

Soft Skills
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Lecture – 53
Interviews

Hello friends, most welcome once again to online lectures on Soft Skills. In the previous lectures, you have been listening to the various forms of speaking. As you well remember you have learnt how to speak on various occasions, whether it is to participate in a group discussion, or to give an individual presentation, or to give speeches for various occasions depending upon the need, the necessity, the demand and all. And today we are going to talk about one more significant speaking opportunity and that is interviews.

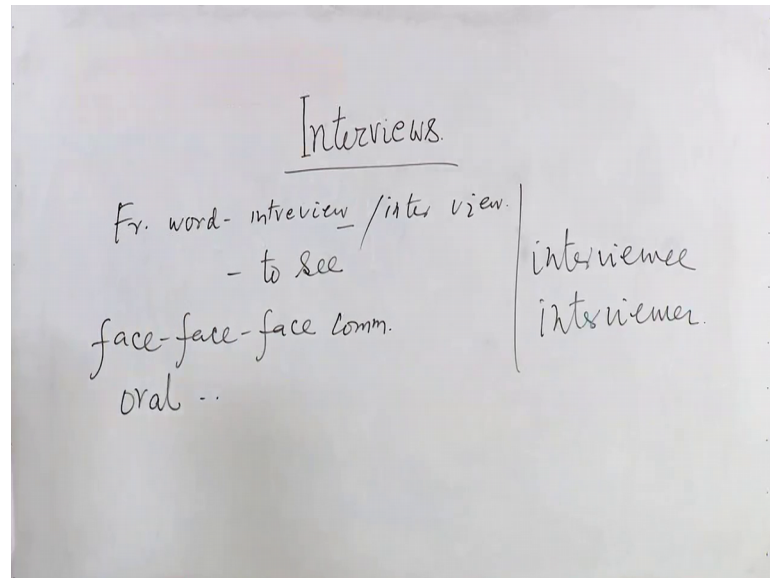
The very word interviews many of you when you come across such a word, you have different sorts of inhibitions, but then one thing is certain that all of us have to appear at interviews. Now, those of you who are yet to get a job, they might be thinking how to succeed in an interview. And those who are in jobs already, they might be waiting for new positions, but yet they will also have to face interviews. Even when you become a part of the organization or workplace, you have to appear at different sorts of interviews. And all these sorts of interviews have different purposes also, in your own life also, even in your private life, social lives, you have to appear at interviews right from a child's admission to a good school, to an appointment either in a hospital or in a hostel, or for some other occasions also you have to appear at interviews.

Now, those youngsters who are yet to appear at the interviews, they might be feeling at times some amount of fear because the name interview itself sends in your body a sort of fright of fear and this fear at times also makes you nervous. We have already talked a lot about nervousness, but here we will see in the lectures that will follow, we actually want to provide you with all sorts of preparations, so that when the time for the interview comes, you never feel panicky, you never feel nervous.

Let us try to understand what are interviews and what are actually the expectations in an interview. Because as I said interviews are not confined only to jobs or to admissions, but then there are various occasions which necessitate an interview. So, if you know clearly,

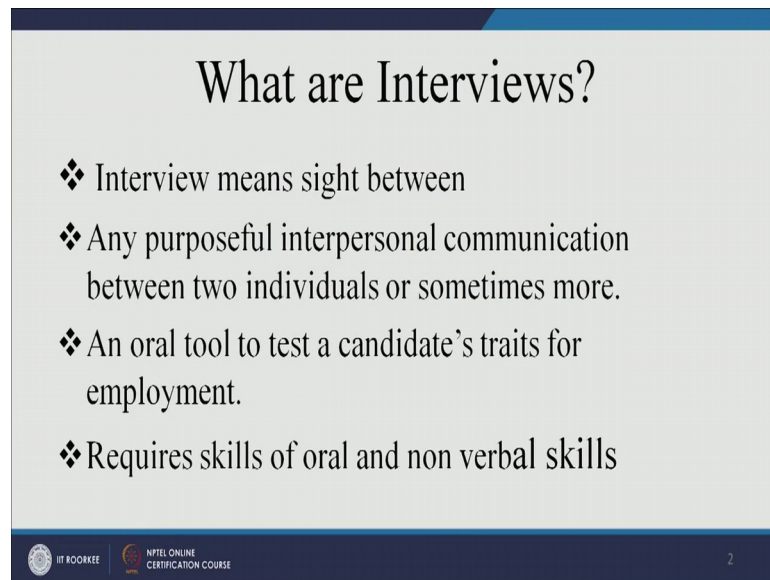
what interviews are and you also know the expectations of interviews, you will be better prepared and armed, so that you can face the value of questions which are aimed at knowing you.

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Now, what sorts of skills are required in an interview, but before that let us try to understand, what is an interview. This term interview comes from a French word world which is interview, interview, interview, or sometimes inter and view. Even if the English words, you try to divide this is interview. So, this French word actually means the site between, so interview means this site between. Interview actually means to see to see the other person. Now, an interview is actually a sort of face-to-face if you might have heard from others it is actually a face-to-face communication. Most of the time this is oral the people who are interviewing you, meaning there by the interviewers people who are appearing at interview, they will be called interviewee, interviewee and those who are taking your interview, they will be called interviewer.

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What are Interviews?

- ❖ Interview means sight between
- ❖ Any purposeful interpersonal communication between two individuals or sometimes more.
- ❖ An oral tool to test a candidate's traits for employment.
- ❖ Requires skills of oral and non verbal skills

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Now, an interview is an oral tool to test the candidates traits, qualities for different purposes. Now, these purposes will vary according to the occasion, according to the need. Now, what are the requisites of an interview? First is that this is this once again is a part of speaking skills because orality is involved, but with orality even though when you appear at an interview, you speak, but at the same time you have to demonstrate, you have to reflect your non-verbal skills also. In every speaking situation, as you might have found whether it is a group discussion or a speech or a presentation, it is actually a mingling of both verbal and nonverbal. So, orality is involved, but at the same time this orality is coupled with your nonverbal skills.

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An interview may be regarded as a systematic method by which a person enters more or less imaginatively into the inner life of comparative strangers.

-Pauline V.Young

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Now, let us have some broader view as a Pauline V. Young says, an interview may be regarded as a systematic method. Now, it is very systematic, you will see how step wise, an interview can become a systematic method it is not only the test of your oral skills, but there are many other skills. Because when the interview is held, you are or the interviewer is seeing you, but when he sees you he not only sees you or he not only examines you from your face, but he actually examines you mentally. It is not that whatever is written on your face, but then there are different methods, different ways to judge, because through an interview the interviewers they actually try to enter more or less imaginatively into the inner life of comparative strangers.

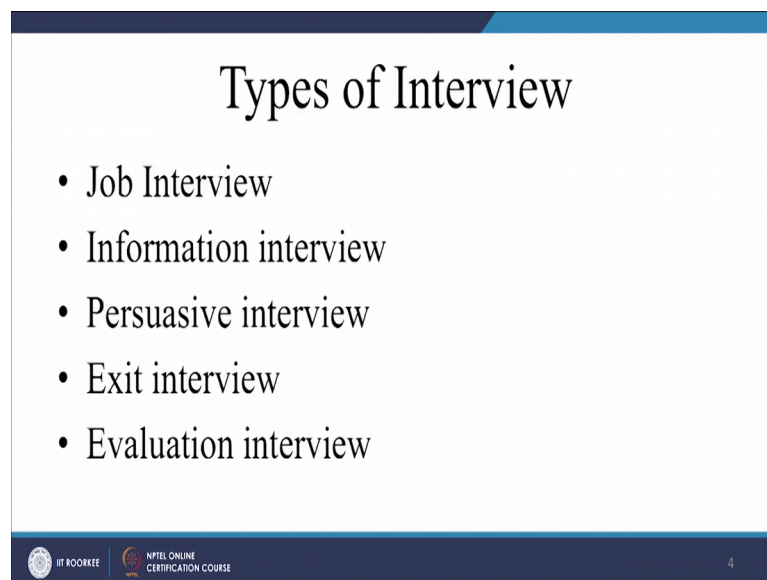
Now, when we say comparative strangers, because you know when the term interview, you can ask one question why despite the fact that you know your subject matter well, if it is a job interview why do you feel nervous? You feel nervous again will go back and say you feel nervous because you feel that the people who are going to interview you they are strangers. And when you are to communicate with a stranger, psychologically you feel frightened. So, an interviewer tries to enter your inner life fine, and why when he tries to do that, he is actually having an aim to understand to examine so many things.

Now, let us talk about the types of the interview. Now, if an interview is a site between, if it is a site between you might be thinking is it between two people, yes. If it is an interview naturally some other person will try to examine you, but then it is not essential

that only two people are involved. So, when two people are involved, we already say one is an interviewee and the other is an interviewer, but then depending upon the types of interview, the number of persons changes. So, may be if it is a job interview, even in job interviews also, there are several categories, several rounds, we are living in a digital age. Today to conduct interviews physically sometimes becomes very difficult that is why you might feel, at times we have telephonic interviews.

If I refer to one of my previous lectures, where while talking about report writing we had discussed that one method of data collection is also through telephonic interview. Now such an interview can be called a sort of information gathering interview, information gathering.

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The slide is titled "Types of Interview" and lists five types of interviews:

- Job Interview
- Information interview
- Persuasive interview
- Exit interview
- Evaluation interview

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So, depending upon the purpose interviews may be different. So, if we are talking about the job interview, it will be different. But there are situations when you have to have a sort of information interview, for example, when you are trying to collect data and you have less amount of time. But remember there are several factors involved into it, one is that you have very little amount of time, and you want to collect the information. So, what you do is you actually are conduct a telephonic interview. Nowadays, since there are so many facilities available because of the digitalization, people can have interviews over Skype and that has become very common. Now, it has its advantage as well as disadvantage also, we will see later.

Then apart from informatics interview, we can also have a persuasive interview. Now, see what is persuasive interview, the term persuasion is involved in it. Suppose, you are actually trying to have a deal and in order to have a deal there are some people who in this you know deal they are not ready to understand. So, some way or the other you try to persuade them that can be done either telephonically also or physically also. Sometimes you will find there are certain miscommunications, there are certain situations where you need to convince a person and for that you need to persuade the person. Sometimes you want you actually believe that nothing wrong has been done, but yet there are certain allegations or whatsoever.

So, in such situations you actually have persuasive interview. These are not related to job interviews. But remember once you are in job, there also you may have such a situation. For example, you have been given a responsibility in a job and you are not discharging your responsibilities in the best possible manner, there are certain hindrances, or there certain impediments, so the next person I mean your boss your leader tries to persuade you. So, this is persuasive interview.

Then in jobs also you will find that nowadays, since we have good many organizations and it has become a fashion among people, among employees are to change their jobs. Now, changing jobs that also requires interviews. So, you appear at one interview, just to get another job, but at the same time, you are leaving your previous organization and when you leave some organizations have got a sort of facility of exit interviews. Now, what is this exit interview? One employee who had been with one organization and is leaving the organization for whatever reason, but then there may be a possibility that this employee may be requested, or asked to give an exit interview.

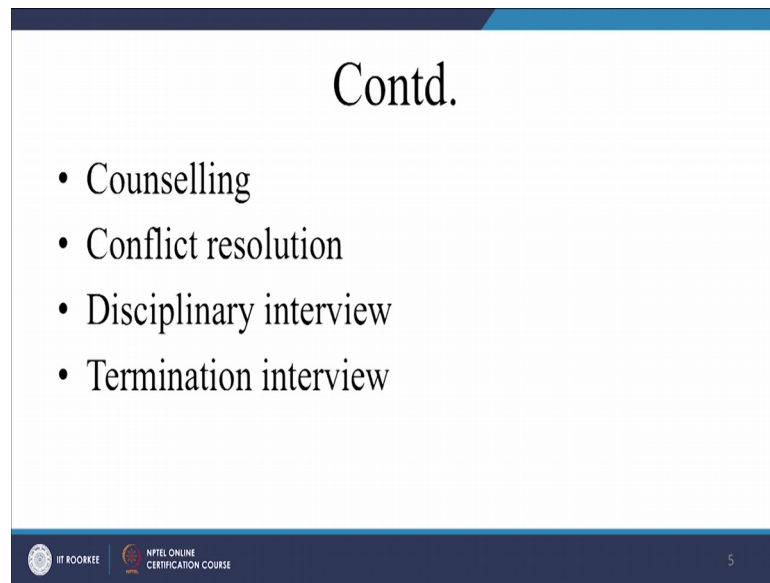
Now, what is actually the basis, what is actually the reason for this exit interview? Good organizations want to understand if there are certain problems or they also want to understand because one person who was already experienced and had been in the organization for so many years. So, maybe his inputs while he is going, because when he is going, he can always give some valuable inputs. So, for that this exit interview becomes very important. And organizations try to extract some very valid points in such interviews, these are called exit interviews.

But do remember if you are going to appear at an exit interviews, please see since you are leaving the organizations, it is not that you will say certain bad things about the organization. If you have been in the organization for so long you really know where are the gaps since you are already going. Since you are already leaving the organization, you should tell the organization as to what can be done at times even for retaining certain employees or even for bringing something new in the organization. So, this is here is a chance that you can provide some inputs in an exit interview.

Then is evaluation interview, you will find that at times certain new policies certain new products being launched being announced, sometimes some work stem project that is in progress. But for that you actually want a sort of periodic progress report sort of thing which can also be given through evaluation interview. With such an interview you are trying to evaluate for example, how many months are needed, what are the difficulties this is usually between two people who are one being at the top and the other being a part of it. So, this may be a sort of evaluation interview.

Then at times you will find you see as I have been saying that it is not that we only need jobs, we only require jobs, organizations also require good people. They also are in search of good people. And when we are in an organization, because everywhere we have people, everywhere we have human beings. And it is actually at times it so happens that because of some incidents because of some miscommunications, because of some sort of gaps, there arises situation where some employee sometimes because of a critical moment in the organized as a result the morale of the employees at times goes down.

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- Counselling
- Conflict resolution
- Disciplinary interview
- Termination interview

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So, for that we require a sort of counseling through which through this interview of counseling you might have found that when you were students in your school or colleges if your performance was not well you need to be sent to the counselor would give you certain tips. So, through counseling we try to motivate the spirit, motivate the morale, we try to both the morale of the employees. So, this is called counseling interview.

Then we have conflict resolution. Interviews also for conflict resolution two departments, now it is you know nothing can be done in isolation. Sometimes you have to have a sort of communication between two departments; and a project, which is being run by two departments, two units. So, there are chances that there can be some amount of conflicts between the two departments, and these conflicts can only be resolved when there is an interview. And for that both the parties also may be called and somebody I mean somebody who is at the top slot may try to resolve the differences and may be that he can talk to about the parties individually and then try to bring something out finally, so this is a conflict resolution interview.

And then there is a sort of disciplinary interview. In such interviews you see sometimes as I have said that we are human beings, and there are times when things are not in our control, and we commit certain mistakes; at times, some mistakes that would cause loss to the organization or whatsoever, but in such a situation some action has to be taken. And for that also there is a sort of disciplinary committee and this disciplinary committee

calls for an interview, and through that interview they try to in certain situations they call it a fact finding committee, and then based on that there are certain report recommendations whatsoever. So, this disciplinary committee tries to gather extract the fact.

Then there is termination interview, which is the worst some people, some employees unfortunately have to leave an organization before time. Reasons may be varied, but even before the organizational heads they provide them a chance, but before finally, giving them the final go or giving them the final letter, they call for a termination interview, where they try to understand things and all. Nowadays, the terms are changing you know even when you are leaving an organization and they have they have given they have termed a new word that is which they call as golden handshake, they try to discuss things and they finally, they try to bid adieu to each other, they try to bid farewell to each other. So, these are the various forms of interview.

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Things to do

- ◆ To develop confidence
- ◆ To arm yourself with information
- ◆ To make use of your intelligence
- ◆ To deal with interview efficiently
- ◆ To understand needs and expectations
- ◆ To use language effectively
- ◆ To recognize your strengths and weaknesses

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Now, whatever be the form of the interview whatever be the nature of the interview. As an interviewee as a candidate what should you do my dear friend, how to face the test how to face this acid test rather, I will call the first is in all these interviews as I said in the beginning, you are required to speak, you are required to express your point of view. Whether you are right or wrong or whatsoever, whether you are selected, rejected, dejected, objected, subjected whatsoever, but at the same time you are to speak.

So, now, if you are to speak naturally you require certain qualities. The first is confidence. Now, in all speaking situations confidence is the first weapon that will help you now how can you develop confidence. So, first is try to develop confidence. In order to develop confidence, you first have to understand at the entire situation the need of the interview. And when you understand the need of the interview, and you are acquainted with you are well versed with the information that will give you the confidence. So, in order to have the confidence, you actually require information, why this interview is there, why you have been called for the interview, whether it is for counseling or for the disciplinary committee or for whatever purpose so, but try to gather the information. The same is true even in a job interview when we shall be discussing about the job interview, we will see how you have to gather information. So, for all interviews first is develop the confidence, and then you have to get yourself ready with the information.

Again something very important because interviews, when whenever we talk about interviews the first thing that comes to your mind is not only to strange people, but there is strange questions, questions may be from anywhere and everywhere. So, get ready for those questions and, but sometimes do you know do you believe that you will be able to answer all the questions not at all not everyone can answer all the questions.

So, in such a situation what is expected of you is that you should make use of your intelligence, you have intelligence of course, but then how can you reply intelligently that is very important. So, for that you know there have been several sessions we have been discussing you need to practice listening there are times when you know people are more excited and they are not ready even to listen to the entire question and they start answering it. You never know what will be the other part of the question and in such a situation, you will fail you will falter and you will bring the sort of ill luck. So, what you should do is you should listen to the question very intelligently, and you should answer them. So, you have to be a little bit of intelligent.

Then during the interview session you will find not only are the ambience and all, but then there may be different sort of people and all these people are strangers. So, how to behave, how to act, how to so your behavior because everyone whether they ask question or not, they are interviewing you, they are entering into your inner psyche, by the way you are responding. So, you have to deal with the interview very efficiently.

Now, again you should understand the need and the expectations of the interviewer, now what does the interviewer want as a young man, as a young man who wants to touch the limit of the sky, you can anticipate all sorts of questions meaning there by you can think of all the questions that can be there. But for that you need to understand, what is the purpose of this interview, why this interview has been called.

And then what is of utmost importance is language, sometimes it has been seen that questions are put in such a tricky manner that you can be bowled. They actually try to, in crickets language, let me tell you they try to throw yorker, googlies at times, bouncers, can you practice how to duck the bouncers, how to face the googlies and how to counter the Yorkers, this ability you have to develop my dear friend. And that you can do only through effective use of language. How you should answer a particular question. It is not the time now that people should tell you, but you know well what actually are the expectations of the other person, and that is why when you speak, when you express please choose a language that has formality, and that has a sort of no informal language can be used in an interview fine.

So, there are times when people often say I knew the question well, but I was not able to answer. Of course, you could have practiced how to answer questions. And remember every individual has got certain strengths and certain weaknesses. Now, when you are going to prepare for your interview, you should you know man never tries to estimate himself. The problem with all of us is that we are very selfless by nature and we most of the time overestimate ourselves or at times when you are low in spirits, you underestimate yourself and there lies the problem.

So, you should understand what are your strengths in which area you are better, what are your weaknesses. Now, a clever person what he will do is he will actually try to present his weakness in such a manner that the weakness also becomes a merit. But for that you need experience, your experience friends who are in the organizations, they can tell you how it is to do that. Especially the novice ones, they are not in a position to know and to use their strengths and weaknesses that is why we knew people they often even when they appear at the interviews in many interviews they fail.

Let me give you a very small episode one of my boys, one of the boys in my neighborhood he had very good career, he had been appearing at several interviews and I

knew that he might have answered well. But then whenever he came he was very happy, but when the results came out he was very unhappy, but one day I decided let me offer him some help, and asked him the sort of questions which he was asked. And when I tried to analyze his answers I could see that the boy had answered the questions not exactly up to the expectations of the interviewer. And then I told him certain tips which he utilized later and after two-three months, I could see he came one day told me that he had got a job.

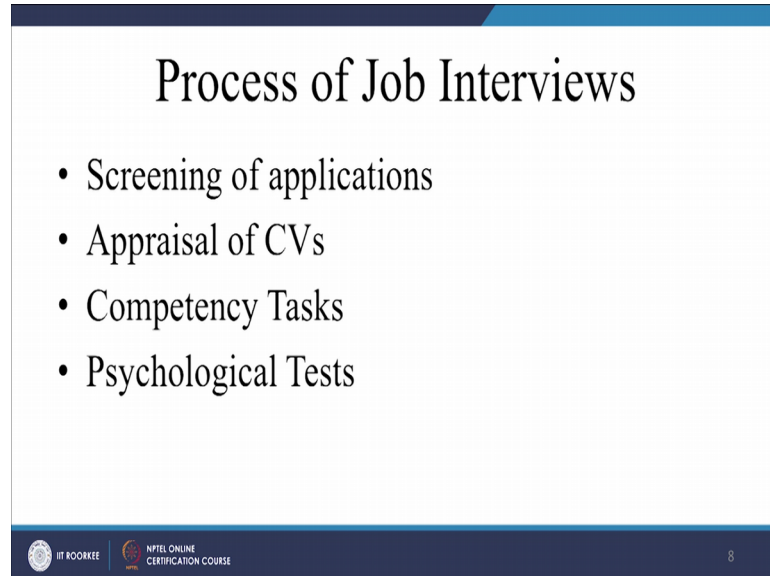
Now, what are these things that we shall discuss in the next lecture when we talk about how to prepare for because much of the guidance, much of these sort of steps that you can take that is possible only when you are preparing for the interview. Now, here is an observation let us see about the job interviews, you see all of us are good, all of us have a sort of distinction in us. Let us try to feel ourselves that we have not been able to prove our mettle or to prove the fire that is in us that is why John D Singleton says very often the difference between the person hired and the person rejected is not who is the better candidate, but who is rather better prepared for the interview.

Now, a person reads for so many years and his entire learning is judged just in half an hour. So, you have to prepare for those half an hour, of course, preparing for those half an hour, may take so many months, but then it is only those who prepare for the interview they only become successful. Careers can be made and lost at that point alone. So, what I need to say is whatever be the nature of the interview, whatever be the purpose of the interview, but if you are going for a job interview, it is better that you get prepared. Now, before you get prepared, you should also understand the different stages of the interview.

How interview can be understood as a process because we have said that it is a sort of systematic process. Now, what happens those many of you who have been from good many colleges, and have been fortunate enough to get campus placements are they are really thankful. But again there are many people who are still waiting for jobs and it is not only the technical institute, there are other institutes also and every now and then you find that the number of graduates, post graduates, technically qualified and all these people the number is growing up like anything that is why now it is what is happening. So, unless and until you understand the different stages of interview sometimes you know people say I keep on applying, but I do not get call letter fine. Some of them say I

get calls, but usually when I go for the interview I am not able to face them I am not able to prove my worth.

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The slide is titled "Process of Job Interviews" and lists four stages of the process:

- Screening of applications
- Appraisal of CVs
- Competency Tasks
- Psychological Tests

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So, let us try to understand what are these stages, the first stages you see because so many people are applying thousands and thousands of candidates are there, so the first thing that these recruiters do is they screened your application. So, screening off your application. Now, screening when they do the screening they look at so many things and half of your examination is done through that. More over they also say that they receive a good number of CVs. So, I tell you in a later lecture how it is to make a good CV, because as many people say they do not get a call, they do not get a call because they are not able to create not able to prepare a saleable resume or a saleable CV. Because the recruiters while they are going to screen the first thing that they see is your CV or the curriculum vitae.

And then so first the stage is screening through screening they try to eliminate some of them even the other processes that through their CV, these CVs that are very attractive and that has some worth in it they are sentry calls, but the remaining ones are left. Then even if this after our CVs are examined then there are competency tests sometimes you know the number of people as I said the number of people is too many. So, they try to as you know many of those who appear in different sorts of examinations, they will find that are there different stages. So, in certain cases they also provide you competency tests

through which competency tasks they give you and through which they are trying to eliminate. Sometimes they have psychological tests also, they put you under certain situations and a call group of people and they either give you a topic or a case or whatsoever in certain organizations, they try to eliminate people or screen people through group discusses we have already had so many lectures on all these.

Sometimes they also try to negotiate and through negotiation also some of the people are rejected or some of the accepted. Then even when all these things are done, they also try to and yeah and you know in many job interviews they have one interview which is very important that is your stress interview. Now, this is stress interview as you will find this is very challenging, where you know some people who are trying to test you in a stressful situation and they give you the situation. And there is the question like that and at times you also feel embarrassed by the sort of questions or by the looks they are throwing at you know the at times the looks appears to be so goblin. And even if they do not appear to be gobbling the way the questions are put you start feeling you know as if what will happen as I had said in one of my lectures you become so nervous that you start thinking perhaps this sky will fall down.

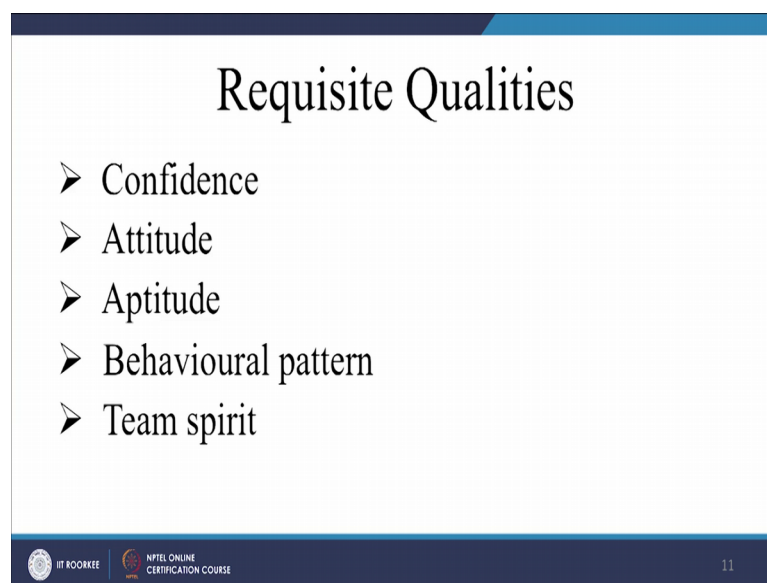
And then when all these are over there is another one that is medical tests, but these medical tests is the last one where when you have passed when you have qualified for all these then you go for the medical test. My dear friends, when you are going to prepare or think about the interview that is why I say time and again, I have been saying that before you go for the interview you have to prepare yourself mentally, because unless or until you are confident you will not be able to participate in an interview. And when you go for that first try to understand because when you apply for a particular job, you also should know the general trend. You can know by having a look at Times of India ascent, Employment News there are several you know through company websites and all you will find out that most of these recruiters they try to observe two or three things very carefully.

First is they would like you or an employee to be a very good person. Now, how can they do that they have their different ways to find out who is good among them, who is suitable because they will finally, select the candidate who is suitable who is most suitable. And then since they are from the organizations that they want that we should have a person who has got the competency of being an asset to the organization. And

whether the person we are going to take is well informed and well rounded. So, when I say well informed and well rounded what I mean is whether the person has got a good personality or not we have already had a lecture on personality and positive thinking arise.

So, refer to that lecture and revise all these things before you start planning for the interview. But remember in order to get a call because you will get the job only when you get a call. And how to get a call in order to get a call you have to start from somewhere and the starting point is building your confidence level. If you build your confidence level and when you understand the expectations of the recruiters especially when you are applying for a job then only you have started the journey. There are certain qualities that are required, when you go for the interview before both they interview and during the interview, these things are needed apart from confidence.

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The slide is titled "Requisite Qualities" and lists five qualities in a bulleted format. The slide has a blue header and footer. The footer contains the logos for IIT Roorkee and NPTEL Online Certification Course, along with the number 11.

Requisite Qualities

- Confidence
- Attitude
- Aptitude
- Behavioural pattern
- Team spirit

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They are I mean the recruiters are trying to gauge your attitude level, we have already had, your adaptability level, your aptitude, how you behave whether you are a team man or not do you have the team dynamics or team spirit, you have already observed when we are discussing group dynamics. How they were also trying to find out who is the leader of this group and then they also see to it during the interview, they see whether you are clear of your purpose, do you have the clarity of thought and expression, can you take decision. We have talked about how when in a communication situation or they give

your case how quick or how fast you can take decisions and whether you have original ideas or approach apart from your subject knowledge. Do you have an innovative mind and do you possess cheerful disposition meaning thereby are you a pleasant person, pleasant in the sense that you should have a sort of nature where you can have the dynamics of mixing with other people so that you can fulfill the task once you are selected for an organization.

My dear friends, you can display all these, but you need to get a call. And in order to get a call you need to start thinking from today, because as Mark Twain says we should also remember the secret of getting ahead because through interviews if many of us want to get jobs, many of us also want to get ahead when we require when we are looking for a promotion. So, what is the secret behind the secret of getting ahead is to get started. So, please get started and keep all these things in mind, and get ready now to prepare for interview.

And we will see in the next lecture what exactly we mean by planning and by preparing and how we can make, how we can prepare a good resume and send so that we may get a call. And when we get recall how do you respond. So, we have several stages and I shall be discussing very elaborately, so that you may not have any problem when you have an interview call, and you come back successfully being victorious.

Thank you very much.