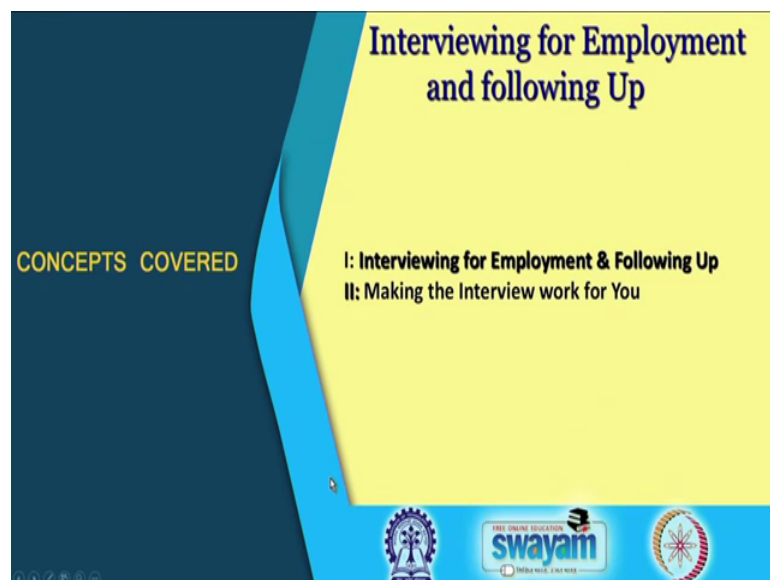


**Employment Communication - A Lab Based Course**  
**Prof. Seema Singh**  
**Department of Humanities and Social Sciences**  
**Indian Institute of Technology, Kharagpur**

**Lecture - 31**  
**Preparing for the Personal Interview (PI)**

A very good day to you all friends. So, we are back again on Employment Communication Lab Based Course and this is the second lecture on interviewing, this is lecture 31 and it is titled Preparing for the Personal Interview.

(Refer Slide Time: 00:36)



So, basically at the outset let me tell you that we will be revising and developing more on the points we have spoken about in the first lecture of this series or this topic on interviewing, that was lecture 30 the lecture just before this. So, we have two parts in this presentation, the first is interviewing for employment and following up and the second is making the interview work for you I think it is in the second part making the interview work for you part II, that your interest would be more focused on.

(Refer Slide Time: 01:13)

**I: Interviewing for Employment and following Up**

**CONCEPTS COVERED**

- Definition
- Employment Interviews
- The typical sequence of Interviews
- Types of Interviews
- What Employers want
- Pre-employment Testing
- Researching the Organization
- Anticipating the Employer's Questions
- Preparing some Questions
- Preparing for the Job Interview

swayam

So, let us come to what we will be covering in interviewing for employment and following up, again we will define the interview and talk about employment interviews. What is the typical sequence of interviews and the types of interviews? What employers want from you what is pre-employment testing and how do you research in organization before thinking of applying for a job there? How can you anticipate the employers questions, how can you prepare some questions and finally, how do you prepare for the job interview?

(Refer Slide Time: 01:46)

**I: Interviewing for Employment and following Up**

**CONCEPTS COVERED**

- Handling the actual Interview
- Three-Step Interview process
- The Warm-Up phase
- Questions and Answers
- The close of the Interview
- Following up after the Interview
- Other types of follow-up Messages

swayam

We move further, handling the actual interview is a special task by itself is another walk altogether, there are there is interview process consisting of three-steps or three-phased interview process we have talked about it in the previous lecture. The first is the warm up phase the second is the questions and answers phase and the last is the close of the interview or the closing phase. Now what should you do to follow up after your interview is over and you have come back home to your workplace or to your residence and other types of follow-up messages? This is a brief snapshot of what we will do in the first part of this lecture 31.

(Refer Slide Time: 02:30)

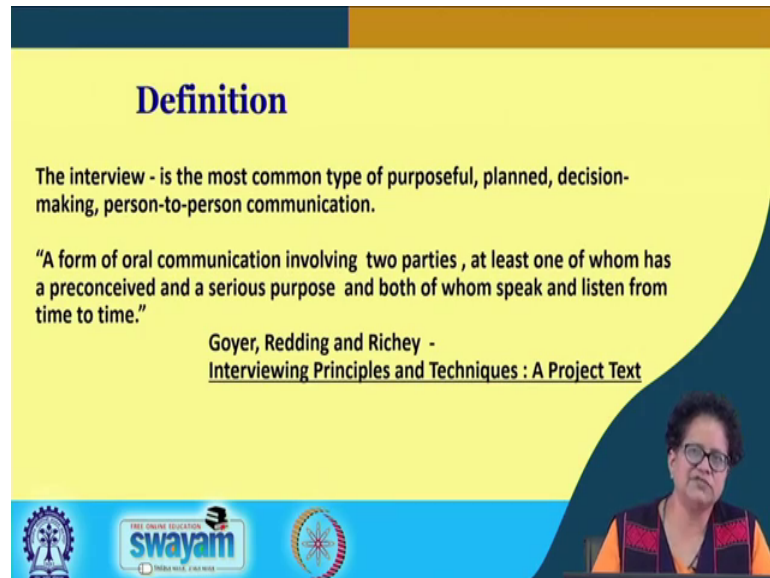


So, I begin positively on note and this is a quotation from Kevin J Murphy and the book Effective Listening, Your Key to Carrier Success again you see the emphasis on effective listening and it said “there is only one person who can tell you whether any candidate is right for the job, the candidate himself or herself.” So, in other words you as a candidate have to keep your positive strength, your positive spirits, your positive emotions on a high mode before you enter the interview chamber or the interview venue, because if you have the slightest of hesitation or doubt you see doubt poisons the will.

So, if you have the will if you have the willpower that you will make it on the day of the interview then you can tell yourself or you can decide you are the one who is the I would say you are the lab you are, the product of the lab and you are the scientist who is

conducting the experiment, the experiment being the interview process. So, you are the only one who can tell whether you are right person for the job.

(Refer Slide Time: 03:56)



**Definition**

The interview - is the most common type of purposeful, planned, decision-making, person-to-person communication.

"A form of oral communication involving two parties , at least one of whom has a preconceived and a serious purpose and both of whom speak and listen from time to time."

Goyer, Redding and Richey -  
Interviewing Principles and Techniques : A Project Text

swayam  
FREE ONLINE EDUCATION  
THINK SMART, LEARN WISE

So, let us define the interview once again as the most common type of purposeful plant decision making person to person communication. Goyer, Redding and Richey have defined it in such words “a form of oral communication involving two parties, at least one of whom has a preconceived and a serious purpose and both of whom speak and listen from time to time.” So, at least one of whom either the interviewer or the interviewee has a preconceived I must get this job, I am serious about it. We must choose the best candidate this is the point of view of the interviewer, we must fill up this vacancy as soon as possible.

So, let us get out some good candidates in our interview sessions today this is again the viewpoint of the other party the other side of the desk the interviewer and both of these two parties that is interviewer in an interviewee speak and listen from time to time. This has been taken from the book interviewing principles and techniques of project text.

(Refer Slide Time: 05:06)

**Employment Interviews**

**Organization:**  
Match applicants with the organization

**Applicant:**  
Match goals and abilities with the job

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner with logos for 'swayam' and other educational institutions. A video inset in the bottom right corner shows a woman with glasses speaking.

So, in employment interviews what happens is there are two parties; one is the organization and one is the applicant the organization will be attempting to match the applicant with themselves with their agency or company as such. And the applicant will try to match his goals I mean carrier goals and his abilities because he is the best judge or she is the best judge of what he or she is capable of. So, the applicant tries to match his or her goals and abilities with the jobs on offer.

(Refer Slide Time: 05:41)

**The typical sequence of Interviews**

Screening stage  
Selection stage  
Final stage

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner with logos for 'swayam' and other educational institutions. A video inset in the bottom right corner shows a woman with glasses speaking.

What is the typical sequence of interviews? And we have three stages here the first the screening stage, the second the selection stage and the third the final stage.

(Refer Slide Time: 05:54)



Types of interviews: structured, open ended, group stress, video and situational. Please look forward through your own ways and means at all these different types of interviews.

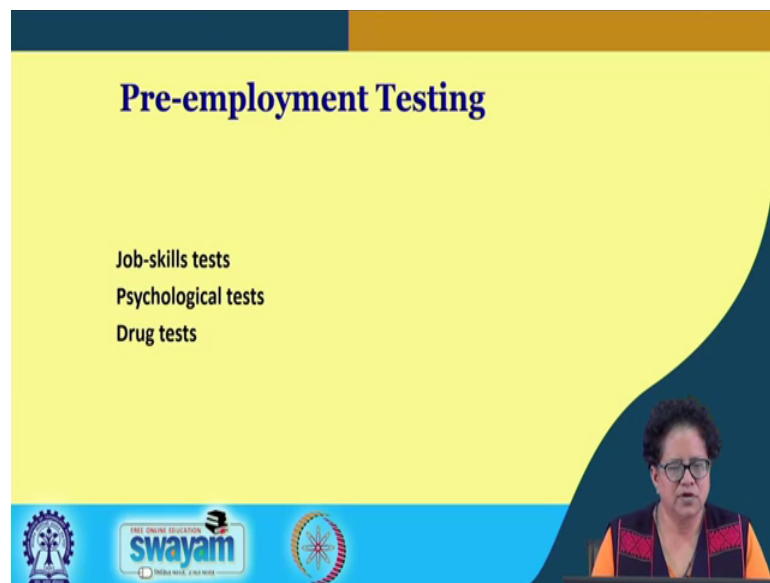
(Refer Slide Time: 06:09)



What do the employers want from you? They want first of all that the candidate should be a fit with the organization and the qualifications for the job should nowhere be tampered with, nowhere be compromised with if it is stated that the qualifications for the

job is 2 years work ex after your B Tech then that has to be that, no more no less. You can be more, but at least not less than 2 years of work ex, apart from other parameters which are to be considered as given in the job description or the job profile for the job ad.

(Refer Slide Time: 06:50)



So, many organizations also organize pre employment testing, that is they conduct three type of tests on those candidates whom they wish to go to the second stage of interview during the screening stage the pre employment testing is in process and the candidates are made to go through job skills tests.

For example number 1 job-skills test, suppose it is a job of a carpenter then I should know basically how to use the implements and how to work on wood job-skills test. Number 2 a psychological test what is the candidates psychological state of mind is he or she in the regressive cycle, is he or she is depression victim or is he under some drugs is he taking some drugs or something?

Which will interfere with the workplace because the drugs might have some side effects or some after effects which may not be conducive if they get reflected and open in the workplace. So, these three type of tests are pre employment testing modes in fact, conducted by the company the first job skills the second psychological test and the last drug test.

(Refer Slide Time: 08:12)



The Organization	The Opportunity
<ul style="list-style-type: none"><li>• Full name</li><li>• Location</li><li>• Age</li><li>• Products</li><li>• Industry position</li><li>• Earnings and growth</li><li>• Overall structure</li></ul>	<ul style="list-style-type: none"><li>• Job title</li><li>• Job functions</li><li>• Job qualifications</li><li>• Career path</li><li>• Salary range</li><li>• Travel</li><li>• Relocation</li></ul>

So, as a candidate what will be your job when you are trying to think about are you going to apply are you going to appear for the interview if they call you. So, first of all you need to research the organization and the opportunity it offers to you as a candidate. First get write the full name, location, age, how old the company has been in business, what are the products its selling what is the position of that organization in the company in the industry sorry what are the earnings and roles you can go to the annual report of the company for this and overall structure.

Suppose you get a foothold in this company, suppose you get a job in this company where will you be working, where will you be placed? And then look about the job opportunity, think about what will be your job title what will it involve you functionally, what are the qualifications do you fulfill the criteria or not what is the career path in future 10 years 5 years or maybe 15 years from now. Where will you be if you continue working in this organization?

What is the salary range the company is offering you, this is number 5 that is like to say maybe 50000 per month to maybe 150000 per month in a period of 5 years or so on and so forth. This is just a small example fictitious and will the job involve you to travel will you be required to take trips; is not it? And relocation is it a possibility in this kind of job which you are trying to apply for and appear in interview for.



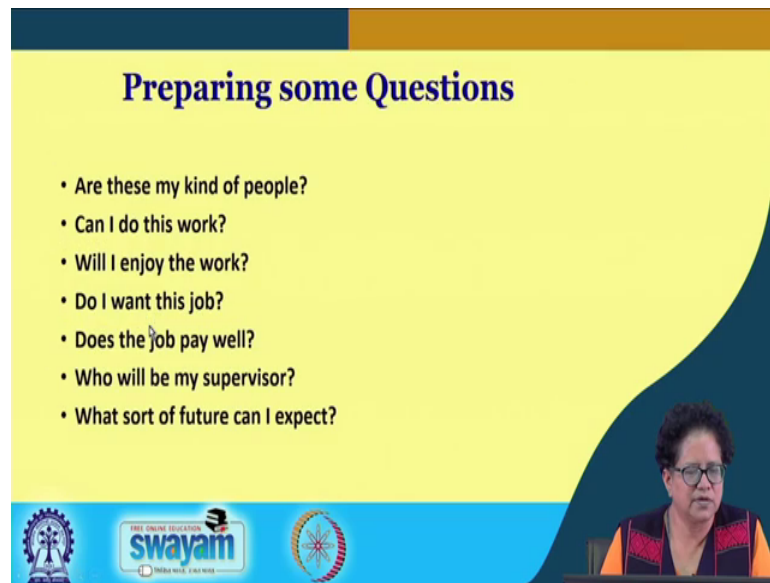
(Refer Slide Time: 09:48)

The slide features a yellow background with a dark blue curved shape on the right side. At the top, a dark blue and orange header bar contains the title 'Anticipating the Employer's Questions' in a white box. Below the title, a list of topics is displayed: 'College years', 'Employers and jobs', 'Attitudes and preferences', and 'Work habits'. In the bottom right corner, there is a small video feed of a woman with glasses and a patterned vest. The bottom of the slide has a blue banner with logos for 'swayam' (Free Online Education) and 'Digital India'.

And it is best to be prepared for the employers questions, you see broadly speaking since we are in the; since we are in the second lecture on employment communication on interviewing skills the employer will be asking you question there is time now to think about what are the 4 groups of questions the employer will ask you at the time of interview.

The first is of course, your years of education and the college maybe not the school level, what were your previous employers and who where your previous job what were the jobs you are doing before that; number 3 is attitudes and preferences and number 4 is work habits. That is in other words what stretch of time do you like to work, if given offer that you have to work from 9 PM to 9 AM will you take it what I have working habits. If you are a person who prefers to have 7 hours sleep in the night time then you would not be liking this kind of work habit which is being questioned about.

(Refer Slide Time: 11:06)



## Preparing some Questions

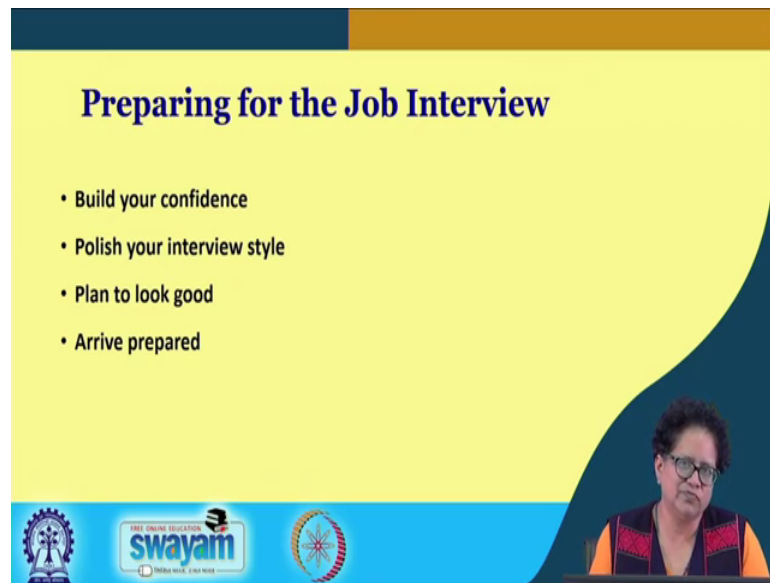
- Are these my kind of people?
- Can I do this work?
- Will I enjoy the work?
- Do I want this job?
- Does the job pay well?
- Who will be my supervisor?
- What sort of future can I expect?

swayam  
THE ONLINE EDUCATION  
शिक्षण विद्या संघात्

How do you prepare some questions and what are the kind of questions you should prepare before going to the interview or the boardroom? First are these my kind of people? Will I be comfortable working with them? Number 2, can I do this work for which am trying to get inducted into the company? Will I enjoy the work? Will it give me job satisfaction? Number 4 do I actually want this job or am I thinking about the other company where am thinking that a call or an offer for interview might come; is not it? Does the job pay well? Will it be enough to serve the needs of me and my family members those who are dependent on me?

Then very important question you know who will be my supervisor? Because your direct supervisor is somebody with whom you will be at least 12 hours of the day in touch. So, find out about what kind of person he or she is and the last is what sort of future can I expect if I stick on to this company or organization.

(Refer Slide Time: 12:13)



**Preparing for the Job Interview**

- Build your confidence
- Polish your interview style
- Plan to look good
- Arrive prepared

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

Further how do you prepare for the job interview? I think the best is to be very positive as regards your confidence. Be brimming with enthusiasm and confidence that you will make it and nothing can break this confidence in you polish your interview style more and more as you gain experience in this arena of appearing for the job interview. You can look back at your previous interviews and further fine tune and polish your interview style.

You must of course, number 3 wear very good clean ironed well pleated clothes and you must arrive prepared, during the midst of the interview do not say that I forgot this document or I forgot to tell you this. So, whether it is mentally physically or materially arrive prepared with everything.

(Refer Slide Time: 13:13)

The slide is titled "Handling the actual Interview" in a bold, dark blue font. It is set against a yellow background with a dark blue curved shape on the right side. The slide lists three stages of an interview process:

- Screening interview**
  - Differentiate yourself
- Selection interview**
  - Cover your strong points
- Final interview**
  - Emphasize your personality

At the bottom of the slide, there are logos for "swayam" (Free Online Education) and "Digital India" (Make My Life Easier). A small video inset in the bottom right corner shows a woman with glasses speaking.

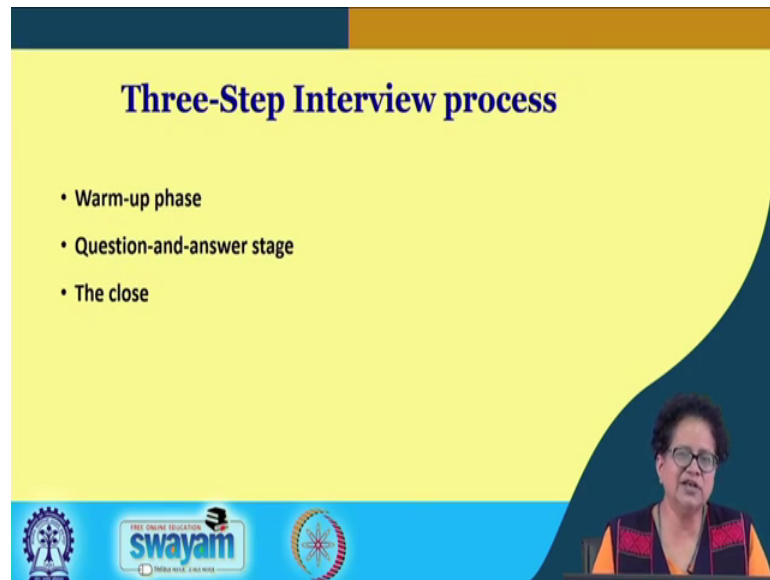
Now, you come to the actual interview and how you will handle it. The first is the screening interview, here you need to differentiate yourself from the rest of the candidates this is the type of interview in which the best will be taken out and the rest will be just left. So, what are your unique selling points? What are your strengths? If there are weaknesses how do you convert them into strengths because this is the kind of questions you may be asked.

The second is the selection interview, this is the second round. In fact, this is the way in which some interviews are conducted, you do not have one interview you have three interviews spread across several days just as you have heard about the civil services examination. And the civil services interview takes place across a period of 1 week maybe on 1 day you might have in both halves forenoon one afternoon after a day's gap you may have only in the first half or so on and so forth.

So, in this selection interview you have to cover upon your strong points because that is the reason or the rationale for which you are being selected by the company. And the final interview is that phase of the interview where you are face to face with those who are the top boss of the company, it is these people who will be in a position to decide what salary should be given you, what exact position will you occupy and how long the contractual tenure, in case you are being selected for a contractual position. So, the final interview there is a need for you. During the final interview you should emphasize your

personality, you should show that you are unique and you are the best person possible for this job because you are on your very best because you are face to face with the top boss of the company or the organization.

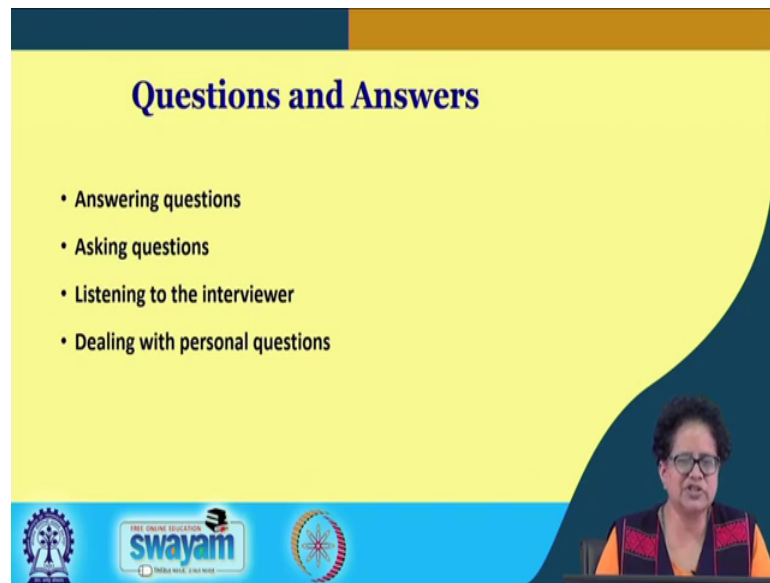
(Refer Slide Time: 15:13)



Now, the interview has three-steps or three-phases, the first is the warm up phase and the second question answer stage and the final is the close of the interview. What happens in the warm up phase? As soon as you knock and then you open the door slightly we will have some of these interview sessions in our lab classes.

So, let us go back you knocked on the door once, twice not more, then you enter and ask whether you can come in. So, the first impressions of you as a person are being watched, first impressions of you are being created in the minds of the interviewer. Note that your body language is under observation because you are just entering the door and you are going to ask may I have a seat; is not it? So, the language of your body is under scrutiny, be careful of these two points in the first phase.

(Refer Slide Time: 16:12)



**Questions and Answers**

- Answering questions
- Asking questions
- Listening to the interviewer
- Dealing with personal questions

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

Then you come to the question and answer phase where you are answering questions and also you might be asking questions it is a time, it is the most important phase when we have to listen very carefully to the interviewer and get the question right and the last point is how do you deal with personal questions or questions which are illegal. Beside that time and time again will make you more mature to deal with personal questions.

(Refer Slide Time: 16:44)



**The close of the Interview**

- Concluding gracefully
- Discussing salary
- Reviewing notes

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

Next we come to the final or the third step or the third phase of the interview, where you need to conclude gracefully be thankful, but be not be overtly thankful or too much

obliged to the interviewer for having interviewed you. And perhaps given you some inkling or idea that you are going to be selected or you are going to be getting the offer letter for joining soon.

It is a time since you have been indicated, since you have been perhaps verbally indicated that you might get the job. So, you can discuss your salary with let us say 10 years of experience, it is always right that you are in a position to discuss salary ask for some extra bonus, some extra increments something you know some more perks that is which will not be added to your taxable income because this is a time to discuss salary and thereafter you might get something in black and white, the final offer and then you might not be in a position to discuss salary.

So, during the course of the interview it is the best time to discuss your salary and ask for more better salary. The last point here is reviewing notes by which I mean that after every interview have a small diary have a small notepad you know, I have something like this with me always. You have a small notepad or a diary and open a page and write what has been your experience right, where you could have improved note down some points on what you would not like to review or what you would not like to repeat in future.

(Refer Slide Time: 18:26)



So, let us go to the next slide and how do you follow up after the interview. So, you come out of the interview room and is that the be all and the end all of your interview. Should you be doing something after that? Yes, think about it. So, there are two things

you must do after the interview as follow up, the first is do not forget to write a small thank-you message email preferably or hardcopy speed post, register post whatever you might think.

This creates a very good impact on the organization and of course, you can ask for an inquiry, you can raise the inquiry about the status of your performance or the status of the interview which was held and such and such a date for such and such position. Because your inquiry message would also create an impact, a positive impact the organization would know that here is somebody who is really interested to know whether he is going to join us or not.

(Refer Slide Time: 19:29)



Then there are some other types of follow-up messages in case you get an offer and you are currently in an organization, let us say you are on a Government of India organization, it takes much time to wrap up your present work. And so you might write a small message an official message or a mail in which you request more time for joining the organization. You might have stated in your resume that you can drop a few months that you can join at a short notice and that maybe you can join in 3 months time, but now you find that its difficult the way that things are moving, the way in which there are so many bureaucratic steps to be covered some official formalities to be fulfilled.

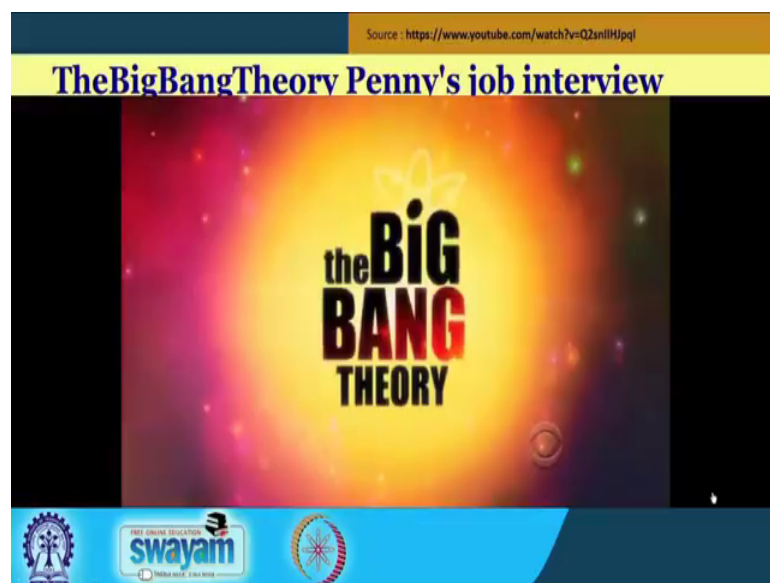
So, you can request for more time from the employer. And the second is the kind of message which accepts an offer be thankful be grateful, but not too much and say that



you will do your best to perform at the workplace; the next is a kind of message in which you decline the offer because you think that you are better here.

So, there is no harm in writing a small message in which very honestly you state your reasons for declining the offer, but at the same time you say that you will like to keep in touch with them for the future. And the last kind of follow up messages that kind of resigns somebody resigns from the job, it is called a resignation letter this is the kind of the very negative kind of job follow up message.

(Refer Slide Time: 21:19)



I would like you to see this small and short video on a job interview from the popular TV series the Big Bang Theory.

Our whole universe was in a hot, dense state. Then nearly 14 billion years ago expansion started, wait. The earth began to cool, the autotrophs began to drool Neanderthals developed tools We built a wall we built the pyramids Math, science, history, unraveling the mysteries, that all started with the big bang hey.

So, what you think you would make a good pharmaceuticals sales rep

Well I am a people person, people like me. So, my favourite people are people. You know I am saying people a lot, people, people, people ok I am done.

Are you sure?

People yes.

Good, so how do you feel your previous job experience has prepared you for a career like this?

Well as a waitress, sales was a big part of my job I mean believe me I convinced a lot of very large customers who should not be eating cheesecake to have more cheesecake. And one of those chop stores even had an insulin pump.

I have an insulin pump.

Peoples.

Let us say a physician was prescribing one of our competitors drugs how would you convince them to switch to ours.

(Refer Time: 23:00) chances car needs to be washed by a girl in a bikini ok, am really sorry for wasting your time.

Do not worry about it, thanks for stopping by.

ok thanks.

Am I am sorry listen, could you do me a favor and not tell (Refer Time: 23:20) how badly I pulled this interview, she will get upset and honestly I am a little terrified of her.

You are scared of about your (Refer Time: 23:30).

Yeah kind of.

I thought it was just me, everyone thinks she is so nice with a squeaky little voice.

I know, but she is kind of a bullying.

Who she is I did not even want to meet you, but I have too scared to say no to her.

Me too.

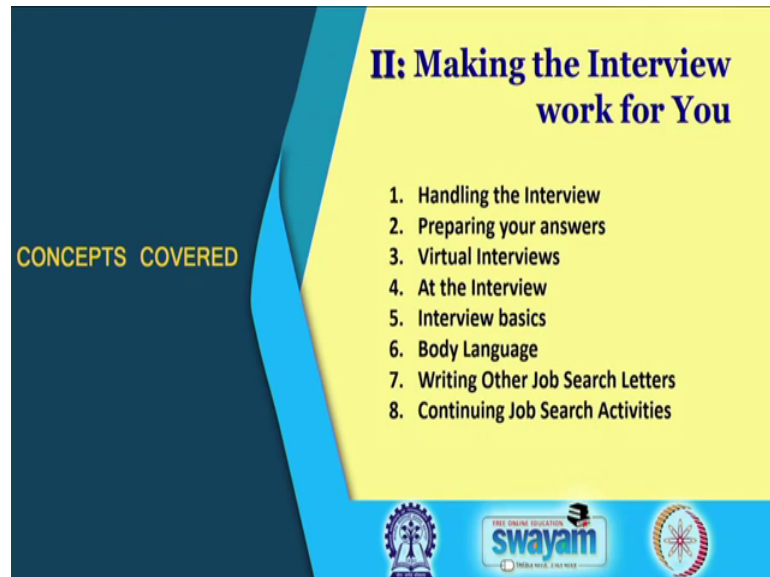
One time I had oh I had to terribly recording the research funding for one of the drugs she was developing.

What happened?

I could not do she is still working on it; oh you are not going to tell her about this right?

Oh my god no.

(Refer Slide Time: 24:17)



So, time to move on we have been in (Refer Time: 24:17) and part II of this presentation. How to make the interviews work for you? So, thinking that you have worked in a further interview, now it is time to make the interview work for you that is you are going to be successful in interviews.

So, we will do 8 topics in this section, the first is how to handle interview and prepare your answers. We move further to virtual interviews and how you should be behaving or how you should be handling yourself at the interviews, basics of interview, body language during interview writing other job search letters and continuing your top search activities.

(Refer Slide Time: 25:00)



**Handling the Interview**

- Investigate the company
- Make a good appearance
- Articulate questions and prepare answers
- Put yourself at ease
- Help control the dialogue

The slide features a yellow background with a dark blue curved border on the right. An illustration shows three people in business attire shaking hands. At the bottom, there is a blue banner with the Swamyam logo and the text 'FREE ONLINE EDUCATION swamyam'.

So, the first is how to handle the interview? The first as we said research the organization and make a good appearance at the time of the interview, well polished shoes, good clothes ironed pleated all the pleats in the right place, your face looking neat and clean, hair is brushed nicely.

Articulate your questions think about your questions deliberate prepare answers in advance, be easeful, be comfortable, do not be disturbed too much, do not worry too much. Because that will have an impact on your interview, it will make you uneasy, it will make you nervous and anxious and spoil your performance at the interview and help control the dialogue.

You see if you are an interview it does not mean that you will always be simply answering the questions and then waiting if you find there is a pause then you should say something relevant at that point of time, something which is called a conversation starter. So, the conversation starts again. Maybe the interview board three of them are sitting there and they have asked you a question and there is a long period of pause because they are examining some documents or they are discussing you know among themselves. Now this is the point when you can perhaps restart the conversation so that the dialogue continues.

(Refer Slide Time: 26:41)

**Preparing your answers helps you choose a strategy**

**Question: What are your weaknesses?**

**Possible Strategies:**

- Present a weakness that's really a hidden strength
- Cite a corrected weakness
- Recall a lesson learned
- Reveal a lapsed skill
- Use an unrelated skill
- Cite an objective
- Try humor
- Repeat your qualifications

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

So, if you are going to prepare your answers in advance it helps you to choose a strategy how you are going to make it to the final phase? How you are definitely going to be selected in the interview suppose there is this question this is a very tricky question. And I do not know why interviewer should ask this because who would want a weak person with the workplace, but anyway this is a pet question at interviews and the question is what are your weaknesses? Now what are the possible strategies you will employ. The first is present a weakness that is really a hidden strength, suppose you say that your weakness is to work long hours.

Then it is not that you are after overtime, but make it your strength you are a person who has tenacity you can keep going on until the work is completed to your satisfaction and to your boss's satisfaction. The second is to cite a corrected weakness you can give an example of a weakness which now you have overcome, you can for example, say that one of my weakness was to get up late in the morning, but now it is possible for me to present myself at my office at 7 AM. If you ask me to come at 7 AM; I will be there at 6:45 AM.

The third is to recall a lesson learned, it is not always that you have to ask, you have to respond to a question which has been asked in exact verbal message required by the verbal content of the question. So, the question is what are your weaknesses? You can

talk about a lesson you have learnt from a weakness which you had; number 4 is to reveal elapsed skill it is more or less similar to cite a corrected weakness.

So, if you reveal elapsed skill honestly speaking basically you are trying to say that I will work on this weakness. And you can use an unrelated skill as well cite an objective you have a weakness and it is now your aim, your objective that you will work upon it and remove it from your system, try to be humorous this is one chance where you can try to be humorous.

Generally it is prescribed that in the interview you must be serious because it is formal, it is a formal context and situation, but this is a question where you can try humor safely and repeat your qualifications. You have your CV with you, your resume with you and repeat your qualifications in answering this question.

(Refer Slide Time: 29:47)



This is an age where you must be prepared for virtual interviews and on this slide we show a small segment of a virtual interview. So, look into this at your leisure and be prepared to face these kind of interviews in the future and even today.

(Refer Slide Time: 30:09)

**At the Interview**

First, be aware of what the interviewer is trying to find out about you – for example:

- Are your qualifications genuine and relevant?
- Is your alleged cv experience genuine, relevant and as good as your cv suggests?
- What have you omitted from your cv or the application form which could be significant, for or against you?
- How intelligent are you, and is that adequate for the job?

The slide features a yellow background with a dark blue header and footer. At the bottom left, there are logos for 'swayam' and 'THE ONLINE EDUCATION SWAYAM'. A video inset in the bottom right corner shows a woman with glasses speaking.

So, at the interview now next point first of all you must be aware of what the interviewer is trying to find out about you. For example, is he trying to test whether your qualifications are genuine and relevant to the job. Number 2; so, are they having some doubts about your CV regarding it being genuine, relevant and as good as the suggestion goes as the message is conveyed by your CV. Third what have you emitted from your CV or the application which could be significantly used against you or for you in your favor.

And also try to guess how intelligent you are, is not it? Try to see it from the interviewers point of view, he or she is trying to test your intellect now how will you feel. And do you think you are intelligence or your intellect is enough for the job, what about the other skills you possess? So, are you going to work with only your intelligence and this space in between your temples, what about your other qualities what about your other skills and interests and activities how do that impact your performance at the workplace positively? So, think about this during the phase of the interview.

(Refer Slide Time: 31:40)

**At the Interview (contd.)**

- How good are your communication skills? Do you listen?
- Are you honest in self-disclosure, with you colleagues, with company money, property, services?
- Can you make an immediate contribution to the new job or would you need training?
- How good are your people skills? Could you train other people? Would you fit into a team?

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner with logos for 'THE ONLINE EDUCATION swayam' and 'INDIA WISE, LEAD WISE'. A small video inset in the bottom right corner shows a woman with glasses speaking.

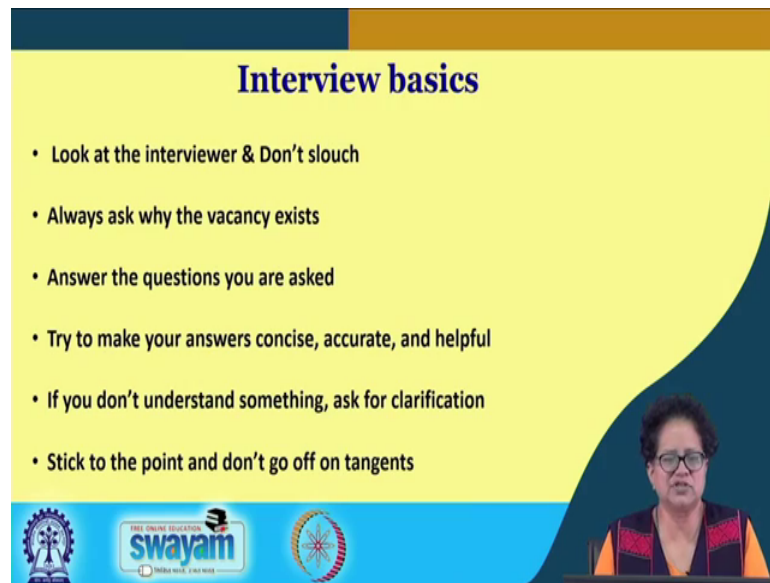
We continue how good are your communication skills. Firstly, and most importantly how effective a listener are you, do you listen examine this question. Next are you honest in disclosing yourself, with your colleagues with your company the money the salary they are giving you, with property you have, property of the company with the services you can provide and what you expect from the company.

So, we have next can you make an immediate contribution to the new job or would you need training. Most companies will have a HR department which will take care of the training needs of the newly recruited or the fresh employees fresh recruits. But if you think that you have already worked enough, your work ex is quite large and deep and that you would not need training think about this.

And last is how good I have people skills as a team player as somebody who can work in a project. Are you compatible, are you adjustable? Next is could you train other people do you have some trained the trainer programs attended, do you have some extra certifications so that you could train some other employees in that company and would you fit into a team.



(Refer Slide Time: 33:12)



**Interview basics**

- Look at the interviewer & Don't slouch
- Always ask why the vacancy exists
- Answer the questions you are asked
- Try to make your answers concise, accurate, and helpful
- If you don't understand something, ask for clarification
- Stick to the point and don't go off on tangents

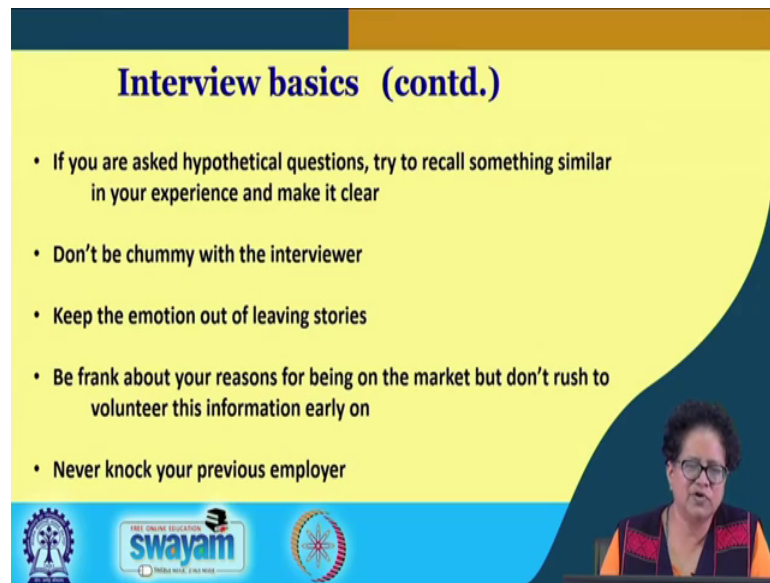
The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner with logos for 'swayam' and 'THE ONLINE EDUCATION'.

So, let us think about the basics of an interview, the first is to have direct eye contact. If there are three or more sitting on the other side of the table then keep one looking at all do not stare at one person and do not slouch, do not sit negatively like this looking down sit erect and straight be smart disciplined with your body language. And you have a right to ask why the vacancy exists and you must answer only the questions that are asked, do not ramble, do not digress too much.

Therefore, the need to make your answers very compact concise, accurate and helpful, helpful in the sense that from here will come secondary questions which the board can now ask you. And another important point is that if you do not understand the question you can always seek a clarification, you can always say sir or madam please could you repeat the question, please could you make the question understandable I have failed to understand what you ask of me in a very gentle and very etiquette full manners.

And this has already been said it has been repeatedly said that do not be going off here and there, do not be digressing, do not talk too much in response to a question which is directed if the question is directed give a direct shot compact, but at the same time it should be a complete answer.

(Refer Slide Time: 34:55)



**Interview basics (contd.)**

- If you are asked hypothetical questions, try to recall something similar in your experience and make it clear
- Don't be chummy with the interviewer
- Keep the emotion out of leaving stories
- Be frank about your reasons for being on the market but don't rush to volunteer this information early on
- Never knock your previous employer

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

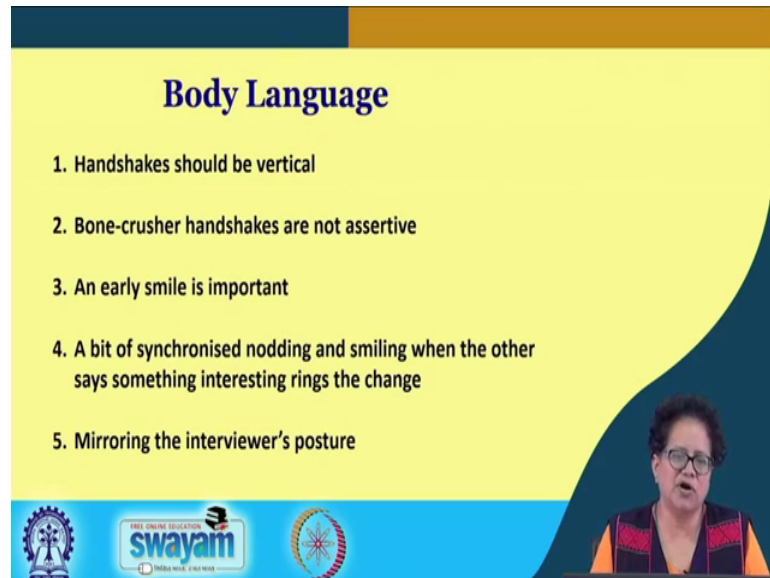
And if you are asked hypothetical questions like what would you do if this happens. Now you are the assistant registrar of this university, now suppose the students are going on strike what will you do? Now this is called a hypothetical question, what you have to do now is to try to recall something similar; a similar situation and then you can fit in an answer for that kind of question. And the next point here do not be friendly, do not be overtly you not chummy with the interviewer keep the emotion out of leaving stories.

So, if you are asked question about why you have left your previous work place maybe it has been a sad, disgraceful, emotional you know experience, but when you narrate it delete the emotions fully, be objective be practical be emotionally poor I would say. Next is to be frank about your reasons for being on the market, but do not rush to volunteer this information too early.

So, if they ask you why are you applying for this position, why have you applied for this job and why us, why not xyz company? Then you must be frank that you need a job. But before they have asked this question do not say that I need this job, I it has been my dream to work with you a company like price water house cooper or something like that, is not it. And the last advice here is to never knock your previous employer, in the interview be careful that this is a highly networked world the workplace is very much networked, all are connected with each other some way or the other and they have their

ways and means to get connected if not connected or networked. So, do not speak bad about your ex or your previous employer.

(Refer Slide Time: 37:02)



**Body Language**

1. Handshakes should be vertical
2. Bone-crusher handshakes are not assertive
3. An early smile is important
4. A bit of synchronised nodding and smiling when the other says something interesting rings the change
5. Mirroring the interviewer's posture

swayam  
INDIA WISE

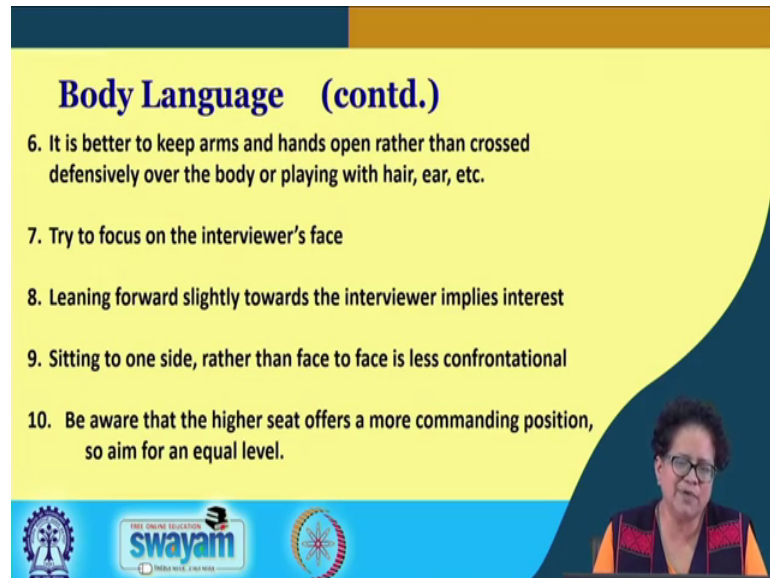
Move further and we come to body language; what is the language how should you support your body, the handshake should be vertical not horizontal. Do not shake hands like this, do not offer your hand like this, handshake should always be vertical and do not give a wrong bone-crushing handshake. If somebody is giving you a hand do not simply crush the bones of that person they are in the person in the interview board, an early smile important, when you are entering from the door you should have a slight smile with you.

The fourth is a bit of synchronized nodding and smiling when the other says something interesting brings the change, if the other if the person on the interview board makes a short joke or cracks a joke you know then you can be positive in your response, you can show your response that you enjoyed it. And this is the kind of body language ever you must have if the interviewer is sitting this way tilted then you also can try to be sitting this way and not the opposite do not start sitting like this.

Because that would be not mirroring the interviews position, mirroring the interviewer's position or the interviewer's posture is prescribed or it is advised because this will make you mentally or psychologically aligned with each other.

And you will see that the body vibrations will be matching and perhaps the interview will come to a good conclusion, at least for you as an interviewee.

(Refer Slide Time: 38:47)



**Body Language (contd.)**

6. It is better to keep arms and hands open rather than crossed defensively over the body or playing with hair, ear, etc.
7. Try to focus on the interviewer's face
8. Leaning forward slightly towards the interviewer implies interest
9. Sitting to one side, rather than face to face is less confrontational
10. Be aware that the higher seat offers a more commanding position, so aim for an equal level.

The slide features a yellow background with a dark blue curved border on the right. At the bottom, there are logos for 'swayam' (Free Online Education) and 'INDIA WIDE' (All India Open University), along with a small video inset of a woman with glasses and a red and black patterned vest.

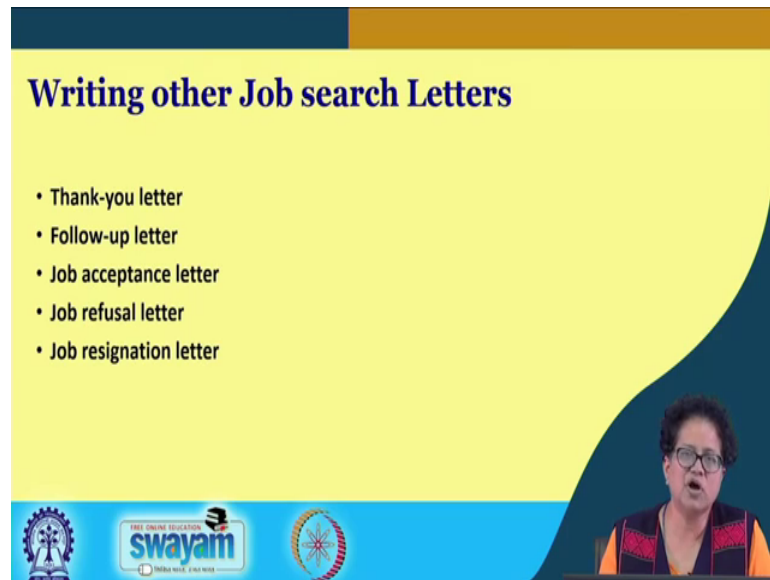
Next, we continue further and the 6th point it is better to keep arms and hands open, open body language put your hands like this on the table in between your file is there your file containing your original documents and the transcripts or whatever presentation you have brought to the interview board. So, keep your arms and hands open rather than crossed, do not sit like this or do not be in fact at any point of time this kind of negative body language, not be playing with your hair and do not be doing like this rubbing your year or do not give any kind of nonverbal message which shows that you are either nervous or not interested or trying to leave soon.

Try to focus on the interviewers face as he or she asked the question. Number 8 is to lean slightly forward towards the interviewer and this implies body language why is your interest and enthusiasm for the job. And sitting to one side rather than face to face is less confrontational, I think the way in which the seating arrangements will be made is in case there are 3 people not that 1 person the middle person is sitting directly in front of you.

But the way they will be arranging the table which is slightly c shaped in form that you will not be sitting face to face with either one of the 3 or the 5 or even if it is one person on the other side of the desk. Be aware that the higher seat offers a more commanding

position. So, aim for an equal level if you have problems with your revolving chair try to adjust that so that you are on the same level with the other side of the desk the interview board members.

(Refer Slide Time: 40:39)



**Writing other Job search Letters**

- Thank-you letter
- Follow-up letter
- Job acceptance letter
- Job refusal letter
- Job resignation letter

swayam  
INDIA'S SKILL CHALLENGE

Now, how do you write other type of job search letters? First is a thank-you letter in which you express your gratefulness for having appeared of the organizer or the company. The next is the follow up letter you can ask what is the status of the interview held on so and so date, at such and such time and that venue? The third is the job acceptance letter you get an offer in black and white formal mode and you accept the job, short message job refusal letter in case you think of not joining this is the time when you can decline the job offer and job resignation letter.

(Refer Slide Time: 41:34)



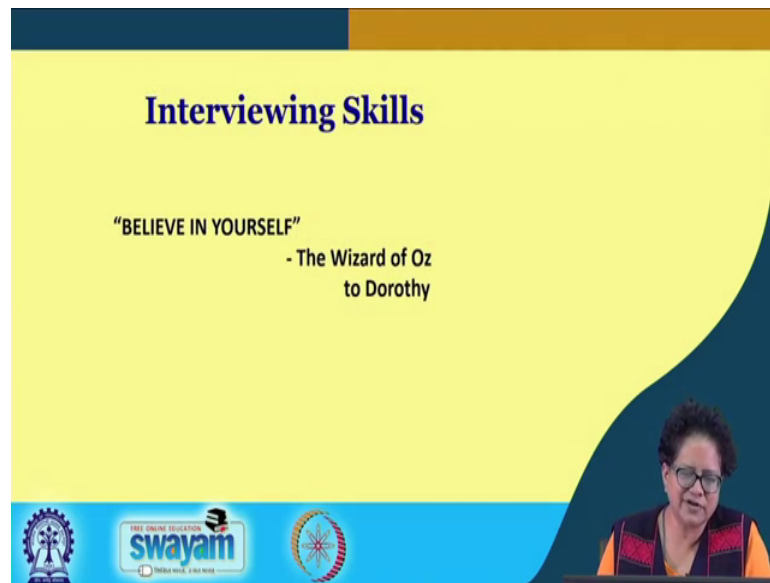
The slide features a yellow background with a dark blue curved shape on the right side. At the top, the title "Continuing Job search activities" is written in bold blue font. Below the title, there is a bulleted list of two items: "Maintain your resume" and "Read job ads/ professional journals". To the right of the list, an illustration of a woman in a pink shirt and blue pants is shown reading a document. At the bottom of the slide, there are logos for "swayam" (Free Online Education) and "MHRD" (Ministry of Human Resource Development).

Now, you have to continue doing your job search because this is not a one-time activity that you join one company and continue in that company until the day you retire or you take your world to retirement golden handshake. Lifelong you will continue to be searching for a better jobs and better jobs and you will try to get to better positions in future companies and future organizations as your workplace.

So, maintain your resume by this I mean that frequently be updating all the information in your CV or resume and deleting that which does not matter to this particular job. There is no one time CV which has been prepared and which can fit all situations and at all points of time maybe when you are 30, 35, 40, 46 one CV we cannot serve for all the different age groups, ages which I have mentioned.

And the next is to be up to date with reading job ads and professional journals it gives you a lot of knowledge, lot of input, lot of experience, lot of advices are there in professional journals about how you should be choosing the correct company. There are so many good articles in professional journals about how you should be managing yourself at interviews so on and so forth.

(Refer Slide Time: 42:53)



So, in conclusion I have a short quotation from the Wizard of Oz from the movie by the same name and it is to Dorothy “believe in yourself”. So, interviewing skills are a set of repertoire, are a set of abilities and capabilities and faculties you have, but first of all you must believe in yourself to make it.

(Refer Slide Time: 43:25)



I have these few references, I have used for this lecture preparation and thank you for being with me and may god bless you always.