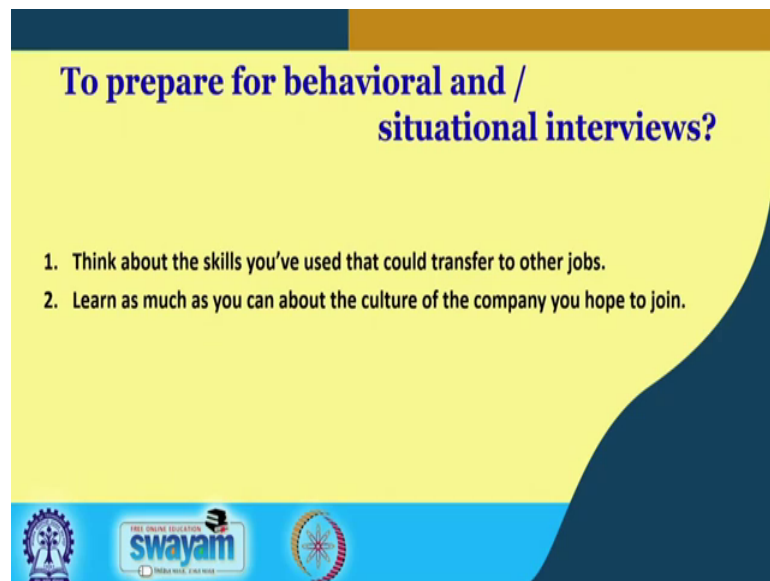
1. To prepare for behavioral / situational interviews
2. In your Answer...
3. To prepare for video interviews
4. If you are asked to prepare the videotape...
5. To prepare for a phone interview
6. Communication Behaviors of Successful & Unsuccessful Interviewees
7. Checklist for Evaluating Interviews

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So, in short this is the concept these are the concepts I will be covering in this lecture first of all how to prepare for the behavioral or the situational interview, in your answer

what you will be saying, how to prepare for video interviews and if you are asked to prepare the videotape and send it back as a response to the video interview what you will do, how to prepare for a phone interview and what are the communication behaviors of successful and unsuccessful interviewees and finally, we will conclude with checklists for evaluating interviews.

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So, there are two things to be kept in mind if you are preparing for a behavioral or situational interview as I said this is an interview in which the board or the interview board or the organizer or the recruiter will be placing before you a question which will events response from you to test how you would behave act, respond, react, given a certain situation. So, they get an idea of how you will behave if placed in a similar situation in their organization or company.

So, the first approach to this type of questions in an interview of this type is to think about the skills you have used that could transfer to other jobs as well. And secondly, to learn as much as you can about the culture of the company you hope to join because certainly there will be questions about our country is our company is operating like this and given the idea or given the situation that you are placed in this context how will you react or respond, what will you do?

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In your Answer...

- Describe the situation
- Tell what you did
- Describe the outcome
- Show that you understand the implications of what you did and how you might modify your behavior in other situations

Situational interviews: put you in a situation that allows the interviewer to see whether you have the qualities the company is seeking.

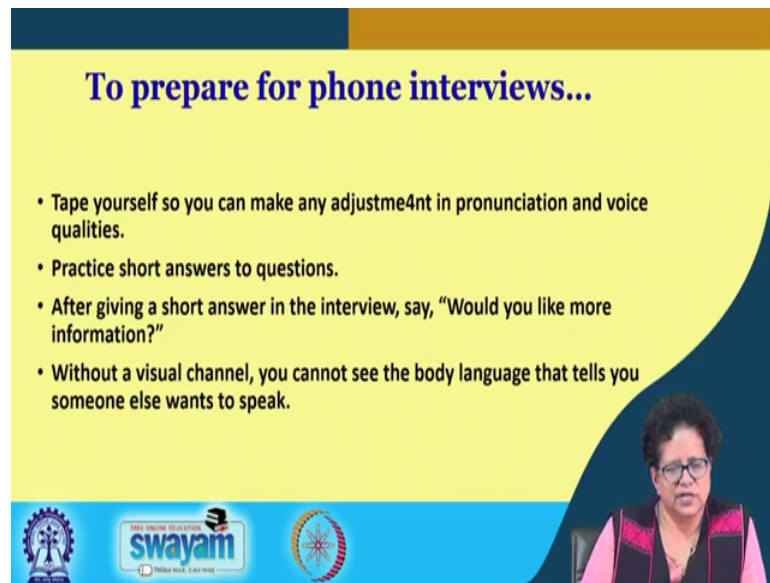
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So, in your answer this is what is commonly called the STAR technique. Describe the situation that is ST, tell what it did, tell what you did, A, the action you took describe the outcome or R the results. So, S for situation, T for tell what you did, A action what you did, R describe the outcome or the result of that action which you had taken.

So, also you have to show that you understand the implications of what you did and how you might modify your behavior in other situations because, you see this is not a plain what is x and you reply x is this it is not that kind of simple question as it appears to be on the face of it. This is a question in which they will want you to respond to this situation in other context also as well, given the unique background of their company or organization or their workplace as such.

So, we define now in conclusion situational interviews are those which put you in a situation that allows you it allows you as an interviewer, interviewee and the interviewer can see whether you have the qualities the company is seeking or not.

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To prepare for phone interviews...

- Tape yourself so you can make any adjustment in pronunciation and voice qualities.
- Practice short answers to questions.
- After giving a short answer in the interview, say, "Would you like more information?"
- Without a visual channel, you cannot see the body language that tells you someone else wants to speak.

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Then, we have the second kind of interviews nowadays which is very common because of paucity of time scarcity of time everybody is so busy and this is possible because you have high end phones and gadgets for communication android and iOS which can be; which can be in fact, updated with whatever telephonic interview app the organization may ask you to upload or simply a telephonic interview can take place way back in 1996 let us say around 18 years ago you had telephonic interviews just beginning.

So, in this case what you can do is to prepare for the telephonic interviews you can tape yourself, so that you can make an adjustment in pronunciation and voice qualities, you can practice short answers to questions. Number 3, after giving a short answer in the interview say because there will be a uncomfortable and you do not know how long it will stretch there will be a period of pause or silence from the other end and so, you can ask would you like more information or can we move to the next question.

And the point there is a limitation about the telephonic interviews that without visual channel you cannot see the body language of the interviewer and so, you cannot understand when the other person wants to speak. If you have a face to face communication across the table or the desk, then you can see the interviewer and when he or she pauses and also stops the gaze or the eye contact or shifts the gaze or eye contact you can understand that now it is term for me to you know it is my turn to speak it is time for me to speak.

So, this is a one limitation of the telephonic interview.

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Kinds of video interviews

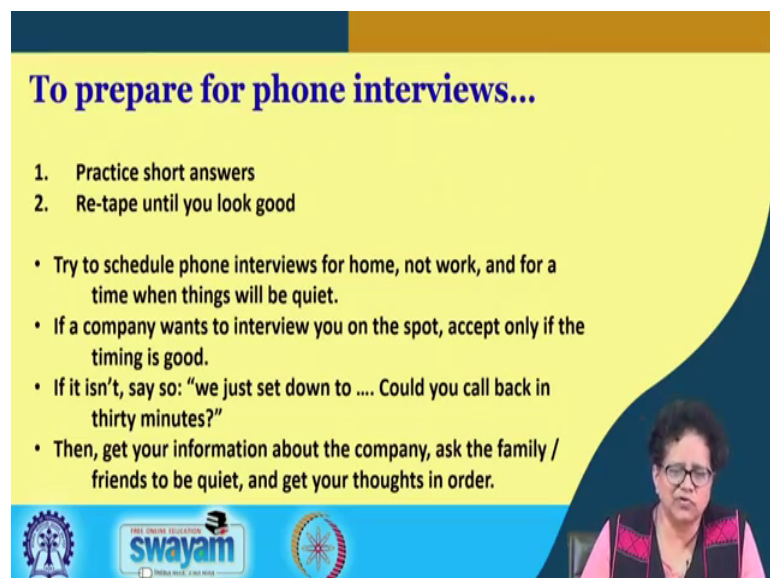
Two kinds of video interviews:

1. First kind is a live interview using video conferencing equipment. For this kind of interview, use the same guidelines for a phone interview.
2. In the second kind, the company sends a list of questions, asking the applicant to tape the responses.

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And, the next we move to the kinds of video interviews which are in current currency today and there are two kinds of video interviews. The first kind is a live interview using VC mode, video conferencing equipment and for this VC interview you have to use the same guidelines which I have provided for the telephonic interview. For the second kind of interview the company will send you a list of questions asking you to tape your responses and send it back to them. Now, what will you do in such a situation?

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To prepare for phone interviews...

1. Practice short answers
2. Re-tape until you look good

- Try to schedule phone interviews for home, not work, and for a time when things will be quiet.
- If a company wants to interview you on the spot, accept only if the timing is good.
- If it isn't, say so: "we just set down to Could you call back in thirty minutes?"
- Then, get your information about the company, ask the family / friends to be quiet, and get your thoughts in order.

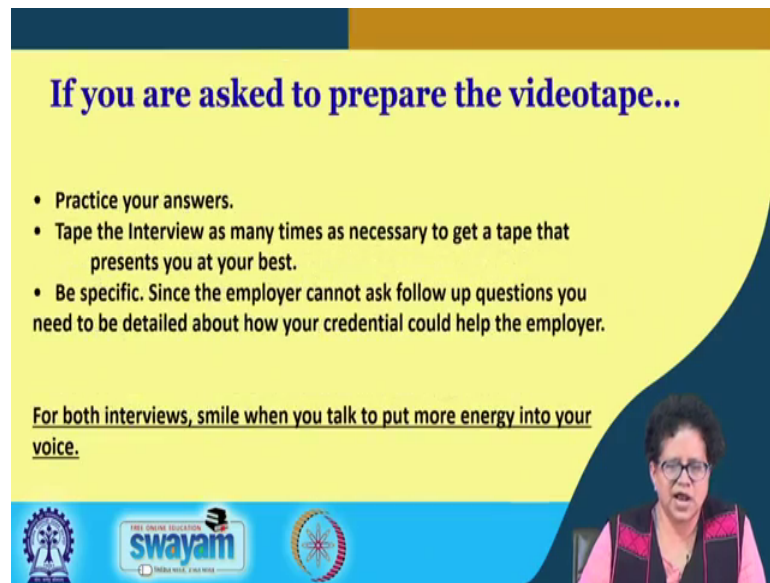
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Let us say you are preparing for the phone interviews. As we said you have to practice giving short answers because you do not know the duration of the interview, you also do not know the response of the other because it is being conducted across a communication channel in which you are not face to face with the interviewer and so, you do not know when he or she will stop and when you have to begin or maybe you have to elaborate more. So, best is to practice short answers. Keep on re-taping your practice sessions until you think that you are looking good or you are doing a good performance and this is your best possible performance.

Suppose, you have a telephonic interview to be conducted then always choose the home front and not the workplace because there will be so much of noise and other things on your mind this is pending, the boss is calling so on and so forth. And also planning for a time when in the home front as well things will be quiet. It is not time for children to play or for the tuition to come or the tutor to come and children to make noise while studying so on and so forth.

Secondly, if a company wants to interview right on the spot that we would like to interview right now except only if the timing is good, otherwise you can say that you can say something like we just sat down to prayer or dinner or we just sat down to do our weekly you know prayers or something or weekly meditation. And could you please call back in 30 minutes and during this time you can get the information about the company which called you up on the telephone. And ask the family and friends whoever is there in the house to be quiet and get your thoughts in order, so that you are in position to receive the telephonic call and begin the telephonic interview.

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If you are asked to prepare the videotape...

- Practice your answers.
- Tape the interview as many times as necessary to get a tape that presents you at your best.
- Be specific. Since the employer cannot ask follow up questions you need to be detailed about how your credential could help the employer.

For both interviews, smile when you talk to put more energy into your voice.

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And if you are asked to prepare the videotape in the other case and send back your responses practice again your answers short ones. Tape the interview as many times as necessary to get one version which presents you at your best and lastly be specific. Again, the point is that since the employer cannot ask follow up questions because the questions have been sent to in advance there are one time questions and there is no follow up questions after that. So, you need to be quite detailed, but specific in fact, oriented towards the question because the smallest of the details can help build up your credential and your employer will be helped in taking decisions whether to choose you, select you and offer you the job or not.

So, the final advice, whether it is the telephonic interview or the video interview, smile. You know that you are not face to face with them when you are sending back them the taped response. You know you are not face to face with them when you are having a telephonic interview, but whatever it is when you smile what happens is it puts more energy into your talk. You become fully charged with positive energy, you are in a happy frame of mind and this positivity, this happiness will bring you to a confident level where you can do your best and get the job you aspire for.

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I would like to show you in a small table the communication behaviors of successful and unsuccessful interviewees. So, this is the last lecture on personal interviews. This would be helpful because it is from both sides of the desk whether on one side you are the interviewee and the other side the interviewer both of you or both of these 2 persons or 2 sets of persons can decide what kind of communication behavior to display and how a interviewee or a candidate can be successful and what makes a candidate unsuccessful communication behavior wise.

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Table 1: Communication Behaviors of Successful and Unsuccessful Interviewees (Compatibility Mode)

Question asked	Unsuccessful Interviewees	Successful Interviewees
Statements about the position	Had only vague ideas of what they wanted to do; changed 'ideal job' up to six times and during the interview.	Specific and consistent about the position they wanted; were able to tell why they wanted the position.
Use of company name	Rarely used the company name	Referred to the company by name four times as often as unsuccessful interviewees.
Knowledge about company and position	Made it clear that they were using the interview to learn about the company and what it offered.	Made it clear that they had researched the company; referred to specific brochures, journals, or people who had given them information.
Level of interest, enthusiasm	Responded neutrally to interviewer's statements: "Okay," "I see." Indicated reservations about company or location.	Expressed approval of information provided by the interviewer: "That's great!" Explicitly indicated desire to work for this particular company.
Nonverbal Behaviors	Made little eye contact; smiled infrequently	Made eye contact often; smiled
Picking up on interviewer's clues	Gave vague or negative answers even when a positive answer was desired. "How are your math skills?"	Answered positively and confidently – and backed up the claims with a specific example of "problem solving" or "strengths."
Response to topic shift by interviewer	Resisted topic shift	Accepted topic shift
Use of industry terms and technical jargon	Used almost no technical jargon.	Used technical jargon: "point of purchase display," "NCR charges," "two column approach," "direct mail."
Use of specifics in answer	Gave short answers – ten words or fewer, sometimes only one word.	Supported claims with specific personal experiences, comparisons,

So, this is quite a big long table and there are around 11 questions which are asked and I will be only reading you out aloud the ones in blue font. Let us say that we have 11 questions and the first question would be a statement about the position. An unsuccessful interviewee would have only a vague idea of what the employer or the interviewee wanted him or her to do because he would say something like this is my ideal job that is let us say teaching, but in the last 10 years I have changed my job 6 times and this is creating a wrong impression.

Then a successful interviewee on the other hand, would be specific and consistent about the position he or she wanted and successful interviewees were able to tell specifically, consistently and concretely why they wanted the job and the position they wanted to occupy.

Then you have the next one which I would like to draw your attention to is the level of interest or enthusiasm; if the questions asked are towards this angle. Then unsuccessful interviewees responded neutrally to the interviewers questions and said statements like and responded like in words such as ok and I see this indicated the reservations about the company or the locations they might be placed at. On the other hand the successful interview is expressed approval of the information provided by the interviewer verbally as well as non verbally and said that is great and explicitly upfront they indicated the desire to work for this particular company.

If you come to number 6, picking up on the interviewers clues as I said practice will make you perfect in this art what happens is that the unsuccessful interviewees gave vague or negative answers even when a positive answer was desired from them. For example, how are your; how are your math skills? And on the other hand you have the successful interviewees and they answered positively and confidently, they backed up their claims with a specific example of problem solving or toughness acquired in maths.

We have the 8th one. Suppose, the question or the interview wanted to test your use of industry, industry related terms or what is called technical jargon the unsuccessful interview is hardly used any technical jargon in their responses. On the other hand the successful interviewees use technical jargon for example, point of purchase display, NCR charge, two-column approach and direct mail.

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Response	Successful	Unsuccessful
6 Picking up on interviewer's clues	Leave vague or negative answers even when a positive answer was desired. ("How are your math skills?")	Answered positively and concisely – and backed up the claims with a specific example of "problem solving" or "toughness."
7 Response to topic shift by interviewer	Resisted topic shift	Accepted topic shift
8 Use of industry terms and technical jargon	Used almost no technical jargon.	Used technical jargon: "point of purchase display," "NCR charge," "two column approach," "direct mail."
9 Use of specifics in answer	Gave short answers – ten words or fewer, sometimes only one word; did not elaborate. Gave general responses: "Fairly well."	Supported claims with specific personal experiences, comparisons, statistics, statements of teachers and employers.
10 Questions asked by interviewee	Asked a small number of general questions.	Asked specific questions based on knowledge of the industry and the company. Personalized questions: "What would my duties be?"
11 Control of time and topics	Interviewees talked 37 percent of the interview time, initiated 36 percent of the comments.	Interviewees talked 55 percent of the total time, initiated subjects 56 percent of the time.

We will do one last one which is the eleventh one which is very important because this interview is the most purposeful planned one to one conversational activity related to decision making on both sides of the desk. It is about time and topics, control of time and topics. While you have the unsuccessful interviewees, they talk 37 percent of the interview time and they initiated 36 percent of the comments; whereas, the successful interviewees talked 55 percent of the time total time of the interview and they initiated subjects 56 percent of the time. So, and that brings us to a close of this topic on communication behaviors of successful and unsuccessful interviewees.

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Source: <https://www.youtube.com/watch?v=PCWV5pAa30>

7 body language tips to impress at your next job interview

CognitiveGroup
The Microsoft Dynamics Recruitment Specialists

7 body language tricks to ace your next job interview

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I would like to show you this short video titled 7 body language tips to impress at your next job interview please observe and make your notes.

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Have you been to an interview recently, being perfectly qualified for the role, you have answered all the questions correctly, but still being rejected? Well, the answer could lie in your body language. Recent studies suggest that only 7 percent of your communication are the actual words you say.

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38 percents are certain vocal elements like your intonation but, 55 percent is your nonverbal.

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Things like your facial expression, your gestures, your posture. So, this video is you can look at the messages you have been sending out with your body language and how to tweak those to make sure you are sending out all the right signals at your next interview.

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So, think about your body posture. A very natural thing for people to do is to slouch in the chair or fold their arms and this looks like you are making yourself smaller wrapping yourself up and the signal you are giving off to the interviewer is that you are defensive or nervous.

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Instead open up your body, do not cross your legs or fold your arms and but engage slightly forward from the waist and this will give the appearance to the interviewer that you are interested.

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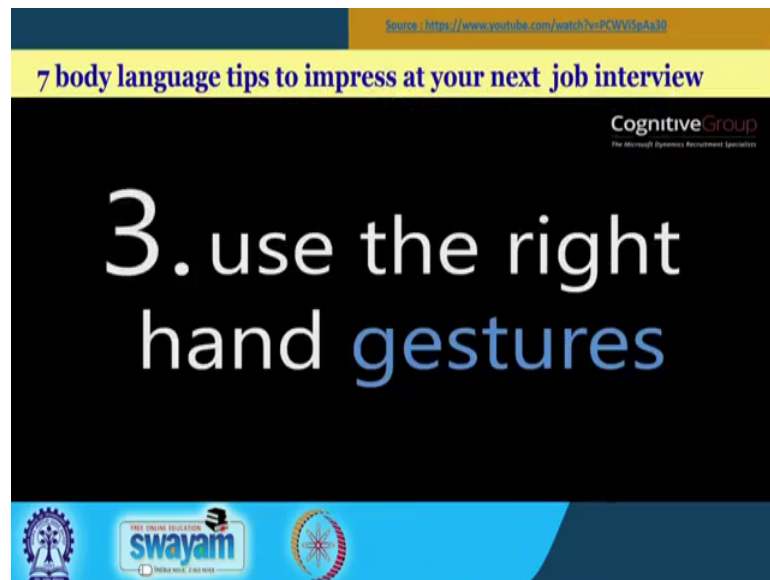
If you are juggling about a lot in the chair keeping changing your body posture or you are playing with the button on your shirt or the ring or other objects and you are going to appear anxious and nervous. And certainly the interview is going to be less inclined to have confidence in you.

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So, a really good tip is to first slow your breathing down, this will slow your heart rate and make you feel less nervous.

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Keep your hand gestures steady and only to emphasize a point. Palm upwards signifies that what you are saying is honest and trustworthy touching your heart signifies that what you are saying is genuine; steepling is a sign of confidence, conversely clasping your hands is a sign of self comfort and anxiety. So, make sure you avoid these.

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Mirror the interviewer is a an effective technique, but it needs to be done very subtly. Mirror hand movements or positive gestures, waiting 10 seconds though before you do it yourself.

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And you can also mirror your speech.

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So, their vocabulary, their jargon the rate or volume of their speech. People trust those that are similar to themselves. So, this makes the interviewer and feel a ease and you are more likely to build rapport with them.

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This is so important. Interviewees often avoid the gaze of the interviewer or they look down and, but looking at the interviewers eyes you are asserting your confidence your trustworthiness.

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Instead of staring at the interviewer alternate your gaze between the left eye, the right eye, the mouth maybe every 3 seconds just enough to see the color of the interviewers eyes.

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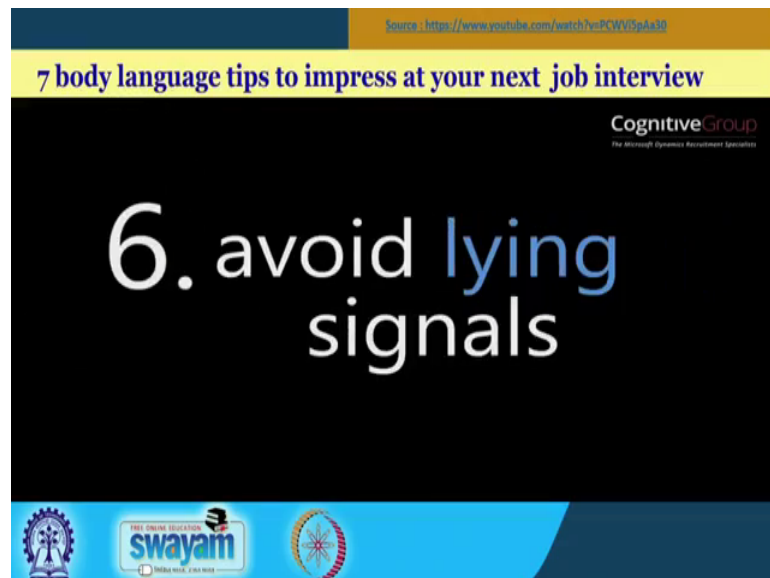


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For panel interviews make sure you look at everybody, but specifically focus your attention on the person who is asking you the question or is speaking at the time.

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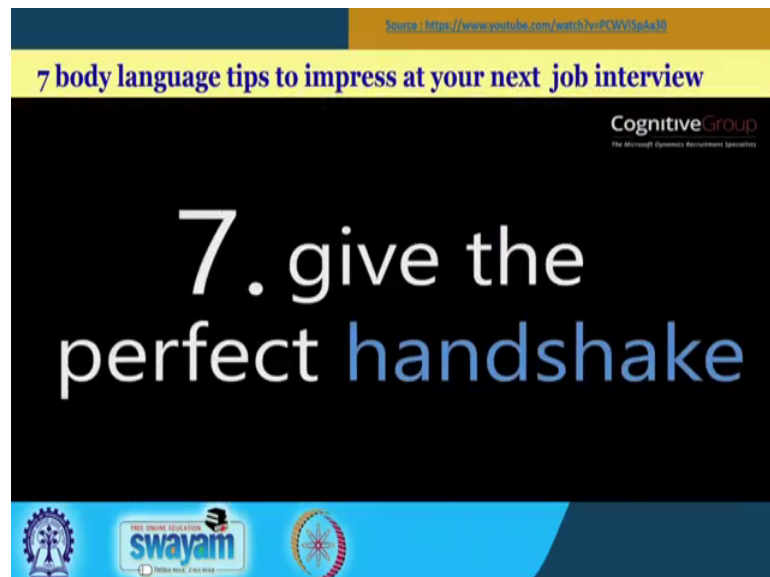


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To avoid line signals the main rule is avoid touching your face. So, especially your nose, your mouth, your ears, your sideburns, these are all signs that will suggest to your interviewer that you have been dishonest with the way that you are answering their questions.

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So, the handshake is an obvious one but, so many people get this wrong. It is the unspoken word that initiates conversation in any social or professional get together. Too firm and you will seem too dominant, too weak and you will seem under confident.

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Instead, always initiate the handshake, match the interviewers grip, apply the 1 2 second rule, smile and repeat their name. By putting these body language tips into practice you will be giving off the right impression at your next interview. Now, all you need to worry about is what you are actually going to say.

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Source: <https://www.youtube.com/watch?v=PCVV5pAa30>

7 body language tips to impress at your next job interview

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Non verbal cues can help establish a defensive or supportive climate

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So, I hope that you have in fact, learnt the 7 ways or the 7 body language tips to impress at the next interview.

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Checklist for evaluating Interviews

1. Opening
2. Body
3. Closing

Opening

- Sincere, appropriate pleasantries are exchanged to help both parties feel comfortable
- Proper tone is established (formal versus informal, serious versus casual)
- Interviewer previews subject and approach

And we will now be moving to the checklist the final part of this presentation from both sides of the desk. The interview has to be evaluated because finally, it is cost incurred by the company. You have also incurred a cost, time, energy, effort to come to this venue and put on your best for being selection process. So, we have three parts to the interview and if you think about the opening the first is that sincere appropriate pleasantries are exchanged to help both parties feel comfortable and this is the last and final points we will be saying on interviewee interviewing and therefore, let us note down these points properly.

The second is that the required tone is to be established formal versus informal serious versus casual from both sides and the interviewer previews a subject and approaches the question, question asking session.

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Checklist for evaluating Interviews (contd.)

Body

- Interviewer's nonverbal behavior reflects interest and lack of threat to interviewee
- Interviewer asks enough questions to cover all content areas established in advance
- Interviewer uses probes to explore interviewee's responses (repetition, amplification, paraphrasing, silence)
- Interviewee gives clear, detailed answers
- Interviewee keeps on subject
- Interviewee corrects any misunderstandings of interviewer.
- Interviewee achieves own goals

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If you come to the body, interviewer's nonverbal behavior reflects interest and lack of threat to interviewee and therefore, the interview can be considered good as far as the evaluation standards are concerned. Secondly, the interviewer asked enough questions to cover all content areas established in advance because they have a set of questions they would like to ask so that complete analysis of the candidate is made. So, that proper exact and right decision is taken.

Thirdly, the interviewer uses probes to explore interviewees responses; for example, repeating the question, amplifying the question, paraphrasing and also silence. Silence because it may make you speak or it may make you wait or you may say that can be move forward or can I ask some questions. Fourth is that the interviewer interviewee gives clear and detailed answers and as an interviewee you can keep track of the subject and be on track of the question as well. You can correct any misunderstandings of the interviewer if any and the interviewee can then achieve his or her goal.

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Checklist for evaluating Interviews (contd.)

Closing

- Interviewer reviews results of interview
- Future relationship between interviewer and interviewee is established
- Sincere pleasantries are exchanged

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If we come to the closing the last part of the interview, the interviewer will review the results of the interview. If there are interviewers they will exchange notes and think what to do with a combined result. Future relationship between the interviewer and interviewee is established because they have met face to face, personal front, intimacy has been at least initiated and in future you can be contacting each other. And lastly the sincere pleasantries are exchanged and the interview comes to a close. I would like you to again watch this video on interview a technique. Please, continue.

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Source : <https://www.youtube.com/watch?v=guUOmfg303s>

Interviewer Technique - Getting it right

Interviewer Technique
Getting it right

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Hello, Chloe. I am Andy Davis. I am HR manager and I am the chair of the panel. My colleagues will introduce themselves.

Hi I am (Refer Time: 23:13), Head of Health and Safety.

Hi Chloe, Gemma Newton HR bison.

Hi. Nice meeting you.

Please take a seat Chloe. I have already poured you some water, but if you need any more as we go through please just let me know and I can get you some more.

Thank you.

Chloe, the purpose of the interview today is so we can find out a little bit more about you in order to decide to a point. We have prepared some questions and all the panel members will be asking questions as we go through. There is no trick questions in this. They are all about you. So, you should be able to answer them and clearly, we will be assessing against elements on the person specification and at the end of the interview I will give you an opportunity to ask us questions.

That is great, very clear. Thank you.

No problem. So, the first question is from me. So, can you explain to me what first attracted you to this post?

And well I have been in the same role for about 3 years and whilst I have been there I feel have acquired a lot of skills.

I am going to (Refer Time: 24:08).

You mentioned the skills that you would acquired in your previous role. Could you explain to me what skills that you think you will be able to transfer into this role?

And yes of course, I have got good organizational skills and I have also assisted in organizing stock orders.

And I have also helped out when organizing the casual staff practice.

Brilliant, thanks very much.

Good communication skills are an integral part of this role, as is completing paperwork and various bits of constituent interaction. Can you demonstrate your written and verbal communication skills?

Yes, I have say in GCSE English and also sparked my (Refer Time: 24:50) complete written assignments and in my current role I have interaction with customers on a daily basis. So, I understand that the need for good communication and also for treating people the way that I would like to be treated yourself.

Yes, it is ok. Thank you.

Great, and could you give me an example that when you were just part of seem to achieve a particular goal?

Do you want me to repeat the question?

I am my mind is combined I am sorry I am just struggling to think of an example.

It is ok. Not a problem. Think about your current role, do you work as part of a team there?

I am yes particularly at busy times. We all dig in to get the jobs done that we need to even if it means doing the task I would not necessarily normally do.

It is great. Thank you.

Have you ever to deal with a difficult customer or customer complaint?

Yes, it was an occasion where that was a difficult customer maybe she put in a complaint because of the amount of time I am taking to get served. I had apologized for it and I explained why it taking so long and after that with the customer I did report to the supervisor and so, that she could look at this staffing level so peak times.

Thank you. That sounds great, thank you and I think that is the end of all questions now. Yeah, as promised, you have any questions for us?

Yes, would I be required to work weekends?

Well, yes as outlined in the person specification in the advert the role requires 5 days in any 7th of work. So, obviously, it does include some weekends and what we want to do is actually agree those days with the successful candidate.

That is great, thank you.

No problem. Well, thanks for attending the interview and we have obviously, got a few other people to see today. So, we were hoping to win the successful candidate tomorrow ah. Which would be the best number to get you on? Is that you work with mobile number?

The mobile number would be better one. If I do not answer then I will be able to call you back in my break.

No problem. We understand that can be a bit difficult. But, thanks so much for coming in.

Thank you.

(Refer Time: 27:06).

Thank you.

Thank you.

Very nice to meet you, thank you.

Bye.

To.

(Refer Slide Time: 27:19)

References

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Logos at the bottom include Swamyam (Free Online Education), a gear icon, and a circular emblem.

I hope that you have a made your notes and will work upon it to have success in interviews. Wish you all the best in your employment communication attempts. These are few of the references I have used in preparation of lecture 37, Success in Personal Interviews and. Thank you for being with me and may god bless you.