



**Institute of Sciences, Humanities & Liberal Studies**

**Department of Languages**

*Compiled by: Prof. Mamta Pillai*

### **Interview Skills**

*“The job interviewee should possess the ability to spell out thoughts clearly and convincingly, stand up for, argue logically on one’s own point of view. S/he should be able to think out of the box and provide multiple solutions to the problems posed. While Intellectual ability is appreciated, the job interviewee should also display positive attitude and humility.”*

- Yuvraj Srivastav, Pepsico India

#### **❑ Types of Interviews**

- 1. Structured :** Pre-determined agenda, designed to elicit necessary information
- 2. Unstructured:** Freewheeling exchange may shift from one to the other interests
- 3. Stress:** Place you in anxiety producing situation to evaluate performance
- 4. Virtual:** Conducted via Video conferencing technology

**5. Group: Involving key people of org in selection process**

**Parts of Job Interview**

**1. Opening Formalities**

- **Greet the interviewer by name with a smile, direct eye contact, & a firm handshake**
- **Wait for the interviewer to ask you to be seated**
- **Sit erect & Lean forward slightly to convey interest**

**2. Body of the Interview**

- **Adapt your responses to the type of Interview question**
- **Explain how your qualification relate to job requirements using multiple specific examples**
- **Ask pertinent questions that communicate intelligence & genuine interest in the company.**
- **Introduce questions throughout the interview when appropriate.**
- **Allow the interviewer to initiate a discussion of salary & benefits. Be prepared to provide a general salary range for applicants with your qualifications**

**3. Closing the Interview**

- **Watch for cues the interview is ending; rise, accept the interviewer's handshake, and communicate enthusiasm**
- **Express appreciation for the interview and say you are eager to hear from the company**

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**Business Etiquette**

- Not just 'Good Manners'

# Business Communication and Presentation Skills – Unit 2

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- Combo – Principle & Manners
- Global Setting – Complex Area
- Sensitive Issue in Business
- Business in itself – No Face
- The Representative – Quality & Character
- Behavior, Good Manners, Competent Professionalism

## **Types of Etiquette**

1. Business: Conduct at Work, For example - Formal presentation
2. Social: Conduct beyond work, For example - House warming of a colleague

## **Why YOU NEED Etiquettes**

- Build better reputations & relationships
- Create ‘brand’ for yourself
- Persuade others to trust you

## **Constituents of Etiquette**

- First 10 seconds of Impression
- Look & Attire
- Conduct at Workplace
- Body Language
- Introduction of Self
- Business Card
- Dining & Gifts
- Travelling
- Gender & Age Issues

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## **First Impression + Attire**

- Know your dress – Occasion
- ATTENTION - Body Odor, Bad Breath, Dental Hygiene
- Mouth Freshener
- Deodorant
- Comb
- A Change of Shirt or Trousers
- Shoe Polish

## **Conduct at Workplace**

- Understand ‘Company Culture’
- Respect Hierarchies
- Know when - Casual & Formal
- Examples – Hands on shoulders, barging into someone’s cubicle, calling people by first names (unless practiced)
- Help & Compliment Colleagues
- Communicate – Sense of Loyalty
- Resolve Conflict – NO PERSONAL
- NO ADVICE – Divorce, Pregnancy, Miscarriage, Death, Engagement or Marriage, Dismissal from a company
- AVOID – Discriminatory Language ( handicapped, ‘others’ )
- Respect Confidentiality
- Address Requirements Quickly
- Gossip LESS (Unproductive or Derogatory)

## **Introduction of Self & Others**

- Paralanguage needs Attention
- Introduce a young person to an older one: A Junior to a Senior, A Guest to an Employee, & A Man to a Woman

## **Business Card- ¼ ounce, pack a punch!**

- Hire a Graphic designer
- Inclusion – Name, Company, Title, Phone, Fax, Phone, Email, Web Addresses, Logo
- Color Role: Dark – Authority & Power, Brown – Dependability & Stability, Pastels – Add Interest

## **Gifts & Dining**

- Attend Invitations
- Absence – Inform in Advance
- Follow Customs
- Reasonably priced within budget, Not overtly expensive

## **Travelling**

- Transparency – YOU & Your Manager
- Procure – Signed Letter
- Work Tours – Check Rules – Spouse accompanying
- Keep track of Expenses
- Misrepresentation of Funds – NO Fake Bills
- NO Justifying – unfinished business, Only Inform
- Submit Report immediately

## **Gender & Age Issues**

- Culture Specific
- Elevators/Public Spaces- How to let in & let go
- Bills Shared
- No Obscenity & Crude Jokes
- No Intruding Questions
- Vacating Seats for Senior people
- Never to Junior – Run personal errand



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# **ACE THE INTERVIEW : PREPARATION FOR INTERVIEW AND PRESENTATION IN INTERVIEW**



- Faculty in charge: Prof. Aashna Shah

## **WHY ARE WE LEARNING ABOUT INTERVIEW SKILLS?**

- Interview is not just about your technical skills and knowledge.
- It is a process wherein an applicant is scanned and analysed on the basis of the answers given by him and by his body language.
- It is a determinant of applicant's personality and traits.

Interviews are conducted to check your technical knowledge as well as your behavioral traits.

Body language is equally important in the process of interview. It lends a window to your interviewer to see how your body responds in certain kinds of situations and set ups.



## PREPARATION FOR INTERVIEW

- Review your cover letter and resume.
- Do some research work about the organization as well as the job profile that you have applied for.
- Make sure you have ample technical knowledge about your field and keep yourself updated with the recent trends and developments happening in your field.
- Have a mock interview round in front of your seniors, friends or family.
- Stand in front of the mirror and rehearse your interview answers.
- Prepare your own list of questions that you would like to ask to your interviewers.

Making a thorough research about the company or institution is extremely important. It is necessary to know about company's vision and mission. The information regarding these two aspects of the company will aid you in framing your answers. With this knowledge, you will be able to sync your passion and interest with the company's vision and mission.

One should be updated with the recent trends trailing in domain of one's specialization.

Having a mock interview with seniors is more recommendable because they have already passed through interview processes. They will be able to guide you in a proper direction as they may also share their past experiences.

- Prepare your job interview kit prior the day of interview.
- Keep your clothes iron pressed that you are going to wear for the interview.
- Visit the venue on the day before the interview so as you do not waste your time searching for the venue. Use same mode of transport that you are going to use on the day of interview.

## **PRESENTATION IN INTERVIEW**

- Non verbal communication also plays a major role here.
- Dressing and body language are doorways to know your personality.
- Dressing – Formal Clothes
- Body language
- As far as verbal communication is concerned, what do you answer and how do you answer matters.
- Choice of words and formation of sentences define your thought process and your ideology.
- Basic courtesy and manners are foremost things that are noticed and you are also judged partly on those grounds as well.

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Dressing is another major part of non-verbal communication along with body language.

Corporate interviews call for a formal dressing for men as well as women.

## Dressing for man at an interview:

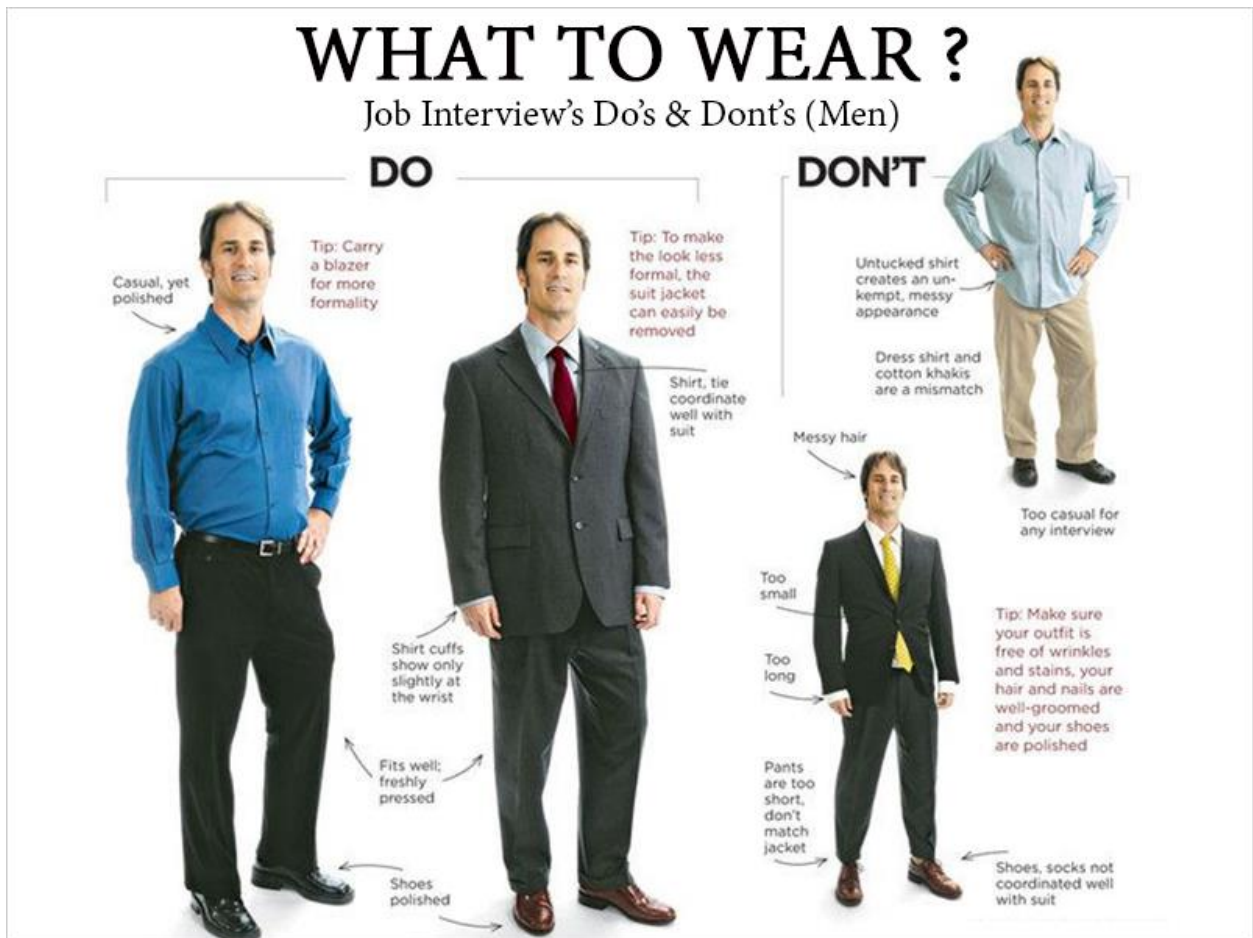


Image source – <https://images.app.goo.gl/snYBkZbRe6PycTbB6>

The kind of material that is being worn will vary according to the climate and geographical conditions of the place wherein you are located.

**Dressing for woman at an interview:**



Image source: <https://images.app.goo.gl/TD9kkuDVY9q7sNYB8>

## “TELL ME ABOUT YOURSELF”

- It should be a concise journey through your career.
- Why did you choose this particular field of study.
- Highlight your accomplishments and impressive experiences.
- Your current situation

## HOW TO ANSWER THE QUESTIONS THAT YOU DO NOT KNOW?



- Take a Pause
- Use pen
- Be Honest
- May ask a follow-up question.

Taking a pause will give time to think and it will also render a positive impression on the interviewer that candidate is having a logical approach towards the question being asked.

One may also ask the interviewer to simplify the question.

## TRICKS TO HANDLE TRICKY QUESTIONS

- Interviewer is more interested in your demeanour than your answer to the question.
- Connect company's mission to your professional goal.
- Turn your weaknesses into strength.
- Talk about the experiences wherein you committed some error but learnt from it.
- Never talk in negative fashion about your previous job or company.
- Use humor.

## WORKSHEET

- Q-1 – Tell us in brief about yourself.
- Q-2 – Where do you see yourself in the next 5 years?
- Q-3 – Why should be appoint you?



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## Netiquettes

*“Netiquette is a combination of the words network and etiquette and is defined as a set of rules for acceptable online behavior. Similarly, online ethics focuses on the acceptable use of online resources in an online social environment.”- Cambridge*

Both phrases are frequently interchanged and are often combined with the concept of a 'netizen' which itself is a contraction of the words internet and citizen and refers to both a person who uses the internet to participate in society, and an individual who has accepted the responsibility of using the internet in productive and socially responsible ways.

- **Recognizing that the internet is an extension of society.** The internet isn't a new world in which anything goes, but rather, a new dimension of the world around us.
- **Applying the same standards online as we do in public.** In simple terms, this means that the values society has in place against hate speech and bigotry, child exploitation, and child pornography, copyright violations and other forms of theft, remain intact. Values around courtesy, kindness, openness, and treating others with the same respect we wish to receive should also be adhered to.
- **Refusing to empower abuse and harassment while online.** Accepting that the laws which are currently in place to protect the rights and dignity of citizens apply online and that where needed, laws are updated to reflect these rights in the extended environment. Theft, harassment, and bullying while online is still theft, harassment, and bullying, period.
- **Acknowledging cultural differences.** Even when national boundaries no longer apply, cultural respect and tolerance should remain. This requires finding a way to accept that the social values and norms of some netizens will not be the social values and norms of all

# Business Communication and Presentation Skills –

## Unit 2

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For Businesses:

For companies, being a good netizen, applying online ethics, and using netiquette include:

- **Respecting rights of privacy for offline employees.** Information possessed by citizens in their offline interactions should be respected.
- **Maintaining transparency in information policies.** By taking action so that consumers can easily and quickly understand how that company is using their information and protecting them from harm, companies can provide users with a clear means of ownership and self-determination as to what is, and isn't shared about them, which strengthens the consumer relationship.

Most internet users automatically apply the same responsible respectful behaviour online as they do in every other environment and by nature apply netiquette an online ethics, and are good netizens. The minority that fails to apply societal values in some or any environment- including the internet- are quickly identified as exceptions to be dealt with on a social, or criminal level. When you choose to partner with technology companies, especially for something as important as internet security, it's imperative you ensure that the partner shares your understanding of what it means to act ethically online.

### *Good traits*

- Respect other people's privacy
- Verify facts before re posting
- Check messages and respond promptly

### *Bad traits*

- Name-call or express offensive opinions
- Post private or embarrassing images or comments
- Exclude people or talk behind their backs