

STANDARD OUTSOURCING SERVICE

Elements of Interview Skills

Elements of Interview Skills

(For the attention of Fresh Job Seekers)

Book with
Audio CD



STUDENT SOFTWARE TRAINING INSTITUTE PRIVATE LIMITED
An ISO Certified Company

Authored, Compiled and Voice rendered by
A.Ramesh Rao B.E,

Elements of Interview Skills

(For the attention of Fresh Job Seekers)

Features

- A comprehensive lecture on various aspects of Job Interview.
- Suitable for all categories of graduating students from Arts and Science Colleges, Engineering Colleges, Polytechnic Institutions, Nursing and Paramedical Science Institutions.
- A companion for all Graduates, Post Graduates and final year College students planning for career openings.
- A complete support tool with audio CD in MP3 format for easy and effective understanding with reading / listening experience.
- Recognised as the most effective lecture delivery and used as a standard material for enhanced reading and listening exercise by * Skillphones Language Lab in about 200 prestigious institutions.
- ❖ Skillphones Language Lab is the only Wireless, Non-computer based, Audio Visual Language Lab in the country.

Authored, Compiled and Voice rendered by

Wish you all the best.

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Authors Note

Dear Reader,

It gives immense pleasure to bring this book to you and hope this will bring all the benefits that is essential .

Today we notice that a large volume of students from rural India with vernacular background are reaching universities and achieve in higher education to any extent. But it is all against the odds for many of them who could do their schooling in the native language and switch to English language for their graduation and thereafter. In particular , for the users with a lesser exposure to the opportunity of listening to and reading text in English Language , this book and the supporting audio CD should be an extremely helping tool that enables the reader to listen carefully and comprehend the contents completely with repeated listening if needed .

This dual media approach of reading and listening augments the speed and depth of understanding of its contents and remains as a companion for repetition till the goal is achieved. The compilation of topics covers all that is needed and at the same time made concise for a quick understanding.

Student readers particularly the first time job seekers should imbibe the points explained in this lecture and hold them in mind with all seriousness while trying for a job in this extremely competitive job market. At the end of each chapter reassure your understandings by answering the questions given. Make a self evaluation of your awareness and readiness by referring to the answers behind.

Whatever is the performance, good or bad , believe it, you are not alone. There are hundreds and thousands of others at the same level at the same time. Adequate measures taken constantly to improve on both weak and strong area in your capacities should improve the level at which you appraise yourself now, either from bad to good or good to better. But remember - Best is what every company wants. Therefore your exercise should be a consistent effort to carefully analyze the aspects of a successful job interview and thereby a good start to your career acclivity. This book should for sure improve your level to trigger a good career path. Please write your feedback on the efficiency of this book and that could help to improve the forthcoming editions.

Wish you all the best.

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1. The Sample Interview Q&A with Answer Analysis ..
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Answer Sheet for Questions on Chapters 2 to 24

Career diary

How to use this book

1. Choose a quite place to sit with the book .
2. Be supported with a good table and a chair .
3. Arrange to have a good quality audio system to run the CD.
4. Choose to sit with a good friend for a company to discuss .
5. Listen to the content chapter by chapter .
6. Do replay the same chapter one more time if needed and hold the contents in mind.
7. While you are listening to the contents browse your eyes upon the text effectively to make you realize that you are reading the book.
8. Make sure you discuss only about the contents in the chapters and relate it to your capacities.
9. Try to answer the questions sincerely, immediately at the end of listening to each chapter.
10. Assume personal assignments whenever needed and make note of them in the blank area provided for notes.

At the end of this book an area is given for maintaining a career diary. Do use it effectively by taking data of any potential employers, influencing contacts and referrals.

1. Introduction

India is in the prime focus of many international companies to harvest a high volume of quality manpower required for the booming BPO Industry. As per the statistics, in the next 5 years in India about 2 million people will have jobs in the 'Business Process Outsourcing Industry'. With 70% growth rate, as of now this is known to be the fastest growing sector. BPO Industry is poised to be the country's major revenue spinner.

The assumptions made by the large players to focus on Indian manpower are:

- Consistent availability of quality man power
- Quality education
- Adaptability
- Man power at reasonable cost
- Knowledge and practice of English language

The job market is crowded with more experienced workers, many of them willing to take a job that is somewhat below their ability in order to keep the paychecks, coming in continuously.

Re-structuring and downsizing of companies, is also contributing to a highly competitive employment market. If you want to advance your career, you will need to position yourself with every tool available in order to compete in today's tough job market place.

This content is an essential resource for all job applicants including new or existing employees or for someone who wishes to take an assignment after a break for any reason.

This Book provides a thoroughly researched content explained in a simple and effective manner to ensure the proper comprehension of the basics of a winning process. It includes everything needed to go through a highly interactive, two-to-three hour classroom experience.

The tools provided, help learners to create their own style profile, develop a personal action plan, and practice probing strategies.

This work should improve the skills of the Participants, to win any job interview without stumbling, stammering, or being stumped by 'off-beat' job interview questions.

There are innumerable reasons for a company to recruit or reject a candidate for a particular assignment.

Job seekers must understand the foremost fact that all companies are trying to get the best of the available human resource. In fact they all have programs to train the candidates to deliver the required performance.

Similarly as a candidate you are also looking to work with a company that would match with what you need and what you can deliver.

Therefore an interview is only a fair check by both the involved persons to match and connect. It can in no way be a complete test to measure your ability, integrity, sincerity or talent.

Irrespective of the skills you have, you would not be offered a job unless you apply and try for it. Similarly even if you are just another person with limited accomplishments, it doesn't matter. The very effort of trying for a better position could fetch you one. When your enthusiasm is respected, the heights you will reach could be unlimited.

There is a conditional approach by the global giants and corporate companies to recruit the kind of manpower good in linguistic abilities, particularly with 'Effective Communication in English' - whatever may be the discipline of graduation.

It is even noticed that candidates who were 'academically mediocre' but could communicate effectively in English have secured lucrative assignments with the Global corporate companies. This shows that top priority is given for candidates with linguistic attributes. With the

right comprehension of the present scenario with regard to the kind of manpower required and the manpower available, this material comes to you as an Audio Book. Understanding the content from an Audio Book is a quick and an effective way which also benefits the participant with a complete reading exercise while listening to it.

The content is voiced by taking keen focus to make it well understood by different levels of users from different background. In particular the users who had a vernacular medium of instruction in their earlier education would find this to be an extremely supporting tool, while it would also interest the users from the English medium. As a part of the broad effort, Standard Outsourcing Service has developed this first effective step for a smooth start to improve the career prospects of the enthusiasts. Standard Outsourcing Service brings the benefits of its objective to the student participants with this module by providing the required resource. Learning is a lifetime process.

All who try may not become big achievers. But all big achievers could achieve because-THEY TRIED.

LET'S GET READY. A thousand-mile journey starts with the FIRST STEP.

2. Writing a Resume

In India most candidates particularly in the entry level do not attempt to put any creativity in the resume and all they wish to write is name, address, phone no and qualification. The interviewer in this case does not get any clue about your aptitude and other related attributes which he wish to see to call for a discussion.

Writing a resume is the most important aspect of your job search. The first tool that you are using to make an impression upon the interviewer is by submitting a well written resume. While an excellent resume and cover letter cannot guarantee you the job, poorly written documents can take you out of the running completely.

The resume is a one-page summary of your work experience, education and qualifications. Your cover letter highlights those points from your resume that show an employer why you are an excellent fit for the job. Both items give prospective employers their critical first impression of you and position you as a strong candidate for an interview. It is easy to say that you could impress better when called in person. But who is to be blamed if you don't even get an invitation? No matter what your credentials are, you need to give a very presentable resume that could return an invitation to you for a formal interview. Taking the guidance of an experienced friend is a good idea in making an enticing resume. All right. If you have decided to make a suitable resume, you should decide on a pattern. How to choose a format for your resume?

There are two major types of presenting your format.

- Chronological format and
- Skills format

Chronological format and variations :

The most common resume format is called 'chronological.' It's simply a resume that lists your education and experience in reverse chronological order - most recent items first. This is a good way to start a draft of your resume. Most of the samples are variations on the chronological format. You may also hear the terms 'functional' or 'creative' used to describe resumes. These are just variations on the chronological format that use headings to showcase your background and qualifications.

Skills format :

A 'skills resume' combines the skills you have from a variety of experiences - paid work, voluntary work, student activities , classroom work, projects and groups these skills by category of skills that relate to the kind of job you are seeking . This format works best when a traditional resume just doesn't work to make you look like a good candidate - even though you have relevant skills.

A Career Services advisor can look at your first resume draft and help you decide if a 'skills' format might be the best approach to use. Look at some samples given here and study the features of each. Choose the combination of features that matches your background. You can follow the given tips closely to give a good resume that would impress in the first step.

- Do not choose a resume style simply because the fictional student in a sample has your major. Students in any major can use any resume style.
- Choose a format which best shows how your individual credentials support your objective.

- If you are unsure, start with a chronological style, the most traditional one, have your resume critiqued, and revise your resume as needed.
- Use key words from the job description that you are applying for
- Keep sentences short.
- Use your computer's spell check function.
- Do not forget to paste a copy of your stamp size or pass port size, well dressed, smiling photograph if you are applying for a marketing job or a receptionist position or any other job where you have to show up a lot.
- Proof read carefully.

Present well and do well. You should get the job.

EXERCISE
CHOOSE THE RIGHT ANSWERS

1. *The first tool that you are using to make an impression.....*
 - a. *A Smiling Face*
 - b. *A well written Resume*
 - c. *A good dress*
2. *Taking the guidance of an experienced friend*
 - a. *Is copying*
 - b. *Is wrong*
 - c. *Is good*
3. *A cover letter with a resume*
 - a. *Is to highlight those points from your resume*
 - b. *Request earnestly for a job*
 - c. *Is a rule*
4. *Two types of resume formats are*
 - a. *Closed format and Open format*
 - b. *Chronological format and Skills format*
 - c. *Long format and short format*

SOME SAMPLE RESUMES AND FEATURES

Leelavathi		
Age 22 Years / Single / willing to work in Vellore Only	56, Bridge Gate Road, Dr. M.G.R. Nagar, Chennai. Tamil Nadu. Ph.: 8875687 E-mail: leeva@resume.co.in	
OBJECTIVE	Secondary English Teacher or Language Arts / Social Studies Middle School Teacher; interested in advising School year book or content makers for School English.	
EDUCATION	M.A.Ed, May 2005 Madras University	1ST class
	B.A., English, May 2002 Madras University	1ST class
TEACHING EXPERIENCE	<p>Student Teacher, January May 2003 James Matriculation School, Ranipet, TN Responsible for teaching 8th to 10th standard Language Arts during which students were presented with poetry, drama and young adult novel units.</p> <p>Taught and extensively observed classes. Modified assignments for students at different ability levels.</p>	
Other Work Exposures	<p>Teacher's Training Intensive Study, September 2002 Gurukula Mandir Higher Secondary School, Vellore, TN.</p> <p>Observed a variety of teaching styles at the middle and High School levels.</p> <p>Organized and executed lesson plans for a 9th Standard</p> <p>Explored issues of literacy development with academically challenged 4th graders Developed creative reading and writing strategies to increase students' academic confidence and interest.</p> <p>Wrote articles focusing on regional artists, musicians, businesses and events.</p> <p>Assisted experts in editing, layout and design.</p>	

Features of this resume

- This is a straight resume. The requirement is focused to qualifications and some experiences are highlighted. The condition regarding the workplace is specific.

Bhavani Chakravarthi		
Current address: 79, 4 Block, Murudeshwar St, Anne Besant Nagar, Bangalore. E-mail: mathabhavani@resume.co.in	Permanent address: 28 A, Perfect Circle, Gandhi Nagar, Hyderabad. Ph: 5544 3123	
Objective	Position utilizing writing and computer skills; special interests in technical writing and developing training materials for computer use	
Education	B.A., English, May 2003 (Osmania University) 3 Months diploma course in Computer Science, Comtek Institute, Hyderabad.	
Subject Skills	English / Communication: Business Writing Technical Writing	Computer Science: Computers for Business Operating System
	Journalistic Writing Reporting Literary Criticism	Tools Introduction to Programming in C Object- Oriented Software Design
Computer Skills	Languages : C++, JAVA, HTML Software : MS Word, Excel, PowerPoint	
Technical Experience	Student Computer Assistant, Comtek Institute September 2001 Till date (10 hours/week) <ul style="list-style-type: none"> ▪ Assist students with computer sessions ▪ Rectify hardware and software problems 	
Writing Experience	Writer / Editor, Student Newspaper, 2000-2003 <ul style="list-style-type: none"> ▪ Sub editor of 'Reflections' a popular local tabloid in Hyderabad 2002 present <ul style="list-style-type: none"> ▪ Wrote campus articles on weekly topics ▪ Wrote book reviews Scheduled interviews with visiting personalities 	
Activities & Awards	Member of Banjara Cycling Club, 2000 present Habitat for Humanity Volunteer, 2001-2002 Active blood donor for the last 6 years	

Features of this resume

- Coursework outside the major shows how this student is qualified for the career objective.
- Experience can be a student activity related to and supports the objective in this example.

SOME SAMPLE COVER LETTERS

Sample 1

Sir,

Sub : Application for the post of Programmer

**Reference : Mr. Zakir Hussain who works as a project
Co-ordinator**

I am told by Mr. Zakir Hussain who works as a project Coordinator in your Company about the vacancies existing for programmers. I am interested in the assignment that involves programming in C,C++, Visual BASIC , RDBMS etc. I am at present working as a trainer and hence academically strong. I have a passion to indulge in real time programming and succeed as a programming specialist .

I request you Sir, to consider my candidature and kindly invite me for further discussions on suitable projects .

I shall look forward for your kind reply.

Thanking You,

Yours Truly,

Sample 2

Sir,

Sub: Application for the post of Senior Manager Marketing

**Reference : Your Advertisement in the Deccan Herald
dt.14 th July**

I am pleased to submit my resume for your kind attention .

My experience in Marketing should suffice the requirement that you are looking for to work in your esteemed Company. It would be a good opportunity for me to work in this capacity and fulfill the expectations of the company.

Please invite me for a personal discussion on all that relates to the job .I shall look forward for your kind reply.

Thanking You,

Yours Sincerely,

3. Get Over The Interview Fear

A typical feeling for a candidate who waits in the lobby for his interview is that his hands are sticky and wet, his heart is beating faster than usual and he feels like he has a lump of cotton in his mouth. The interviewer may even ask him to wipe his hand before shaking hands. This is a familiar scenario in company lobbies throughout the world. The job interview can be very stressful for most people since one of our top fears is 'rejection' and one of our top needs is 'acceptance'. It is not surprising that interviews make people sweat.

It's OK to Be Nervous

Not only is it OK to be nervous about an interview, but it is essential for you to accept how you feel. Telling yourself that you hate to feel like this and willing to escape from it is unrealistic and leads you to nowhere. It makes you feel bad about yourself. What's the worst that can happen at an interview? For many, it would be not getting an offer. Did you ever think that maybe the job wasn't right for you?

Try to look at the process as a learning experience.

Change in Thinking

The first and most important step in overcoming the fear is to put the interview in perspective. This is not an appointment with the dentist, who may inflict pain. It is a conversation with another person. The worst thing that can happen is you won't get the job. Which may not have been the right job for you, anyway?

Second, think of this conversation as a two-way process. 'You' are interviewing potential employers as much as 'they' are interviewing you. Is there a good fit here? What looks good on paper may not be what it appears for either parties. Investigate whether this company is a

good place for you and whether you want to invest a significant part of your life here.

Calming Techniques

One of the best techniques to handle stress is through breathing. Take deliberate shallow breaths. Take air in through the nostrils and exhale, quietly, through the mouth. This technique should be practiced to relax before the interview.

Relaxation techniques such as yoga and meditation classes are effective in overcoming extreme cases of interview fright. Preconditioning will do wonders for anxiety.

Prepare Before the Interview

You might have been to six or seven interviews in the past two months. You might have been the runner-up for a couple of the jobs but have not received any solid offers. Now you must understand that these are competitive times, and rejection can be expected.

Competition for jobs is much keener than it was in the yesteryears. It is important, however, to do everything possible to sell yourself by preparing for the interview. Start thinking of yourself as a product and presenting what you have to offer to the company.

Can you imagine giving a performance without some practice and preparation? Wining the interview in today's market cannot be a fluke anymore nor do you need recommendations instead of referrals. Preparation will make you feel more confident and less anxious.

Fear of Rejection

Because of the number of interviews with no offer, one feels defeated, and it is beginning to affect his 'self-esteem'.

Such rejection hurts, but one should try not to take it personally. There are so many factors that could be affecting the offer and it is impossible to say what is happening. There may be internal candidates, relatives promised jobs, a competitor who is a perfect match for the position, a lack of chemistry or a mismatch in salary needs. Therefore you should not allow such defeats to affect your self esteem.

Let It Go

When you have done everything to prepare for the interview and when you are fully satisfied and confident that you will present yourself in the best possible way, the next step is to let it go. There is something to be learned from each interview. Give yourself credit for getting an interview -- only a small percentage of people get this far in this process. Give yourself credit for going out there and putting yourself on the line .Even though it is painful for you, give yourself permission to be denied for sensible reasons. Believe that an offer will come through when it is the right offer -- the right fit for the company and for you.

EXERCISE
CHOOSE THE RIGHT ANSWERS

5. *A typical feeling for a candidate waiting in the lobby for interview is*
- a. *He feels sleepy*
 - b. *He feels hungry*
 - c. *His heart is beating faster*
6. *The job interview can be very stressful due to.....*
- a. *Fear of rejection*
 - b. *Need for of a job*
 - c. *We know that we are not eligible*
7. *Worst that can happen at an interview is*
- a. *Not getting an offer*
 - b. *Not being allowed to leave early*
 - c. *Getting a job that you cant do*
8. *If you are not selected*
- a. *May be the job wasn't right for you*
 - b. *The interview could be an eyewash*
 - c. *The interviewer did not like you*
9. *Try to look at the process as a*
- a. *Rehearsal*
 - b. *Learning experience*
 - c. *Bad dream*
10. *One of the best techniques to handle stress is through*
- a. *Breathing*
 - b. *Smoking*
 - c. *Sleeping*
11. *Competition for jobs is*
- a. *Much lesser than it was before*
 - b. *Much keener than it was before*
 - c. *Same always*

12. Preparation will make you feel

- a. More confident and less anxious*
- b. More stressful and fearful*
- c. Confused*

13. An offer will come through

- a. When you have good recommendations*
- b. When you have all the luck*
- c. When it is the right offer fit for the company and for you*

4. Being Interviewed?

Well. If you are a candidate to take up a job interview you should first know how to get ready for an interview. Getting ready for an interview isn't what it used to be. It is not just about preparing to answer a variety of questions to check your subject knowledge. It is not just about dressing up neatly and taking wishes and blessings from others. Now getting ready means that you must contend with many different kinds of questions and formats. First of all, here are three types of interviews you may face and tips on how to prepare for them.

1. Phone Interviews

When the employers want to do things economically they prefer to conduct their first screening rounds with the help of a telephone. This is becoming popular now and it appears that it could be more popular in the future.

The advantage in this method is that you can prepare notes and keep them in front of you while you talk. One more point is that you don't have to be very conscious about your dress code and body language and leave it to the best of the caller's assumption.

The disadvantage in this method is that it is often hard for most of the candidates to take a sudden call and respond up to the expectation of the caller. The mood set for an interview may be completely absent if it is an unexpected call, or, if it is a call when your mind is engaged on some other issues.

Assuming that you are expecting a call from an employer, it is easy to work out on strategies to win the situation very effectively by simple preparations.

Take a while to warm up.

Do not think of anything that could disturb your confidence and focus.

About 10 minutes before the interview, go to a quiet place, close your eyes, and visualize a time when you were really successful at something.

It could be in your academic records or in the previous job or in recent competition.

Recall the recent moments of success and happiness, what people said to you about it and hold it strong in your mind. Hold that memory for several minutes and absorb all the positive energy from it. When the phone finally rings, your voice will have the force and confidence it needs, to sound sure, clear and impressive as much as you could do in a personal meeting.

Try and read the face of an interviewer as they talk. This is possible to a great extent if you are relaxed, if you could extend courtesies and greetings properly and check the response of the interviewer, listen patiently and then answer truly. If you are correct you can almost tell the result of the discussion immediately.

2. Case Interviews

When you meet the employer in person for an interview you may notice that the case interview is widely used. This is especially used as a screening method for consulting, finance and executive positions. Case interview test is to find your ability to solve problems that may or may not arise in your job table. It is to know your ability to think differently without having real data in front of you.

Questions like,

"Why are tube lights so long 'or

"How many kgs of potatoes are consumed in your state every evening'?"

These are some sample questions for which you may not have a ready answer for. Even if you have one wild assumption you may not have a proof for it. Even if you have a proof, the interviewer will have another doubt in your answer which you may not be in a position to answer. For example when you say a reason for the length of the tube light the interviewer may ask you the reason for the shape of the small white bulb. It will be the time when you are tested.

In most cases the candidate shows expression of disappointment, lack of creativity, restlessness or blankness. Such questions are generally asked not to get the right answer for the question but to know your inner readiness to take such a horrible situation. A good answer for such questions can be something that shows the sport in you.

For example:

If the question is 'Why are tube lights so long'?

An impressive answer after a thought could be

'I really don't know but now I wonder why'

A situation where business problems are presented could put you into being something like this.

For example:

"Hindustan Motors is considering the release of a new model car for middle class people. What issues does the company need to think about?"

What could be the answer?

It's almost impossible to become a logical thinker who possesses business smart answers overnight.

There is no need to worry about the right answer for such questions. Being cool and participating in the problem of the question with a light heart is a sufficiently convincing answer to put you on a positive platform.

3. Behavioral Interviews

Another point what the interviewer could establish these days is the truth and effectiveness of your resume. With a motive of writing a presentable resume be conscious that you should not exaggerate your accomplishments with words of supremacy and tall claims.

Such expressions may sound immature or untrue to the reader rather than impressing upon him anyway. Employers want to have evidence to back up 'possibly exaggerated' claims. Don't ever think about saying, "I have excellent organizational skills," Without having two or three examples of when you used those skills. For every positive statement about yourself, prepare a STAR analysis. A star analysis goes like this.

- *S = SITUATION Analysis.
- ** T = TASK list
- *** A = ACTION execution.
- **** R = RESULTS.

In other words explain a Situation you faced, list the Tasks you had planed to handle such situation, tell the Action you had taken and about the Result arrived-whatever the result was.

Home work for Success

All this is possible with a simple and interesting home work and systematic approach. We can even say that it is the minimum respect and seriousness which should be given for a most possible success that awaits you .The most important elements of interviewing success are preparation and practice.

Not even in high school, homework has been so critical.

EXERCISE
CHOOSE THE RIGHT ANSWERS

- 14. Getting ready for an interview means.....**
- a. Preparing to answer questions to check your subject knowledge
 - b. Dressing up neatly and taking wishes and blessings from others
 - c. Contend with many different kinds of questions and formats
- 15. Advantage of Phone Interview is**
- a. You can prepare notes and refer
 - b. Your dress code and body language will be the best
 - c. You can understand the person and the company better
- 16. Mood set for a Phone interview may be**
- a. Easily Ecstatic
 - b. Easily Focused
 - c. Completely Absent
- 17. Assuming that you are expecting a call from an employer.....**
- a. You should put off the phone for a while
 - b. You should ask him to call in the cell phone
 - c. Prepare to win the situation very effectively
- 18. Questions in a case interview are.....**
- a. Easy to answer
 - b. Asked to avoid you
 - c. Can have many answers
- 19. Questions in a case interview are.....**
- a. Tuff to answer
 - b. Asked to Know your lateral thinking ability
 - c. Must be answered correctly
- 20. When a case interview question puzzles**
- a. Be sure to try for another job
 - b. Participate in the question with a light heart
 - c. See that you don't get into this company

21. In your resume give details of your experiences as

a. School, Technical Institute, Attributes ,Result

b. Situation , Task Action , Result

c. Salary ,Talent Attitude ,Remarks

22. The most important elements of interviewing success are

a. Prayers and Punctuality

b. Peace and Policy

c. Preparation and Practice

5. Cold Calling Is Just A Phone Far Away

Cold calling is a basic technique used in selling, and when done properly, it can provide new opportunities for you. Any professional salesperson will tell you that sales is a number game. The more people you talk to, the better your chances of making a sale. A good salesperson will also tell you that one key to success is proving to people you have something they need -- that you have the solution to their problem, that you can help them. But first you've got to pick up the telephone and make some calls.

If the very thought of calling a stranger and selling yourself makes you anxious, you are not alone. Most people are not natural-born salespeople and have to push themselves to make that call. But if you can begin to think about helping someone by providing solutions, the call will become easier, and you'll have a better chance of success. Cold calling has a proven success record for even the most ordinary sales person. It is a good idea to prepare a script to read from before making the call. The script itself has to have a hook, something extremely enticing to the hiring manager about your accomplishments, your years of experience, the successes you've had, and in some cases, your education.

When you have spoken out to offer your service over the phone it would give an effective beginning for a meeting if you could ask
'When can I come in for an interview?'

This may sound so simple that you may feel foolish saying them at first, but they get results.

Modifying the phrase to,
'Can I come in for an interview?'

Won't be as effective since you are expecting any answer in the question. The chances of getting the answer you want is lesser. Why choose it when you can be more assertive and display better eagerness that could tremendously increase the scope to look forward and proceed.

Writing your script will be the first step toward success with the cold call. This will require you to evaluate how you want to focus your statement. Think about what you have to offer. Why would this employer be interested in you? Begin by researching the company and finding out about the projects and business deals it's working on. How can you use this information to sell yourself?

- Begin with a greeting -- sounding enthusiastic will be a plus.
- Introduce yourself and say what your specialty is and how many years of experience you have in your field.
- Talk about your specialty, or the key strengths you have that are relevant to the company's needs. Example: "I have the ability to close sales, and negotiate killer deals." Or, "I recently negotiated a 35 percent savings on project costs for my company."
- Ask the magic question, "When can I come in for an interview?"
- Once you get your script written, you'll want to talk directly to the decision makers.

Sales professionals will tell you that not everyone you call will be interested in what you're selling. Expect rejection. Two out of every three calls will not lead to new prospects. But success is the result of trying.

Games and sports provide a good example for persistence. India and Pakistan have been playing cricket since long, winning each other or losing to the other. Still, now they would be looking forward only for

the next match with an increased zeal and determination and willing to play without time to look back. Your career will benefit from the same type of determination. Consistent efforts are important. Keep practicing and trying, even when you face repeated rejection and it seems that all you hear is “no.” Your goal is to continue calling until you get a “yes.”

That's when you will feel the thrill of success of being determined.

EXERCISE

CHOOSE THE RIGHT ANSWERS

- 23. The cold calling is a basic technique used in**
- a. Dating
 - b. Detecting
 - c. Selling
- 24. Key to success is.....**
- a. Talking Directly To The Decision Makers
 - b. Proving To People You Have Something They Need
 - c. Calling In The Evening Hours
- 25. You are right if you think about.....**
- a. Taking hilariously
 - b. Talking about providing solutions
 - c. Talking for a long time
- 26. The script itself has to have**
- a. Neat handwriting
 - b. A dialogue written
 - c. Something enticing
- 27. The magic question to be asked is.....**
- a. Can I come in for an interview?
 - b. When can I come in for an interview?
 - c. Should I come for an Interview?
- 28. Consistent effort.....**
- a. Gives frustration and boredom
 - b. Gives Rejection and confusion
 - c. Gives success of being determined

6. Informational Meetings Before Interview

This is an era when a serious interviewing is initiated in the cafeteria of an office or a lobby of a public building. Especially in a country as populated as India where a good percentage of resource for global companies are hanging around in the airports or railway stations - an unplanned interaction triggers between strangers.

When one of the two is looking for a job and the other is working with a potential employer the conversation is more than interesting for the job seeker. Here the candidate has a fair chance to tap a source to know a lot of information about the company.

This is getting popular everyday. As a matter of fact, besides in marketing a percentage of IT recruitment is happening this way irrespective of who starts the conversation and where.

Many career advice experts say that candidates should research a company thoroughly before an interview. Where there's a will, there's a way. Finding a way to gather information on a company distinguishes the good from the others. You might be able to find a press release to pick up and call someone and say

'I saw your press release. It looks really good. Would you please be open to me asking a few questions? I'd like to know more.'

That's the way you get information.

The demand for a large volume of homogeneous resource as work force, with a little experience gives jitters to the employer as much as to the candidate. A fat pay pack is a popular defense to sustain the recruited candidates in many companies who do not want to keep hunting for heads, especially when the projects are on.

All this demand does not mean that you are in anyway going to be hired with whatever you don't have. Remember such companies who pay well for the demand are also careful not to consider anyone deserving unless they prove to be fit for a fair job. At least they should sound O.K. for an assignment after a good training.

In an informational interview, you are seeking leads and information regarding an industry, a company or an employer by talking to people you knows or who have been referred to you.

But before you run out and begin informational discussions, you have to do your homework. Follow these tips to prepare:

1. Identify the Information You Want.

Deciding which position, company or industry you want to learn about will depend on what you want to do with your life and career. You should have a sense of what is important to you and what you want.

2. Make a List of People You Know.

Choose those who can help you connect to other people within a company or an industry. Since this is part of networking, you will want to include anyone and everyone you know.

3. Make the Appointment.

Set up a 15 to 30-minute interview with the person identified. Most people will be more than happy to help you. Don't get discouraged if you find some people are just too busy to give you an appointment.

4. Plan an Agenda for the Session.

This is your meeting. You will have to plan an agenda for the session. Don't assume the person will give you the information you need unless you ask the right questions. Select questions that will give you the most information. Be efficient and do not overstay your welcome.

5. Conduct Yourself as a Professional.

Dress and act the role of the position you are seeking. Try to know as much as possible about the company before the interview so that you can ask informed questions.

6. Show Interest.

A little flattery goes a long way. Say something like, "My friend Mr. Jaffer gave me your name and told me you're considered to be an expert in your field. How did you get started?"

7. Be Prepared to Answer Questions about What you're Looking For.

Have a short personal statement prepared that you can present if you're asked about your job search. Bring a resume, but don't offer it unless requested. Remember, the purpose of this interview is to obtain information.

8. Get Names.

Ask for other contacts in the field. If no names are suggested, be grateful for the information or suggestions obtained.

9. Send 'Thank You' and 'Follow Up' Letters.

Thank the person at the conclusion of the interview, but also send a letter stating your gratitude for the time given. Stay in touch with your contacts by writing notes or emails, informing the person how helpful his suggestions have been to you.

10. Take Advantage of Any Referrals You Receive.

In this process, you will have to take risks and stretch beyond your comfort zone. Each step will take you closer to that job offer.

Recall the steps.

1. Identify the information you want.
2. Make a list of people you know.
3. Make the appointment.
4. Plan an agenda for the session.
5. Conduct yourself as a professional.
6. Show interest.
7. Be prepared to answer questions about what you're looking for.
8. Get names.
9. Send 'Thank You' and 'Follow Up' letters.
10. Take advantage of any referrals you receive.

The informational interview is a source of power you can use to your advantage. With preparation, listening and follow-through, you will find the power of people helping each other.

EXERCISE
CHOOSE THE RIGHT ANSWERS

29. Career advice experts say.....

- a. Gather information on a company before interview
- b. 'Please' someone in the company before interview
- c. Meet the Bankers of the company before interview

30. Informational discussions includes.....

- a. Finding the pay suitable to your loans
- b. Finding the position suitable to you
- c. Finding the person who accepts gifts

31. Informational interview makes

- a. You run left, right and center
- b. Makes you talk to people who are not concerned
- c. Takes you thro improving changes towards the success

32. Getting lot of facts about the company.....

- a. Gets you a job
- b. Impresses all the office people to recommend
- c. Helps you to think more for a good presentation

7. Four Important Points

(Preparation, Practice, Personal Presentation, Pertinent Questions.)

Experienced HR heads who have been involved in recruitment and candidate selection for many years have noticed a common thing among candidates of different cadre. Their experiences say in general that the candidates who fail to impress in the first meet are usually those who have not prepared.

Expert Advice

Interviewing can be divided into four components called the four P's of interviewing:

1. Preparation.
2. Practice.
3. Personal presentation.
4. Pertinent questions.

Preparation

Expert interviewers feel it terribly frustrating to have a candidate sitting before without knowing anything about the company or the position for which he is applying. It is estimated that roughly one out of five prospects commit this mistake. HR people always expect the candidates to have looked at the Web site, read the company's brochure, talked to people who've worked there and all this could be the required baseline homework before going for an interview. If you haven't done, it can really make it uncomfortable in the interview, because either you're not going to understand what the interviewer's talking about, or you're going to ask some dumb questions.

Another thing is 'not really preparing' for the interview itself.

Applicants should sit down and think,

'What are they going to ask me when I'm in that interview?'

With a little bit of asking around, you can find out things like, "Do they use 'behavior'-based questions?"

"Do they use 'case'-based questions?"

"Do they use a really unstructured conversational interview?"

Finding people to 'talk to' within the organization can yield a lot of information. It is perfectly acceptable to ask some questions when setting the interview up, including:

- Who will I be talking to?
- Any suggestions on how to prepare?
- Should I expect a particular type of interview format?

You have nothing to lose by asking. It shows that a candidate is interested in what's going to happen. As an employer they are interested in you and they are inquisitive to know more about you. In most cases, that will prove to be a very positive thing.

Practice

Candidates can often anticipate the kinds of questions they'll be asked during interviews. The guess will be right to a good extent when the homework is done well. Once you've determined the probable questions, it is good to practice in front of someone.

Preparing yourself is effective if you could look into the mirror and practice asking or answering. It's much more difficult to give your answer to a live person and ask them what they thought of your answer. Quick and effective practice is when you look yourself in the mirror and try out.

Personal Presentation

Dressing appropriately is sometimes lost on recent graduates. Many times young people will show up wearing a dress when some

other outfit would be appropriate. Or even if they do come with the right outfit, sometimes it's that they are not well-presented. Bold colored, trendy or wrinkled outfits can simply be avoided and it doesn't take much to decide all this for anyone. It could be a lot of different things that are easy to fix, but it just doesn't help them when they are up against a lot of competition for a position... Again, doing the homework should reveal the appropriate attire.

Be sure to cover all the standard interviewing etiquette points as well. Even the basics.

A good handshake

- A good handshake gives an expression of oneness, confidence and integrity.

Not being nervous

Nervousness is a discomfort for both the candidate and the employer. The employer may not wish to proceed much to explore in the conversation and the process may take more time and take any unpredictable turn.

Smiling

Smiling -- Because they don't see the real you if you keep your lips uptight. Remember that a smile is the cheapest and most effective dress you could wear and as a matter of fact the most important thing that you MUST wear.

Eye contact

A lot of people put a lot of weight into eye contact. Eye contact gives the quickest understanding of the individuals and helps talk facts and avoid exaggerations.

The fire of 'wanting to achieve', A light of 'Sincerity', The depth of 'Seriousness', The power of 'Proximity', The probing of 'Curiosity', The eagerness of 'Alacrity' can all be expressed and understood at the speed of light with one proper eye contact of the individuals. Maintaining all this is important to impress upon naturally at all stages of the meeting.

Pertinent Questions

'Do you have any questions I can answer for you?'

Generally when this question is asked to the candidates, many experts are disappointed to hear an answer like,

- 'No., I think you answered them all.'
- This in many a case is disappointing and reflects negatively on the candidate.

Include developing a tough question in your preparation to finish things off. Interviewers generally like it if you open up with your questions. Ask a question in your mind. It doesn't matter even if it is a difficult question -- something that takes some guts to ask. It shows that you know their company to some extent, and you've thought about your question.

It all goes back to preparation, and it tells the interviewer that you thought about this interview before you walked in the door. Asking really a well-thought-out question that shows you know a bit about the business helps a lot at times.

EXERCISE
CHOOSE THE RIGHT ANSWERS

33. Candidates who fail to impress in the first meet are.....

- a. Usually those who are nervous
- b. Usually those who have not prepared
- c. Usually those who have another job option

34. Four P's of interviewing are.....

- a. Policy, Politeness, Point of view, Pessimism
- b. Pompous glorification, Peaceful conversation, Persuading tone, Point of view
- c. Preparation, Practice, Personal presentation, Pertinent questions

35. While going for an interview.....

- a. You need not know anything about the company
- b. You should know everything about the company
- c. You should know something about the company

36. When you meet a company person you can ask

- a. Any suggestions on how to prepare
- b. The pay of the various positions
- c. If the company will exist forever

37. Quick and effective Presentation practice is

- a. Before a live person
- b. When you look yourself in the mirror and try out
- c. When you try out in the dark room

38. A good handshake gives.....

- a. A lot of sweat
- b. A lot of confidence and oneness
- c. A lot of fear

39. When you are nervous.....

- a. You may be asked easier questions
- b. Your knowledge and ability may not be explored
- c. The interviewer will ask you difficult questions

40. Your dressing is complete, only when you wear.....

- a. A pair of shoes
- b. A good tie matching your dress
- c. A broad smart smile

41. An eye to eye contact with the interviewer signifies.....

- a. Fear and frustration
- b. Staring and threatening
- c. Curiosity and seriousness

42. When the interviewer asks 'Do you have any questions?' the right thing is.....

- a. To say Yes and ask only the doubts about the job
- b. To say No and say nothing.
- c. To say Yes and ask about his star sign and hobbies

NOTES

8. Dress Well And Feel Good

International Image Consultants say that 'Clothes' should be a part of who you are and should not be noticed separately. Nowadays, if you were to ask 100 people for their opinion about what to wear to an interview, the majority would answer, Dress on the conservative side. This is by and large O.K. with our men. Keeping the women folks in mind and perhaps in general, here are some suggestions on how to avoid fashion blunders and what to wear when interview time comes around:

- **Wild Nails:** This tip is for women or men. Extremely long or uncut nails are a real turnoff. Your nails should be groomed and neat.
- **Jewellery That Jangles :** Don't wear more than two rings per hand or one ear ring per ear. And no face jewelry or ankle bracelets allowed. For men it should be out of sight.
- **Open-Toed or Backless Shoes:** NO. Out-of-date shoes should be thrown out or kept for other occasions. Needless to say that the shoes should be well polished.
- **Bare Legs:** In India now it is not common to show of legs. However it is not wrong for people with suitable body style. Consult a specialist in body language and consider your work style and culture of the town. Wear stockings, even in humid summer. Stockings can be in neutral colors or a fashion color to match your shoes.
- **Out-of-Date Dresses:** Building upon the sentiment of wearing father's suit is all right only as long as it doesn't turn the heads. Old fashioned dress needs to be avoided at least till it takes its turn again sometime in life. For a formal interview for the post of an executive the safe style for men is full-body and looser rather than fitted or tight.

- **Short Skirts:** Not for official use in India. However if you are a person with urban background you are quite accepted and free from taboo. While choosing such dresses please obey your intuition and match your personal culture with the culture of the office or the work spot your intuition in this can never be wrong.
- **Leather Jackets for Men or Women:** Even leather blazers are not good for interviewing purposes. They look like outerwear.
- **No round neck:** Should be avoided. A tie is preferable, at least in the first go-round. Wear a collared shirt with a neat collar.
- **Printed or Trendy Handbags:** Women folks should not carry printed or trendy handbags. Men folks, do not carry Red Briefcases or bags. Briefcases, purses and shoes should all be conservative in color and in good condition. Purses should be conservative and inconspicuous. Don't reveal it. Let it be unseen.

Conservative Colors in various shades of blue and grey are best.

- **Black Is Serious:** Wearing black to the interview could be viewed as too serious. If it is a black over coat, make sure that there is another color near your face to soften the look. Other than a coat anything in black for the upper part of the body is a blunder in the Indian market.
- **Brown:** Brown is still considered questionable as a business color and probably should be avoided in the western context. In India its O.K..
- **Second Interview Outfit's:** Change your outfit's look for a second interview by wearing a different dress.

An interview is not the place to make a fashion statement, though those in the art fields and the very famous can be more adventurous. Everyone else should opt for a conservative look. More and more companies are returning to standard professional dress. Whatever you

wear should accent the fact that you are a professional who is ready to get to work at a new job. Let common sense guide you and it should be easy to avoid fashion blunders that could damage your chances of getting to the next level in the process. In this market, it is essential that you look good and your appearance is right for the job.

EXERCISE
CHOOSE THE RIGHT ANSWERS

43. International Image Consultants say that 'Clothes' should

- a. Be a part of yourself*
- b. Should be separately attractive*
- c. Rich and colorful*

44. Well Dressed person.....

- a. Feels Proud*
- b. Is generally Selected*
- c. Impresses first*

45. A Good combination of the three is.....

- a. A black shirt with Grey pants*
- b. A Brown shirt with white pants*
- c. A light blue shirt with Navy Blue pants*

46. For an Interview

- a. You wear conservative clothing*
- b. You dress up in the latest fashion*
- c. You wear traditional outfits*

9. A Bad Boss

We've all heard stories about the nightmare of working for a bad boss. Most of the middle aged people should have had the unique displeasure of being with one.

Signs of bad behavior often appear as soon as the interview starts. Take this advice, and you might be able to avoid a negative work environment -- or at least know what you're in for:

Disrespect:

Before the interview you could have a lot of clues of disrespect if you had started interacting with the company you are applying. For example: If you had communicated thro email and your mail is not responded, do not ignore it for any reason. You are fairly correct to at least expect an oral acknowledgement for having received your mail. If you do not get any such response you should start evaluating in defense to your self esteem. You need not react to it. But do not overlook unprofessional activities. These are small samples of the work style which your potential boss could have forever.

Visual Browsing:

If your boss scans you from head to waist versus waist to head as they extend their hand in greeting you, they are intuitively sending a message that you are smaller than they are. Though subtle, it's the nonverbal equivalent of a belittling comment. This is not a good sign and your talents are not going to flourish in this environment easily.

Interviewers Body Language:

An insecure boss will find you threatening if you are good at your job and will use the power of the position to make your life miserable.

Watch for constant shifting of eyes or avoiding eye contact or rifling through papers as you talk. This is a behavior of an insecure boss. In most case you can find this behavior with persons immediately senior to you or from someone who already has proved less worth in his position. Such person may not be your boss in the future but can be considered to choose the right person for the company. In Indian market all this is not rare though not very common. Some interviewers get so worked up that they take a break and go for a smoke, eat or drink coffee excessively on the day of the interview. Some may starve for long time. Some may not sleep for hours together. Some speak in triplets: 'hi, hi, hi,' 'good, good, good,' 'Yes yes ' no, no, no' and so on . But speaking like this does not mean that they are bad. At times this habit develops when their stress level is very high. The stress could be high since they are in a responsible work of identifying and deploying the right person for the company.

Lack of Attitude:

If your interviewer exhibits a general lack of enthusiasm or interest in the company, watch out, it could be a bad day, or he could be a bad boss. In an ideal interaction the company person has a responsibility to display the same kind of enthusiasm and eagerness to hire a person as much as the person has when he arrives at an interview. Try and activate the enthusiasm of a bored boss by asking questions about the company. It is not uncommon for an interviewer to get bored of continuously meeting 'not so interesting' or incompetent candidates. Naturally they would get a tendency to put you on the same list and expect nothing better out of you. It is important that you should ring a bell of attraction towards you by putting your curiosity to play. You should sound to him like a person good enough to end the interview.

Nervousness:

Don't ignore extreme behavior. Some bosses may have the habit of expecting the best and in minutes react to the smallest dissatisfaction. Finding fault thereafter would be a continuous obsession to such person and we can say it is a kind of reverse nervousness. Such people are generally impressed with humble and self humiliating statements such as 'Please give me a chance to improve' 'I am sure I would overcome my inadequacies under your guidance' and so on. It is up to you to decide to give such statements and it should not be a compulsive decision.

Telling such statements may be pretty dramatic ego massage but in many places it just works.... at least to stop the interviewer openly ridiculing you before others in the panel.

Lack of trust:

A toxic boss openly displays a lack of trust in people, especially for those on the team in which he or she is supposed to lead. Ask what the company's problems are and what their causes might be. If the answers to these questions consist of wildly

blaming others in the organization, especially those on his or her team, the person lacks trust in others.

Causing Fear to keep control:

Ask the prospective boss about others on the team with whom you will be working -- specifically, how well they work together, stay focused and meet objectives. Be aware if the response identifies a lack of respect for people. When managers disrespect and distrust others motivation, they resort to extrinsic means, such as threats, public humiliation and comments about layoffs. Beware its hard to work in a doubting environment.

You better don't trust this company at least when this person leads the show. Ears are the best barometers. Our choice of words setup the mood that raises or lowers the energy in the room. If the interview begins every sentence with a negative message and tries to diffuse it somewhat it is likely that negativity prevails in their lives and carries over into the work. There are also bosses who make express sympathy for your jobless status and appear very friendly to you. It may sound odd. But what you should understand is that this is a trap you may not know at all. You may tend to go too confident about your confirmation and start dreaming about working with such a sweet boss. For a 101 reasons this may not happen later.

Would you say that the interviewer deceived you by being good and talking kindly to you? Would you compare it to children being put into deceiving situations with ice creams and toffees? Would you ask 'How many kids don't want candy?' Or 'How many adults don't want to work for a boss who is nice?' It is a trap you could easily avoid if you understand that friendliness is only a matter of courtesy or nature of a person and in no way it can be a confirmation letter for a good job in the company.

Self-imposing:

In the course of the discussion also note that If the interviewer's project that their ideas to be more important than finding out about your ideas, or if you provide an answer and the interviewer tells you're wrong and interrupts with his own answer to the question, it may be an indication that he will be difficult to work with. You need not be too particular about this job and rather look forward and wait to work for a Better Boss.

EXERCISE
CHOOSE THE RIGHT ANSWERS

47. A Bad Boss is

- a. One who is Good natured and Polite
- b. One who is Strict and Punctual
- c. One who looks down upon employees

48. When your boss is not looking at you eyes while shaking hands

- a. He is checking at your Dress sense
- b. He is thinking about something else
- c. He is not respecting you

49. An Insecure Boss.....

- a. Has the fear of closure of the company
- b. Has a complex mind
- c. Hates the new candidates

50. Boss with a Lack of Attitude.....

- a. May not be interested to listen to you at all
- b. May talk to you if you sound interesting
- c. May expect you to ask questions

51. A boss who lacks trust

- a. Keeps blaming others
- b. Will ask you to prove that you are a sincere person
- c. Should be avoided

52. Negativity in the organization can be sensed by

- a. Pleasant talks by the interviewer
- b. Pessimistic beginning of conversation
- c. A firm hand shake and straight look at your eyes

53. Extreme Friendliness of the interviewer means.....

- a. Your job is confirmed
- b. That he is going to cheat you
- c. None of the above

10. God Can Only Save This Interview

At some point in the job search process, it may happen that you could have a really bad interview. Except in some instances it is not you who spoils it. It could be the hiring manager. There could be a million reasons why the person is not prepared for the job interview. His mind could be occupied in so many things domestic and official especially in an office where he is the person most working. This is one way of getting worked up or it could be a Monday morning and he is just out of practice.

The challenge for you as a job candidate is to try to turn the interview around and make a favorable impression and work the situation to your advantage. It is possible to save a job interview which lacks luster -- it just takes a little bit of fineness mixed with some assertiveness. Here are three different problems you may encounter and ways how to handle them.

The stressed Interviewer:

This kind of hiring manager is late, completely unprepared, forgets your resume and maybe even expresses surprise to know that today is the interview. Give the person time to get settled, and express sympathy by saying sentences like

'I can tell that your work here is important and busy Sir.'

Also, give the interviewer a chance to reschedule by saying

' I think I shall wait till you are done with all that concerns you now.'

These are statements you need to say only if you need to relax him 'off' the guilt for not being prepared. A good hiring manager may

pro-actively receive you with an apology for the unprepared display. Believe it. He will be a nice person to work with.

If you are not given much time on that day and if you are not given another day to come then you need to match with his speed of getting ready and closing as per schedule. In such a situation you can straight away lead the interview by saying something like -

“Would it help if I told you about myself in relation to this job?”

The key is saying this in a friendly, professional tone. How you say - says a lot about you.

A Verbose Interviewer

You may get a hiring manager who spends too much time talking about the job, the company or any number of other things. You know you only have about an hour to sell yourself.

At some point, they do have to breathe. Wait for a pause, and then ask the hiring manager a question that you immediately follow up with an answer. For instance, you could say, "How would you describe the work systems in this department? For example, in my last job I created a job calendar so that all team members knew what was due and what was done."

Here you have a question and an answer. You have given an idea to him.

Another tactic is to give the interviewer something to read, like your portfolio, and then lead that into a discussion about your skills. The bottom line is to treat the person with respect but interject to some degree. Well if you don't, your competition will. Interviewer for the first time

This is an interviewer who doesn't know what he's doing. Maybe the person was roped into being there. Maybe they just don't know what to do. In a way, it is you who is teaching them how to be an interviewer.

Here is a situation where you have to take control of the interview, but in a subtle way. Ask them questions about the company and the job to get the ball rolling. Show them your portfolio. Keep thinking about how you can help them learn more about you and your skills, and then turn the conversation into that direction. Remember. You're in total control. Even if you run into one of these three types of interviewers, you have some control over the interview. Clearly communicate the points you want to make about yourself, and make sure those points stick in their minds. Lastly, realize the job search is a process, and as such, you need to continue networking. Keep up your activity level so that this is not your only interview and there are other prospects for you.

EXERCISE
CHOOSE THE RIGHT ANSWERS

54. *The stressed Interviewer.....*

- a. Has a problem at home and does not want to see you today*
- b. Has an important work that he has to cancel the interview*
- c. Is not prepared for some reason*

55. *If the stressed Interviewer is feeling guilty for not being ready.....*

- a. Ask him to say sorry*
- b. He should confirm the job for you*
- c. You should comfort him to relax*

56. *In a stressed Interview, if you are not given much time to discuss.....*

- a. Say goodbye and leave the room*
- b. The interview is an eyewash*
- c. You start talking about the benefits to the job if you are appointed*

57. *When you meet an interviewer who talks a lot*

- a. Sit straight and listen*
- b. Put him to focus with relevant questioning*
- c. Take a break and have a cup of coffee*

11. Converse Comfortably

Think of Your Big Interview as a Simple Conversation. A lot of job seekers go into interviews expecting to be grilled. They prepare for the typical interrogation techniques and practice their answers to all the usual interview questions. They have their talking points tucked away in the back of their minds. But many job seekers fail to recognize that often the best interviews do not feel as much like interviews as they do compelling conversations. Have you ever noticed that the best actors do not seem like they are acting? Or have you had a great day at work and then realized that it didn't feel like you were working all day? Interviewing can feel much the same way. Think about the situation from the employer's perspective. You may be the 10th person the manager is seeing that week, and many people feel just as awkward interviewing as they do being interviewed.

A comfortable exchange with someone who has similar professional interests may be a welcome relief from the regimented interviews. If you have the ability to make whomever you're talking to feel like they are simply engaged in an intriguing conversation, you could be setting yourself apart from the pack.

Prepare to Relax

None of this is to imply that you should not prepare yourself for an interview. To the contrary, the more versed you are on the job at hand, the more conversational -- and convincing you will sound.

In a best-case scenario, if you've done enough practice and really have a good sense of what your best professional qualifications are, then the interview should proceed on a more natural basis, because you're not nervous at that point.

Your Career should be your favorite topic when you are looking for a job.

Let's imagine. You are a cinema buff and you are at the local saloon. You happen to read about a recent release of one of your favorite directors and you happen to strike a conversation with a fellow person who is another cinema lover. The two of you catch up into all matters related to all recent releases, performances of some film stars, some memorable music, some sensible lyrics, and some good movies in the past and a few notes about future releases so on and so forth. For a gardening lover you can imagine that you are at the local greenhouse nursery. You are picking out the perfect rose plants and a few hibiscus colors when you strike up a conversation with a fellow garden lover. The two of you hit it off instantly, comparing notes about the best time of year to plant, ideal fertilizing and watering techniques, and other tips about getting your vegetable plants to grow. Before you know it, you would be late for dinner at home since the conversation was so engrossing that the time just got away from you. Think about such conversations for a minute.

You probably did not think about it in these terms, but you were completely prepared for the conversation; after all, you spent years learning about gardening and could hold your own in the conversation.

You were happy to find a friendly person who shared your passion. You imparted some knowledge and picked up a new thing or two. Believe it. You can do the same thing in interviews.

Know Your Chemistry.

Chemistry is the human element we talk about. Having a natural conversation essentially makes the interviewer feel comfortable, and therefore makes him or her like you. Job seekers should be cautious NOT to memorize the answers to a question. That is a grave mistake. It comes out ready made and you've destroyed that chemistry and

spontaneity aspect of the interview. A mental mistake many candidates make is trying to make up answers to questions. In a normal conversation, you might say something like,

'Yes, that's a good question'.

'I've never really thought about that.'

'I wonder if it could be this or that'

Why not do the same at an interview?"

Different Approaches for Different Situations

No single strategy works with all interviewers. While some welcome casual conversations, others look to keep the interview a bit more formal. In most cases you need to go to the interview and assess your interviewer in the first few minutes. See what kind of person they have. You could judge from their mannerisms and from their initial questions what they're expecting from you and you can for sure proceed from there.

Bring Up a Weakness

In an interview, bring up a weakness before you're asked for one. For example,

"The truth is, I really need to work on my leadership skills. I'm a good worker and totally competent, but sometimes I lack the confidence to stand up and take a leadership position." This kind of openness is of no big use in terms of exposing your knowledge or your experience but it builds up the 'Chemistry'. It helps ensure you're likely to succeed on the job and differentiates you from typical candidates who hype themselves. It can even get you the job.

Explain Why You Left

There can be a situation when you leave one job and join the other. Let us assume one such a situation.

Follow these guidelines when interviewers ask, "Why did you leave (or why are you seeking to leave) your company?" Describe the reason for your departure, and don't go into details unless asked. Provide references to support your reasons for leaving and job performance. Stay with the facts of what happened, what you did, how you felt and what you learned. Then describe how you will handle things differently in the future.

Answer Briefly

When it comes to talking during an interview, sometimes less is more. As a general rule, you should speak one-third of the time and definitely not more than half of the time. The best interviews have a give-and-take atmosphere. To do this, you need to ask questions and try to draw out your interviewer rather than talking about yourself nonstop. When it's your turn to speak, don't hesitate to tout yourself -- just remember to stop talking when you have conveyed what you wanted to say. What can you do to improve your chances at the interview? Try these tips.

Be Patient

You really have to listen to the question, and answer the question, concisely.

So many people do not realize this basic thing. When the interviewers ask them a question, they start off on a tangent with their answers. Such candidates want them to be heard but unfortunately do not say things relevant to the question.

Not listening the question properly due to over enthusiasm to impress is a stressful condition that may put you in a wrong tone and make you probably give a wrong answer. A patient approach by listening and understanding the question would intuitively make you give the right possible answers at the earliest. Remember - No interview is conducted with a stop clock 'ON'.

Provide Examples

Its one thing to say you can do something; it's another to give examples of things you have done. Come with a toolbox of examples of the work you have done. You should come and anticipate the questions a recruiter's going to ask based on the requirement of the role. Think of recent strong strategic examples of work you've done, then when the question is asked, answer with specifics, not in generalities.

You should say, 'Yes, I've done that before. Here's an example of a time I did that...,' and then come back and ask the recruiter, 'did that answer your question?'

When you are convinced with your answer believe it everyone is.

Be Honest

Some, candidates get the impression that it is right to try to dance around difficult questions. If you don't have a skill, just state it. Don't try to cover it up by talking and giving examples that aren't relevant. You're much 'better off' saying you don't have that skill .

Keep Your Guard Up

You can split recruiters into two types . There are those who are very straight and serious, and candidates better take the process seriously as well when dealing with them.

"Then you have recruiters showing themselves as candidate's best friend when they call you. Their technique is to put the candidate at ease, because they want them to tell everything, and a lot of candidates mess up in this area. The candidates start to think that the interviewer is cool and then they cross the line. Remember: Always maintain your professionalism.

Ask Great Questions

Nothing impresses more than a really good question that not only shows you've researched the company in general, but the specific job you're hoping to land as well.

That makes the employer say

'Wow, this person has really done the homework.

He not only knows the company, but he knows the role.'

EXERCISE
CHOOSE THE RIGHT ANSWERS

58. Job seekers should.....

- a. Memorize the plan of conversation
- b. Should not memorize and recite
- c. Should expect the interviewer to assume answers

59. It is right

- a. To tell about your striking weakness upfront
- b. To tell about Your weakness when identified by the interviewer
- c. Not to tell about any of your weaknesses

60. Interviews are conducted

- a. Only for minutes so you should answer quickly
- b. Slowly . But with a stop clock for you to refer
- c. Casually but with a serious objective

61. Being patient and Honest

- a. Does not get a job
- b. Can impress better
- c. Is foolish

12. How To Handle Common Interview Questions

We'll look at some common questions and what you should consider when formulating your responses. Work through each potential question, creating your own responses, and you will be in great shape for your next interview. It helps to write out potential answers. Even better: Practice aloud with someone.

Can you Tell me about yourself ?

Such an innocent-sounding question, but it is a bit of a trap. The interviewer wants to see how you present yourself, but this is not an offer to recite your resume.

This question, usually occurs at the beginning of the interview . It is a predictable opportunity to craft an engaging, executive summary of who you are professionally and why you are there. While there is no hard-and-fast rule as to how long it should be, let's say it should last up to a minute. If you are given this opportunity, turn it to your advantage to establish momentum. The stronger the connection you can make between your background, knowledge and interests, and the job at hand, the more compelling you will be as a candidate. If there is something notable about your personal life that adds to your candidacy or helps explain your career trajectory, add it. Otherwise, leave personal details out at this stage unless invited to explain .Why are you interested in this job/our organization?

Fair question . Why are you? The interviewer knows you are looking for a new opportunity, and at a basic level, a job. Why else? A candidate with good reasons is going to be more interesting. This is not about telling them what they want to hear. Your reasons could involve opportunity, career fit, cultural fit, interest in their business, personal value proposition fit and your ability to be successful in the job. It's also

a great opportunity to illustrate the homework you've done on the company.

How would your past experience translate into success in this job?

Either the interviewer is asking in a tone that indicates his doubt about your legitimacy as a candidate, or he is asking you to make the connection for him effectively. You can blow the whole interview here. In fact, you have no business being in the interview unless you are clear why you have what it takes to do the job well. You might start with naming the top few requirements for this job and then describing how you could meet or work on each issue. Or you might begin with your background and summarize how it has prepared you for this job. Often, the context of the job is almost as important as the skills required, so don't forget to speak to the specific challenges and objectives you see in the role.

Can you show proof of your technical competence ?

This question is worded vaguely on purpose. In any number of ways, your interviewer is most likely to ask you to prove your competence in some technical area, important to the job. You need to do so decisively. You could be given a hypothetical scenario, such as a case study or a technical problem to solve, or you simply could be asked to describe your level of competence in a specific skill. How you would do this could depend on the kind of question.

Remember the three possible competency scenarios:

You capacity exceeds the requirement

Meets with the requirement .

Needs development.

Even if you find yourself in the last category, you need not demonstrate that you are purposefully and rapidly developing in that

area and trying to compensate with an area of strength . Surely not in an interview. In some cases where you are allowed, you can try and succeed. The point is that you are better off acknowledging where you are rather than trying to fake it.

You can see the following things running throughout in line.

1. Know yourself.
2. Think about the position you're interviewing for.
3. Connect the dots between your background and the job and organizational requirements.
4. Expand upon your responses to ensure you effectively communicate the depth and breadth of your experience.
5. And of course, understand the nuances behind the questions.

How would you describe your work style?

This is a fairly open-ended question. At a basic level, the interviewer is interested in hearing how you understand and articulate how you work. However, there may be a requirement for someone highly organized, or the team may have a specific way of working, and the interviewer wants to see if you fit. The interviewer wants to know What's the optimum work situation for you? How you work and in what kinds of work environments do you work best. Are you highly structured? Do you focus on one thing and get it done, or move multiple projects forward concurrently? On the environment side, do you do best in fairly structured workplaces, or do you thrive in chaos?

Like any other answer, being specific and backing up your answer with a brief example works best. You could use the past work as an illustrative example.

What is your management style?

This is a classic question for management-level candidates. The interviewer's intent here is threefold: to find out if your management style

fits, to determine if you have management ability and to probe how much you understand your own work style.

It need not be a long answer, but responding with a well-thought-out approach to your management style will make a better impression than speaking out generally.

Tell me about an assignment that was too difficult for you. How did you resolve the issue?

The intent can be varied. The interviewer may be interested not only in your ability to respond to a challenge but also in how you respond. Or he may want to know how you define 'too difficult.' Your ability to learn from a situation you considered too difficult is also relevant. Answer the right way, and you can impress with your coping skills and range of abilities. The wrong answer could take you out of the running.

If you have been in challenging roles, then at some point you should have found yourself stretched to the limit. This is when we grow. So this question is a marvelous opportunity to talk about a time you dealt with a really big challenge successfully.

Do not make the mistake of saying you have never had an assignment that was too difficult for you. Discuss an example of a time you had to overcome a lack of knowledge, skill or experience, or when you took your task to the next level with all odds you can say :

"I wouldn't say that it was too difficult for me. However, I had some...." ..and mention about them....

Tell me about a time when you faced a major obstacle at work.

This is a behavioral interview question focused on an event. In this case, the interviewer is interested in your ability to overcome a

major hurdle. Pick an example that illustrates a significant obstacle that best demonstrates how you work and that had a positive, tangible outcome.

Obstacles might include business problems, a difficult objective, key people who stood in your way or lack of resources. Once you have your example, explain the steps you took. You could include the analysis you performed and the resulting strategy, the process you took, the key actions performed, your arguments or anything else that clearly demonstrated how you achieved your goal. A great response technique for this kind of question is to break your answer down into phases or steps:

"First, I DID THIS ..

Second..I DID THAT ...

so on and so forth .

Behavioral Interviewing Technique

As soon as you hear the words, "Tell me about a time when...," you should be aware that your interviewer is probably using a behavioral interviewing technique. This technique uses your past experiences and behaviors as an indicator of your future success. In other words, if you can demonstrate through examples that you accomplished something before, the interviewer may have the tendency to believe you may do it again. For example, if you saved your company money by streamlining a process and you relate that experience to the interviewer, he will become interested, because there's a strong possibility you could save his company money, too.

Be Specific

Sometimes it's difficult to come up with a specific illustration , because the situation, such as managing multiple tasks at once, occurs regularly in your line of work. For example, when a candidate who had

worked in publishing for seven years was asked, "Tell me about a time when you had to juggle priorities to meet a deadline," She almost laughed out and said, "Juggling priorities is a way of life in the publishing business," .

"There's not a day when I don't have to work under that kind of pressure."

Her interviewer persisted, asking for specific examples of this type of demand.

"I could tell you five incidents that happened this week alone," the candidate replied.

"I had one person on the phone, received three emails with project changes and had two deadlines to meet. And that was only on Monday." In this scenario, the interviewer is seeking information about how the candidate handles priorities and deadlines, how she works under pressure and how flexible she is. Since this candidate had a lot of experience in these areas, she would have satisfied the interview question by telling about a specific time when she demonstrated those organizational skills. She could have shown how she gets things done, no matter what it takes, by saying...

"There was an incident last month when I received a frantic phone call from one of the managers, and I had to drop everything to get a change processed. What he asked was almost impossible, but with some help from my team and working some extra hours, I was able to accomplish the goal. The department manager commended me for pulling off the changes and meeting the tight deadline."

Write Your Stories

Preparing your stories is one of the most beneficial exercises you can do to become focused before your interview. If you say you're good at something, prove it with a story. You should be able to back up

anything you say on your resume or in an interview with a story or an example of how you emerged out from a sticky situation.

Potential Questions

The exact questions you might be asked are virtually limitless. Here are a few examples of the types that you could face:

- Tell about a time when you felt it was you against everyone else. You thought you were right and that everyone else was wrong. What did you do?
- Tell about a time when you were working with someone who wasn't doing much in terms of useful work. ? How did you deal with this person?
- Tell about a time when you failed. What happened, and how did you recover?
- Tell about a time when you succeeded. Can you give a specific example and explain?

Think of your experiences in your last job or a academics. You will get all the stories from your own experiences. You can tell any one of them and succeed.

TRY TO ANSWER THE FOLLOWING QUESTIONS NOW. WRITE IN YOUR OWN LINES IN SIMPLE LANGUAGE. TRY SHORT AND MEANINGFUL ANSWERS.

1.	Tell me about a time when you faced a major obstacle at work
2.	How do you deal with conflict?
3.	Can you Tell me about yourself ?
4.	How would you describe your work style?

5.	Why are you interested in this job/our organization?
6.	Tell me about an assignment that was too difficult for you. How did you resolve the issue?
7.	What is your management style?
8.	How would your past experience translate into success in this job?

9.	How would you tackle the first 90 days?
10.	Can you show proof of your technical competence ?

EXERCISE
CHOOSE THE RIGHT ANSWERS

62. Behavioral interviewing technique is to.....

- a. Know how the candidate handles priorities and deadlines*
- b. Know how well the candidate behaves*
- c. See if the candidate has good manners*

63. Behavioral interviewing technique is to.....

- a. Know about your Knowledge*
- b. Understand your skills*
- c. Learn about your real time experience*

64. Behavioral interviewing technique is

- a. A written test*
- b. A competition to tackle carefully*
- c. A chance to explore into your 'ability in crises'*

65. Behavioral interviewing technique.....

- a. Is to push you out of the interview*
- b. Can be responded with an example from personal life*
- c. Is only for experienced people*

**THINK AND WRITE YOUR EXPERIENCE IN
A FEW SIMPLE LINES**

1.	Tell about a time when you felt it was you against everyone else. You thought you were right and that everyone else was wrong. What did you do?
2.	Tell about a time when you failed. What happened, and how did you recover?
3.	Tell about a time when you succeeded. Can you give a specific example and explain?

13. Mastering The Phone Interview

We have discussed earlier that many companies use phone interviews as an initial employment screening technique for a variety of reasons. Because they're generally brief, phone interviews save companies time. They also serve as a more realistic screening alternative for cases in which companies are considering out-of-town or out-of-state and foreign candidates.

You just got word that you landed a job interview with a company that really interests you -- only there's a slight catch. You would not be meeting with your interviewer(s) face to face. Instead, you will be taking part in a phone interview, the results of which will determine whether you are invited to meet with company representatives in person or not. So the chances are pretty good that, at some point in your job hunt, you'll be asked to participate in a 20- to 30-minute phone interview with either one person or several people on the other end of the line.

In many ways, the way you prepare for a phone interview isn't all that different from the way you'd get ready for a face-to-face interview. All you have to do is , just make slight additions and modifications of your list of preparation tasks.

Here's what you do:

- 1. Treat the phone interview seriously, just as you would do with a 'face-to-face interview'.**

A phone interview seems so informal on the surface that it can be easy to fall into the trap of not preparing for it as well as you would for an in-person interview. Don't take it easy or ignore its seriousness. Be sure to research the company, study the job description, and practice

your responses to anticipated questions, just as you would for any other interview.

2. Have your resume and cover letter in front of you.

You'll almost certainly be asked about some of the information that appears on these documents. You might also want to have in front of you any supporting materials that relate to information in your resume and cover letter . It could be documents you've designed or written , a portfolio of your various projects, or the written certificate letter from your previous employer.

3. Make a cheat sheet .

Jot down a few notes about the most critical points you want to make with your interviewer.

Are there certain skills and experiences you want to emphasize?

Do you have certain interests or passions you want your interviewer to know about and understand?

Be sure these pieces of information appear on your crib sheet. Then touch on them during the interview, even if your only chance to do so is at the end of the session when the interviewer asks you if you have any questions or anything to add.

4. Get a high-quality phone.

This isn't the time to use a cell phone that cuts in and out, or a cheaply made phone that makes it difficult for you or the interviewer to hear and understand each other.

5. Shower, groom and dress up .

Odd advice? Perhaps. But focusing on your appearance, just as you would for a normal interview, will put you in the right frame of mind from a psychological standpoint. You won't do as well in your phone interview if you're lying in bed, for example, or if you're wearing a pair of

pajamas , or a pair of Bermudas .So keep yourself clean , be well dressed. It doesn't matter whether you are seen or not.

6. Stand up, or at least sit up straight at a table or desk.

Again, there's a psychological, frame of mind aspect to consider here. But on a more tangible level, research has shown that you project yourself better when you're standing up, and you'll feel more knowledgeable and confident.

Phone interviews can be tricky, especially since you aren't able to read your interviewers' nonverbal cues like facial expressions and body language during the session -- a big difference from the typical interview. But if you prepare well for your phone interview, you won't need to read anyone's nonverbal signs. You'll know for sure how you've done because you'll be invited to a face-to-face interview, where you'll have yet another opportunity to prove you're the best person for the job.

EXERCISE
CHOOSE THE RIGHT ANSWERS

66. Phone interviews

- a. Save companies time*
- b. Save companies Effort*
- c. Both*

67. Phone interviews are

- a. Realistic screening alternative*
- b. Bad manners to exercise*
- c. To avoid being seen*

68. Phone interviews are generally followed by

- a. Face-to-face interview before confirmation*
- b. Request for referrals*
- c. Confirmation*

69. Before you attend a phone interview.....

- a. Have your resume in front of you and a white sheet to take notes*
- b. Have some Points written in a paper and a white sheet*
- c. Have Both the above mentioned*

70. Attend a phone interview.....

- a. From a proxy phone at your friends place*
- b. From your cell phone*
- c. From a good indoor Line*

71. Attend a phone interview.....

- a. Well dressed in a standing or sitting position*
- b. With your casual dress like pajamas*
- c. Sleeping in the bed*

14. Temporary Position

If you think that it may not fetch much on attending an interview for a temporary job that is where you're mistaken. Some wonderful opportunities, networking connections and careers have resulted from the temporary positions.

Temporary assignments today run the gamut from receptionist to CEO and beyond. And since an agency is usually the first contact with the company, much of the marketing and negotiations have been done for you.

And if you believe that the interview is a set up and you are the least expected person there you are wrong again. The mindset you bring to that interview will make a big difference as to whether or not you get the job.

Most employers like to conduct interviews for temporary positions, even though they are slated only for a few weeks or months of service. They are particularly concerned about people in positions of higher responsibility. The employer is interested in selecting quality people who can be trusted with company information, knowledge and secrets.

Preparing for the Interview

Do Your Research.

Many companies have Web sites where you can access valuable background information to use in your interview.

By finding out information about the company, like annual revenue and the organization's mission, you will show an interest in

what you will be contracted to do. Showing some enthusiasm about the position will demonstrate a positive attitude toward the assignment that you are seeking. You do not have to project the idea that you are there because you can't find a job anywhere else, or you don't have to say that you are waiting for just the right job -- even if that is the case.

Get a Job Description.

Prepare ahead of time. A worthwhile exercise is to take a piece of paper and fold it down the middle. On one side of the fold write, "What they are looking for," and on the other side, write, "What I have to offer."

Look at the job description and compare the company's needs with your experience and qualities. How do you stack up? Where are your shortcomings? Can you show how you learn quickly or bring added value to the company from the start?

Prepare a Short Information Statement.

Be ready to answer the dreaded question, "Tell me about yourself and your background."

Your statement should include some information on the type of companies and industries you have worked for, your strengths, your transferable skills and some of your personal traits.

Practice saying this statement until it is natural.

Be Prepared to Talk About Your Success and Experiences.

The employer will want to find out about your past experience -- success and failures, your work ethic, your track record and, more than likely, the reason you have chosen to work as a temporary employee rather than a regular employee.

Make sure you have an answer to the question, 'Why temporary employment?'

You can say, even though you are not being considered for a regular position at this time, there is always the possibility that it just might work out well for a permanent employment . -- and the first step to making that happen is by winning this interview.

EXERCISE
CHOOSE THE RIGHT ANSWERS

72 . Interview for a temporary job are.....

- a. A waste of time*
- b. For the less fortunate candidates*
- c. Sources for some wonderful opportunities*

73. Interview for a temporary job are.....

- a. Only for a receptionist position*
- b. Labor jobs*
- c. Happening for any position*

74. Interview for a temporary job are focused generally on

- a. Lower pay pack*
- b. Selecting quality people who can be trusted*
- c. Filling positions*

WRITE IN YOUR SUMMARY IN THIS AND ANALYSE

What they are looking for	What I have to offer

15. Do You Have Any Questions?

Generally at the end of the interview the interviewer may ask.. 'Do You Have Any Questions ?' Surprisingly, the most common answer to this question is "NO." Not only is this the wrong answer, but it is also an opportunity lost , to find out information about the company. It is important for you to ask questions -- not just any questions, but those relating to the job, the company and the industry. Consider this: Two candidates 'Charan' and 'Shiva' are interviewing for an inside sales position. Charan asks, "I was wondering about benefits, and when they would become effective?" Also, "what is the yearly vacation allowance?" And, "what would be the package that the company would offer ?"

Assuming this is the first interview, it is premature to ask about benefits.

"What's in it for me?" questions can be interpreted as self-centered and a sign of your lack of interest in the job.

The next candidate, 'Shiva' says,

"No, I think you just about covered everything I wanted to know. I'm sure I'll have more questions if I get the job." This is a very passive response that doesn't demonstrate interest or imagination. Once you get the job -- if you get it -- may be too late to ask questions. It is important to ask questions to learn about the company and the job's challenges. In some cases, the interviewer will be listening for the types of questions you ask. The best questions will come as a result of your listening to what is asked during the interview.

Here is an example of one such question being asked after a discussion about 'customer retention'. A good response to the interviewer asking, "Do you have any questions?" would be:

"Yes, I do. From what you've been asking during the interview, it sounds like you have a problem with 'customer retention'. Can you tell me a little more about the current situation, and what the first challenges would be for the new person?" This answer shows interest in what the problem is and how you could be the possible solution. It is also an opportunity to get a sense of what will be expected.

Be Prepared

What information do you need to decide whether to work at this company? Make a list of at least 10 questions to take with you to the interview. Depending on who is interviewing you, your questions should vary.

- If you are interviewing with the hiring manager, ask questions about the job, the desired qualities and the challenges.
- If you are interviewing with the human resources manager, ask about the company and the department.
- If you are interviewing with management, ask about the industry and future projections. This is your chance to demonstrate your industry knowledge.

Timing Is Important

You will have to use your judgment about the number of questions you ask and when to ask them. Think of this as a conversation. There will be an appropriate time to ask certain types of questions, like those about benefits and vacation. To be on the safe side, it is best to concentrate on questions about the job's responsibilities and how you fit the position until you get the actual offer. When you begin to think of the interview as a two-way process, you will see it is important for you to find out as much as possible about the company. Asking questions will give you the opportunity to find out if this is a good place for you to work before you accepted it.

EXERCISE
CHOOSE THE RIGHT ANSWERS

75. When asked to question.....

- a. It is good to ask questions about the salary and benefits*
- b. It is good not to ask any questions till confirmation*
- c. Better to ask question related to the job tasks*

76. Interviewer allow you to ask questions to

- a. To explore into your comprehension and comment*
- b. Negotiate your pay*
- c. To see your interviewing ability*

16. Get Interview Feedback

Do you know the feeling when the moment in the interview has just passed by? You will suddenly be searching for the opportunity standing right before you. You start feeling you lost it where you found it. All this mixed feeling is when you realize the opportunity has passed you by. Or perhaps you think you're interviewing well, but you aren't getting any results. You need to figure out what you are doing wrong and fix it as soon as possible. But where do you start?

Third-party headhunters and recruitment agencies often provide invaluable feedback when they interview you or send you on interviews. But how do you determine how to improve your interviewing performance ?

Start with the Foundation

To figure out where you're going astray, ask yourself:

- Are you interviewing for the right jobs? Just because you've been chosen for an interview doesn't mean you are a viable candidate.
- If you are indeed interviewing for the right kinds of jobs, how prepared have you been?
- While these two points may seem obvious, they explain a large portion of poor performance in interviews.

Also, remember that you are being judged on different facets of your performance, such as:

- Your interviewing manners and attire.
- Your level of preparedness.
- The quality of your answers and how well they match the job requirements.

- Your delivery of answers, confidence and poise under pressure.
- Your overall package.

How to Get Feedback

Other than going directly to the hiring company, there are three ways to get feedback on how well you interview:

Self-Evaluation:

Think about the questions you have been asked and your responses. Look at the list of questions and be brutally honest with yourself. Take your self-evaluation a step further by analyzing it with your family members. Review your performance. What do you understand ?

Peer Evaluation :

Seek out the eyes and ears of a trusted friend or significant other who will be honest with you . A best friend who is a ruthless critic, always interested in your success, is the best to watch you Role-play the interview. Let him assume a specific job posting and a list of questions. Instruct him to ask the questions randomly and to even make up some of their own. Once you are done, really listen to his comments. Don't be defensive. Take notes. You may hear different sorts of feedback. Perhaps you weren't specific enough or didn't sound very interested. Work on these points. This guy is Mr. Tuff . You will for sure have an experience of a 'hell of an interview ' from which you will learn a lot. You will thank him in your heart later.

Professional Evaluation:

Some career coaches and other career service firms offer interview training and mock interview practice. While it isn't free, if the provider has real-world recruitment or hiring experience, your financial

investment can really be a good investment that could fetch a pay pack forever.

Ask the Hiring Company

Of course, the ultimate feedback is from the interviewers who have rejected your candidacy. Is it possible to obtain this ? So how do you get feedback from this valuable source? Here's how to increase your odds:

Consider Your Timing : The best time to ask is when the interviewer tells you the company isn't interested. If you are lucky enough to get a phone call, use this opportunity to ask for feedback. If you receive an email, follow up within 24 hours.

Ask the Right Questions: Don't put the interviewer on the spot by questioning why you weren't offered the job. Accept you weren't successful, and ask a constructive question. A better route is to ask how you could improve, what your weak areas were or if the interviewer has any specific interviewing advice for you. There should be no hint of you wanting to argue a point about your candidacy or that you feel angry or injured. If you are lucky enough to get a critique, it will likely be focused around your interviewing skills or the quality of your answers. You are less likely to get explanation or a feedback if you as a candidate were unapologetically late for the interview or if you had taken a call on your cell phone during the interview. Although some companies hesitate to give feedback, one common fact is that it does not hurt anyone when you ask politely. In the end, they agree and start explaining how much the interviewer wanted to help you. This is more likely when you have showed evidence of being prepared and truly interested in the job and you have followed proper interviewing etiquette.

EXERCISE
CHOOSE THE RIGHT ANSWERS

77. When you have not got a confirmation.....

- a. Ask the interviewer why you did not get it*
- b. Ask him how you could improve*
- c. Do not ask anything and just walk out*

78. You can Take an interview feedback

- a. By discussing frankly in detail with a good friend*
- b. Sending someone to the interviewer for details*
- c. By asking someone else working in the company*

79. The interviewer always wants to

- a. Get right answers from you*
- b. Get wrong answers from you*
- c. Put you to trouble and have fun*

NOTES

17. Benefit From Negative Feedback

Accomplished managers know that giving feedback to staff -- both positive and critical -- is key to a department's productivity and improvement. But how you handle getting feedback as a manager is just as important as how you give feedback.

The ability to respond effectively to feedback is essential to every manager's portfolio of skills. Tapping into negative feedback heightens your awareness of barriers to your success and allows you to address them. Still, negative feedback can be hard to swallow. Resist the first tendency to be defensive when hearing negative feedback. Listen, listen and then listen some more. Rather than focusing on how the person providing the feedback may be incorrect, listen to the message he is trying to convey. A few steps can possibly turn negative feedback into a source for positive change:

Get the Facts.

Effective managers focus on understanding the facts. Ask questions to determine the nature and scope of the problem. Identify how long the problem has been occurring. When possible, ask for specific examples that describe the problem area.

Resist Responding Immediately.

It is best to respond by thanking your interviewer for sharing the feedback with you and letting him know you will look into the stated areas in need of improvement. Further, say you will get back with a response. Taking the time to look into the situation allows you to investigate the feedback's legitimacy and plan a thoughtful response. Immediate responses are more likely to be defensive rather than comprehensive. Formulate an Action Plan. Take the time to carefully

consider the feedback and be willing to accept it might be right . If you confirm that the feedback is accurate, formulate a plan for how you will address the need of improvement. This may be as easy as re-aligning your work around new priorities, or as difficult as addressing a problematic characteristic of your personality or management style.

It may mean broadening your skill base to better needs. Take responsibility and initiative for putting a comprehensive plan into place, complete with time frame, for turning around the situation. After your examination, if you believe the feedback you have been given is based on incorrect information or assumptions, still avoid dismissing the feedback's validity entirely, since the perception of a problem remains a critical issue to be addressed.

Gain Consensus on Your Plan.

Present your proposed action plan to your supervisor with the goal of gaining his support for how you will move forward to rectify the problematic situation. Be open to modifying the plan based on your supervisor's suggestions. Agree on a time frame, and ask your supervisor for help in making a successful transition to more effective performance. Let your supervisor know you look forward to addressing the matter and regaining your reputation as a positive contributor. Effective managers accept negative feedback as an opportunity to improve, not as an abuse on their ability. While positive feedback might be a massage upon the ego, negative feedback is fodder for career growth.

18. How To Handle Multiple Interviewers

It might feel like you are facing lions and tigers and dragons. There you sit alone in front of the room, waiting for the pack to attack with questions.

It's really not quite that bad.

In fact, there is an other side to this process.

You would probably have to talk to each of them individually at some point in the process.

This way, you get it over all at once.

But how do you deal with so many interviewers in one sitting?

The best way is to take them one at a time.

The board or panel is not one entity, but several individuals coming together with the common goal of hiring the best candidate for the job. At the same time, each person has his own agenda or department's interest at heart. For example, the HR manager will be checking to make sure you are a good fit with the culture and people working at this company. The hiring manager will want to know about your technical skills or business know-how. The person from accounting will want to know if you are savvy enough to operate a business budget. Board or panel interviews are usually rather formal and organized, using a standard set of questions for all applicants. This type of interview is typically used in academic, government or for high-level executives but can be used for any other type of position in any company.

Mrs. Devi a 40 year old lady was interviewed for a senior-administrator job at a major Hospital in Bangalore , where she was facing a panel of 10 doctors, technicians and administrators. She felt like

it was an inquisition, not an interview. But she had prepared well with her experiences and was confident when she faced this tribunal. She looked at each person as he or she asked the question, and continued to look at that person for 4 seconds or so. She then shifted her eye contact to each member of the interviewing team. She made sure she made contact with each set of eyes while answering questions. She felt very much in control and her interview went well.

The result was a job offer.

Another multiple-type interview is a team of two types of interviewers.

One would ask the questions and the other would take notes. The two typically trade roles, which can be confusing if they have different styles. In fact, one person may be kind and gentle and the other may be a little pushy. Just remember, these inquisitors are working together toward the same end. Treat them equally, not favoring signals to one over the other. Regardless of the type of interview, the best advice is to prepare and practice beforehand. When you have your script and have rehearsed your answers, you will feel prepared and more confident no matter how many people you have to face.

Lastly, for a middle order assignment, a good tip to remember is to make sure you get each person's business card, hopefully at the beginning of the interview, so you can address each person by name. All this will help you to develop a rapport and put you on a positive side to be considered and confirmed.

19. Internal Interviews

Internal Interviews are the ones conducted for candidates within the organizations. This is generally conducted to select a person for a promotion or to assume a new task or challenge or responsibility and work in a senior position.

Internal Interviews Have Their Own Challenges

Believe it or not, internal interviews can be more difficult than interviewing with a company you've never worked for. You should never assume that because you've worked for the company for 10 years, you will get the job. Instead, carefully prepare for the interview.

Let's see the case of Miss . Anupama who had been a supervisor in her current position for six years. A management job was available, and she wanted to apply but was not sure how to sell herself within the organization. She had applied for a similar job two years ago but couldn't get it. There had been a lot of changes since then, and she felt she is ready to try again.

Anupama 's boss, Raghav, had been with the company just longer than a year. He thought highly of Anupama 's work and had been encouraging about career development within the company. Anupama made an appointment to discuss her plan with Raghav. Raghav suggested that she treat this interview like an interview outside the organization. Raghav was very supportive and said he will put in a good word based on her excellent performance. She took Raghav's advice to heart and began doing internal research on the department.

She had a friend, Zarina, who worked directly with the department's directors . Anupama met with her to get insider

information about the personalities involved. She understood that they were a friendly group, and they take their work seriously, staying late whenever necessary. Zarina gave her ideas for researching projects this department was responsible for. Next, Anupama called upon Kripal, who was on the interviewing panel the last time she interviewed internally. Kripal gave her some feedback, which was hard to swallow but necessary. He said that she came across as overly confident -- almost like she knew the job was hers for the asking. She thanked Kripal for his honest feedback. She thought it will help her in the way she presents herself this time. Kripal said that he would recommend her based on their work together.

Anupama spent a great deal of time on the internal Web site, looking through reports and budgets. She found some surprises and new information in the archives. Anupama was excited about the opportunity to become a member of this department and formulated questions to ask them.

She practiced a mock interview with her friend Zarina, and got some pointers on her answers. She planned her interview outfit as though she were interviewing externally -- she wanted to look professional.

This time the internal interview felt completely different. She was mentally ready and felt confident and knew she was one of several who were interviewed. She asked good questions and learnt how the department works as a team and what her role would be. The interview went well.

After the interview, she sent a follow-up letter outlining the challenges and opportunities she picked up from the interview. She also

offered some reasons why she was a good fit for the department and the position.

Anupama was satisfied that she has put forth her best effort. She had followed the advice given to her:

- Use the same preparation techniques for an external job: research, practice and follow through.
- Know as much as possible about the department and players involved before you interview.
- Don't assume the job is yours because you have worked for the company for many years. In most cases, you are an applicant to be considered like any other, internal or external interview.
- Ask questions to make sure this job is for you. Find out about the department morale and how the department fits into the bigger company picture. What are the challenges and issues this department faces?
- Send a follow-up letter, just as you would do if you were an external applicant.
- Let the interviewer know what added value you can bring to the department or job.

You would be thrilled as much as Anupama was thrilled when offered the position. Your research, planning and solicitation of advice would really pay off.

20. Exit Interview

What is an Exit Interview?

An exit interview is typically a meeting between at least one representative from a company's human resources (HR) department and a departing employee. The departing employee usually resigns voluntarily. In such cases or in cases where he needs to be studied to be sent out or sustained an exit interview is conducted. The Human Resource Manager might ask the employee questions while taking notes, ask the employee to complete a questionnaire, or both.

What's the Purpose of an Exit Interview?

Human resources departments conduct exit interviews which is also called exit surveys, to gather data for improving working conditions and retaining employees. However, a hidden purpose is to help the companies avoid costly litigation down the road, caused by "disgruntled" employees. In other words, your comments and the notes taken during your exit interview might be used against you in court, should you decide to sue your former employer.

Must I Submit to an Exit Interview?

No. It's your right to decline an exit interview. A reputable employer will respect your decision. However, a not-so-reputable employer might resent that you didn't participate and file an adverse notation in your personnel records. Such comment would not allow you to be rehired by the same company.

Should I Participate in an Exit Interview?

Naturally, the decision whether or not to participate in an exit interview is ultimately up to you. But there are varying opinions about whether or not you should participate. Some career experts think you

should, because, although it doesn't help you much, it helps a sincere employer improve working conditions for remaining employees. But there are career experts who question the usefulness of an exit interview. They advise participants to give "generic" responses only or at least think carefully before responding. The correct view should be that an exit interview should be only to a part of the employees who are hired for assignments that matters to be concerned continuously.

Such interviews are to provide a general feedback that could guide to improve the work conditions for the others remaining. An attempt to understand the decision and change the decision of the employee is worth in cases where the employee needs to be sustained .

It is an increasingly important happening that takes place usually not in the name of an interview but in the name of a discussion. This is because most of the employers are also aware that hundreds of job opportunities are around to disturb a good employee especially in the executive class or in the managerial cadre with sufficient exposure and name in the industry. Risks for departing employees include the information falling into the wrong hands too.

Here are some things to be consider before participating in an exit interview.

- As a departing employee, will you benefit from an exit interview?
- Is the exit interview 'anonymous' or must you sign a questionnaire?
- Is the reason you're leaving the company justified from the point of view of your career and the responsibilities you are holding with the prevailing company?
- Why did your employer wait to ask your opinion until you're leaving ?

- Will the HR department really use your comments for improvements or are they just trying to find out the 'real' reason you're leaving?
- Might an exit interview ruin a reference or cause an adverse background check for you?

An exit interview can be attended with clear answers to all these questions.

About Exit Interview Questions

Employers ask exit interview questions verbally or in questionnaire form. These days, it's not uncommon for exit interview questions to be in electronic questionnaire form on computers.

Exit Interview Questions - Samples

Here are some samples of the types of exit interview questions that employers commonly ask departing employees.

- What is your primary reason for leaving?
- Did anything trigger your decision to leave?
- What was most satisfying about your job?
- What was least satisfying about your job?
- What would you change about your job?
- Did your job duties turn out to be as you expected?
- Did you receive enough training to do your job effectively?
- Did you receive adequate support to do your job?
- Did you receive sufficient feedback about your performance between merit reviews?
- Were you satisfied with this company's merit review process?
- Did this company help you to fulfill your career goals?
- Do you have any tips to help us find your replacement?

- What would you improve to make our workplace better? Were you happy with your pay, benefits and other incentives?
- What was the quality of the supervision you received?
- What could your immediate supervisor do to improve the management style?
- Based on your experience with us, what do you think it takes to succeed at this company?
- Did any company policies or procedures or any other obstacles make your job more difficult?
- Would you consider working again for this company in the future?
- Would you recommend working for this company to your family and other friends?
- What do you generally feel about this company?
- What did you like most about this company?
- What did you like least about this company?
- What does your new company offer that this company doesn't?
- Can this company do anything to encourage you to stay?
- Before deciding to leave, did you investigate a transfer within the company?
- Did anyone in this company discriminate against you, harass you or cause hostile working conditions?
- Any other comments?

EXERCISE
CHOOSE THE RIGHT ANSWERS

80. Purpose of an Exit Interview is _____

- a. To put you behind bars
- b. To show you the door out
- c. To know why you wish to leave

81. Should I Participate in an Exit Interview _____

- a. Yes
- b. No
- c. Not always

82. Exit Interview is usually _____

- a. Discussion between departing employee and the HR Manager
- b. A new person from outside
- c. Policemen and layers

83. Is an Exit interview compulsorily conducted every- where

-
- a. Yes
 - b. No
 - c. Not always

NOTES

21. The Global Interview

Look thro the eyes, give a firm handshake, dress professionally and be on time. You have heard all the standard interview advice, right? But what happens if your interview is in the U.K. or U.S.A. or Singapore?

And, suppose you have to do a virtual interview via videoconferencing or email? You can't make eye contact and you certainly can't give a strong handshake, so how do you clinch the job?

This is global interviewing.

More and more organizations are using technology to make interviewing less expensive while simultaneously casting a wide geographic net to attract a global candidate pool. It makes sense from a company standpoint. However, as a job seeker, it throws some additional complexity into an already stressful process. Interviews are traditionally a way to evaluate intangibles -- motivation, loyalty, enthusiasm, focus and commitment. How do you convey these things without being in front of someone?

First, let's review three common methods being used in the current market, along with a few techniques to maximize your chances for success:

Email Interviews:

An email interview, or the one through instant messaging, is sometimes used as an initial step in the hiring process. It can be difficult since you are not face to face with your interviewer. The best thing you can do is to err on the side of formality -- don't be talkative but keep the dialogue professionally active.

Try to build some relationship by using the interviewer's name and information you know about the organization. Usually, you will not be offered a job without at least a telephone interview or a face-to-face meeting following an e-chat.

Video Interviews:

Video interviews can be challenging for several reasons. To put your best foot forward, prepare as you would for any interview. If done with an overseas office, the time difference can throw you if the interview is either very early in the morning or late at night. Technical difficulties can shake your composure, and if the talking is not synchronized with facial gestures -- even if off by only a second -- this can feel unnatural and add a lot of stress.

Don't keep notes any place that would cause you to read from them. Be aware of the importance of looking into the lens to ensure an eye contact, smile, and do your best to simulate a conversation with someone. Imagining you are talking to someone across a desk can be helpful. Be sure not to run too long. This is not a good idea in person, and it can be too bad on a videotape if recorded.

Telephone Interviews:

Telephone interviews have been used for a long time, though more and more, they are happening internationally. Generally, the nice thing about being evaluated over the phone is that you can have notes in front of you to help you remember important examples of accomplishments you want to mention. The negative point is that you risk becoming dependent upon them and sound artificial. Over the phone, there is more of a burden to develop a strong rapport without the benefit of using body language. This however is possible for those who have a natural skill on linguistic communication and may not be so easy for others. Make a conscious effort to remain upbeat, focused, ask good

questions and use the interviewer's name when appropriate. Remember, an interview is a positive step in the hiring process. You have made it through the paper cut and now have the opportunity to articulate your credentials and enthusiasm. New interview techniques simply require a bit of additional preparation to enhance your comfort level so that you put your best foot forward.

Here are some additional advice to help you ace the interview:

1. Preparation is still the most important step. This hasn't changed. You need to be able to explain

- Your strengths
- Work background
- Interest in the job and the organization
- Commitment to the career field and
- Goals for the future

You also need to do your homework on the organization and the job. There is plenty of interviewing material that is well-written and can help you with your preparation and practice.

2. Practice is critical :

You should anticipate five to 10 questions you might be asked and practice answering them -- in front of a mirror, with a friend or colleague, or simply quietly on your own. By having a sense of what might be asked and knowing the important points you want to make, you will be more relaxed, which can only help your cause.

3. Follow Up adds value :

Follow Up is critical, but often ignored . Send a thank-you note -- within 48 hours if possible -- then call or email if you don't hear anything, either a few days after you were expecting to hear, or within 10 days if

you didn't know when you might be contacted. This shows professionalism, interest, and commitment. With good preparation, practice and follow up you are bound to ace the job.

EXERCISE

CHOOSE THE RIGHT ANSWERS

84. Global interviewing.....

- a. Is only for IT people
- b. Is only for passport holders
- c. For anyone suitable

85. Email and Telephone interview communication from other countries

- a. Is called National Interviewing
- b. Is also Global Interviewing
- c. Is NOT Global Interviewing

86. In Telephone Interviews

- a. Body language plays a vital role
- b. Verbal communication skill is important
- c. Sweet voice is the only criteria

87. Preparation, Practice or follow up is not necessary in global interview

- a. True
- b. False

22. Follow Up For The Win

Your follow-up letter could be what sets you apart from other candidates. If you're neck and neck with another candidate, the way you follow up could put you over the top -- or it could sink you.

To Follow Up -- Does It Make a Difference?

Lets see in this example.

Giriraj Sharma a HR Director of an IT company was looking forward to fill a position that had been open for weeks. He was eager to hire but wanted the right person for the job. He had narrowed the field to three candidates: Gopinath, Vijay and Ram Prasad. He had promised to call them by Friday, and on Wednesday afternoon he was still vacillating. Each had a strength he was looking for, but each also had some issues that made him hesitate. Gopinath had held several jobs in the last few years. Would he stick around for the tough times ahead? Vijay was ambitious but didn't have the necessary experience interacting with difficult people. Ram Prasad was the quiet type who hadn't revealed enough for him to learn what he could offer, particularly in terms of interfacing with other departments and working under pressure.

When Giriraj Sharma opened his mailbox there were 42 emails that morning, he glanced over them and thought he saw Gopinath's name, but didn't take the time to read his email. He had 17 voice mails. There was one from Vijay, but he only listened long enough to hear that he was thanking him for the interview. He hadn't heard from Ram Prasad. That afternoon, Giriraj Sharma closed his door. He was going to catch up on work before making a decision regarding the vacant executive position. First, he opened his posts.

In the pile was a letter from Ram Prasad.

It caught his attention because of the obvious thought that had gone into its composition. So he took the time to read on:

Dear Mr. Giriraj Sharma,

Choosing the right candidate is not an easy task. I know, because I have been in your shoes before.

Based on our interview, I have done some thinking about the position and how I could bring added value to your organization and addressed some of the problems we discussed.

There was a spreadsheet included, addressing issues Ram Prasad had picked up on during the interview. He not only identified problems, but also showed how he could create solutions based on his past experience.

As Giriraj Sharma read the letter, he became curious and liked what he saw.

This guy not only heard the issues, but he had also done some thinking and analysis. He looked beyond what was said in the interview, and this was a trait he was seeking. He wanted to talk to him again. Don't assume the interviewer remembers everything you said or has an accurate picture of who you are. When three candidates are interviewed and compared, some of the highlights you hoped would be considered, may be lost or forgotten. The follow-up letter is more than a nice way of saying,

"Thank you for the interview."

It's another chance to win someone over. It is one more opportunity to show what you can do for a company.

EXERCISE
CHOOSE THE RIGHT ANSWERS

88. *Your follow-up letter could be.....*

a. *A grave mistake*

b. *A stupid act*

c. *The one that Sets you apart from other candidates*

NOTES

23. Second Interviews

Good news: You've been invited back for a second interview.

Congratulations on the second interview.

This means you are considered an excellent candidate for the position.

Second interviews vary with each company. Since you're going to meet with different people, you can expect to be asked some of the same questions, beginning with 'Tell me about yourself'. You did well on your first interview and followed up with a well thought-out thank-you letter. You are excited when you're asked back to meet with the Director, Vice President And the Marketing Head , but you are also nervous. What can you expect?

Do you feel you've already covered everything in the first interview? How will this interview be different? How can you prepare for the second round? They now know you have the skills and you can expect that they will be looking at your personality and cultural fit. Just go in there and sell yourself. The first interview focuses on whether you are right for the company, and the second determines if you are the best candidate for the position. The questions may be more specific to the job and you may also get some situation based questions like 'What would you do if...' and so on.

What to Ask

This is a wonderful opportunity to find out about working for this company -- the pros and cons.

Ask questions like,

'What is the best thing about working for this company/boss?' and

'What qualities does it take to succeed in this position/company?'

Remember you are interviewing them as much as they are interviewing you.

What to Wear

Continue to dress to impress. After all, you are not one of them yet. Even if it means wearing the same outfit, make some changes like changing the shirt or the tie and look sharp. It's important to feel good about yourself. Since fit seems to be an important factor, you should compare your qualifications with the job description -- from the company's standpoint as well as your own. Do some research on salary and some thinking about your benefits requirements as well. For sure, this is a competitive job market, and you will have to sell yourself aggressively.

CHOOSE THE RIGHT ANSWERS

Say True or False ?

Second Interview means the following. True or False ?

1.	You may be asked to tell about yourself again	
2.	You may be called for behavioral interviewing	
3.	You may be called for package negotiations	
4.	You may meet the higher ups in the company	
5.	You are most probably selected for confirmation	
6.	All the above	

24. Video Conference Interviews

Camera.....PLEASE SMILE.....

There is no handshake. You are alone in a room, even though you are being interviewed by another person or group of people, face-to-face, from thousands of miles away. Once again, technology has taken us to a new dimension. Employers can now see and judge appearance and body language to get a deeper sense of what applicants have to offer before flying them cross-country for interviews. This includes the capability of viewing applicants at multiple sites, in various states and countries, at the same time.

Shankar Rao an IT post graduate learned he was being considered for the position of a Senior Programmer for a Fortune 500 company. He was ecstatic. Then he heard the bad news. He was informed that the person who was expected to interview him had cancelled his trip from the U.S.A to India due to some reason. Shankar Rao was asked to fly to Singapore to meet another top executive of the same company who planned to conduct the interview. Shankar Rao was unable to travel due to work commitments in Chennai. Since the committee of interviewers had a targeted date to narrow their search, it looked like Shankar Rao was out of the running.

But, thanks to technology, he was offered an other option -- an interview by teleconference. The company set up the process and managed the details . All Shankar Rao had to do was to reach an agent's office at Hyderabad overnight and he could reach with not much of difficulty.

Within minutes of his arrival, he was being interviewed by people in New York City, Singapore and Florida. Shankar Rao was groomed and prepared and aced the interview. He was one among the three

confirmed from India. They were all advised to schedule and fly to the U.S.A. within the next week .All this happened in less than 10 days and it is more than 10 years now. Preparation played a major role in Shankar Rao's success. The hiring company had briefed Shankar Rao before the session by giving him some pointers:

- Speak up if you're experiencing any difficulty with sound, delays or picture. This is not a time to suffer in silence. It will not be held against you if the technology is not working in your favor.

- Dress conservatively in solid colors. Keep distractions like jewelry to a minimum. Choose soft, neutral shades rather than black and white, which are too extreme on camera. Various shades of blue work well. Watch TV presenters and newscasters for other ideas about camera-ready clothes.

- Look at the camera full-face, as though you were presenting the news. Talk to the camera as you would talk to any person interviewing you -- be conversational, maintain eye contact and smile.

- Keep your movements limited. Hand gesture will be magnified on the screen. While arms waving about can be distracting, you don't want to look stiff either. Use small, smooth movements when gesturing.

- At the same time, forget about the camera and the technology. Focus on your purpose and presentation. You want the attention and concentration to be on you and what you are saying.

There are some disadvantages to interviewing via videoconference. For one, there is a lag as the data is compressed and sent from one location to another. This means there is a silence while you sit and wait for a response from the other end. Shankar Rao found this worked to his advantage, because he could actually watch the interviewers while his answers were received. The trick, which will become obvious, is not to step on the other person's words. Allow for

the delay. Videoconferencing is not a substitute for a face-to-face interview says Mr. Ramesh Rao, and a personal meeting would always be the first preference. But the advantages sometimes is stronger than the disadvantages. This technology saves time, money and allows several locations to connect at once, in spite of major time differences. This type of interviewing is gaining popularity as technology improves. Everyday thousands of interactions are happening round the globe on various applications.

“It will only be a matter of time before you sit in your own home or office and interview around the world” says Mr. Shankar Rao.

The future of interviewing is here. Be prepared.
So that you can always
WIN THE JOB INTERVIEW.

EXERCISE
CHOOSE THE RIGHT ANSWERS

89. In Videoconferencing Interviews

- a. You should look at a script and talk*
- b. You should look at the camera and talk*
- c. You should talk by gestures*

90. Videoconferencing Interviews

- a. Are becoming outdated*
- b. Fashion of the day*
- c. Increasingly popular*

91. For Videoconferencing Interviews

- a. Choose black and white colors*
- b. Wearing jewelry will add value*
- c. Choose solid colors*

NOTES

25. THE SAMPLE INTERVIEW

Q & A with Answer Analysis

Practicing for the interview means practicing several behaviors - not just answering questions. You must dress well, watch your body language and posture, practice your manners and eye contact as well as practice answering questions correctly, smoothly, and with confidence. The practice questions below, in one form or another, account for a large percentage of interview questions. With each question, you are given a series of choices as to how you might answer the question. When you select an answer, you will learn whether your answer is correct- and why. Answering these questions will help you polish your interviewing techniques. The questions and answers in this exercise are generic and, in many cases, must be tailored to your individual situation. Still, the logic behind the answer remains essentially the same.

1) Why are you the best person for the job?

1. "I've held a lot of positions like this one, and that experience will help me here."
2. "Because I am good at what I do."
3. "Our discussion here leads me to believe this is a good place to work."
4. "You need someone who can produce results, and my background and experience are proof of my ability. For example..."

2) If asked a point blank question such as: Are you creative? Are you analytical? Can you work under pressure? etc. What is the best way to answer?

1. Answer yes or no.
2. Answer yes and give a specific example.
3. Answer yes and give an explanation.

3) Tell me about yourself.

1. Outline personal data, hobbies, and interests.
2. Give an overview of your personality and work habits.
3. Give three specific examples of your personality traits and accomplishments.

5) What are you looking for in a position?

1. "I'm looking for an opportunity to apply my skills and contribute to the growth of the company while helping create some advancement opportunities for myself."
2. "I'm looking for an organization that will appreciate my contributions and reward my efforts."
3. "I'm looking for a position that will allow me to make enough money to support my lifestyle. I am a hard worker and will give a concerted effort to earn the money I need."

6) What do you know about our organization?

1. "I've done a little homework and here is what I know about your organization...(cite examples)"
2. "Everything I've seen and heard makes me want to be a part of this organization. I understand your industry isand your primary customer is.... A particularly exciting part of your business appears to be"
3. "I know enough to know this is an exciting place to work. It appears to be fit for my career goals."

7) What are your strengths?

1. "I am good at giving constructive criticism to my coworkers. This honesty is something I'm very proud of and have found essential to having open working relationships."
2. "I consider myself to be very consistent. I have proven myself to be someone who can be counted upon to do what is expected."
3. "I would have to choose between two skills. I am very proud of my determination and ability to get things done. At the same time, I am very proud of my analytical abilities and problem solving skills. These skills combine to give me a unique ability to solve problems and then implement the solutions."

8) How would co-workers describe you?

1. "They perceive me as a leader. The people who have worked with me learned a great deal and accomplished in many cases more than they thought possible."
2. "My employees would tell you they got direction when they needed and the room to work when it was appropriate. I believe a measure of a good manager is how much he is able to get done through others."
3. "They perceive me as someone who cared about them personally and had high expectations. I get a great deal of satisfaction from helping others do their best. My former employees would highlight three of my priorities which are to build loyalty and a team environment, obtain results and develop people."

9) What did you like and dislike about college?

1. "I didn't like the tremendous amount of homework some professors assigned us. I liked those professors who realized I had a life outside of class."
2. "I liked the opportunity to be involved on campus. It was a small campus that allowed students to take responsibility, organize events and

be a part of the planning team. I can't really think of anything I disliked, college was a wonderful experience."

3. "I liked having Wednesdays off. I think the thing I disliked most was living in the dorms."

10) Are you willing to relocate?

1. "No."

2. "I'm open to opportunities within the company so if that involves relocation I would consider it."

3. "I'd move, but I know your headquarters is in Alaska and that's too cold for me."

11) What are your short term goals?

1. "Short term, I just want a job."

2. "Bills are beginning to pile up. In the short run I need to find work so I can keep up with my obligations."

3. "Short-term, I'd like to find a position that is a good fit and where I can contribute to a company's bottom line. The position we are here to discuss today would appear to be such an opportunity. Could you tell me more about it?"

12) Where do you want to be in 5 years?

1. "I haven't really thought that far ahead but I think I'd want your job."

2. "If selected I would hope to meet my goals and take advantage of opportunities to learn so I will be considered for other positions within the company. I hope to build my career with a company such as this one."

3. "Long term, I hope to start my own business."

13) Describe a situation you've encountered with a difficult customer.

1. "In my last job I dealt with customers at a retail store. One customer wanted to return an item she had obviously bought several years ago, which was against store policy. I talked to her calmly and explained our policies and encouraged her to shop and I would exchange the item, however, I could not give a refund."
2. "I rarely encounter a difficult customer because of my excellent customer service."
3. "I had a customer once who claimed her steak was not cooked correctly....I picked up a knife and cut it open and explained that's the way it's supposed to be."

14) Before we go any further, what kind of money do you need to make?

1. "I feel I am worth at least Rs.30,000."
2. "My salary requirements are negotiable. Your firm has a reputation of compensating employees fairly and I trust you would do the same in my case. I am very interested in finding the right opportunity and will be open to any fair offer when I do so."
3. "Money is not very important to me. I need to be able to pay the bills but the work environment is far more important to me."

ANSWER ANALYSIS

ANSWER #1

Question: Why are you the best person for the job?

1. Incorrect: May denote an inability to sustain consistent performance. Experience is good; however, "a lot of jobs" is not.
2. Incorrect: This is a confident answer but too vague. You will be expected to support your answers with examples and you must be diplomatic. This may come across sounding arrogant.
3. Incorrect: This is a pleasant, flattering statement but sounds self serving. Always position your answering with some give and take. Describe what you can offer the employer.
4. This is the best answer: Acknowledging the need and giving a supported answer is the best tactic here.

ANSWER #2

Question: If asked a point blank question such as: Are you creative? Are you analytical? Can you work under pressure? etc. What is the best way to answer?

1. 1.Incorrect: Unsupported answers are often viewed as not credible. Even a closed-ended question normally requires some explanation.
2. This is the best answer: A brief, specific example supports your answer well and says you are confident, well prepared, and genuine.
3. Incorrect: Specific examples offer a much more concise explanation of what you can do. During explanations people tend to ramble and lose the point. You also don't want to give "pat" answers and sound like a professional interviewer.

ANSWER #3

Question: Tell me about yourself.

1. Incorrect: Normally interviewers want to know about your workhabits and demeanor. Detailed information about your personal life is rarely appropriate.
2. Incorrect: Being vague will not set you apart from the competition. When all is said and done, you must be memorable and believable. An overview likely will not accomplish either.
3. This is the best answer: Examples are proof of your ability and a sign of confidence. Giving a clear concise example will be more memorable and set you apart from the group. Before the interview, think about the needs of the job and how your personality could be a fit.

ANSWER #4

Question: What was your GPA? Why is it low?

1. Incorrect: This doesn't describe your skills and abilities and sounds like you had a bit too much fun in college.
2. This is the best answer: This shows you have given some thought to your college GPA and are aware of what influenced it outside of the classroom. The more involved and busy you were during college the more likely the employer will accept a lower GPA.
3. Incorrect: This has a bitter sound to it. Perhaps you should set your standards higher. This answer doesn't show much motivation, sounds like you are willing to be average. Be careful to steer clear of negatives which will exclude you from consideration.

ANSWER #5

Question: What are you looking for in a position?

1. This is the best answer: This answer shows ambition, willingness to work for opportunity, and a desire to work for a dynamic organization. In this response you have energy and confidence.
2. Incorrect: This is a one-sided answer. The interviewer may perceive this as an unwillingness to give and work hard for the good of the organization.
3. Incorrect: It is alright to be money motivated to some degree, but be more subtle. Most interviewers are looking for people who are willing to work hard and get the job done. Such a concentration on financial rewards will not look good in most cases.

ANSWER #6

Question: What do you know about our organization?

1. Incorrect: Doing your homework is good. This approach however, denotes a lack of confidence in the knowledge you have and leaves a lot of room to ramble. A concise answer is better when possible.
2. This is the best answer: Although this takes a little preparation, his level of knowledge and precise presentation will do wonders for starting an interview on the right foot.
3. Incorrect: This is the right answer if you don't know anything. Remember, when distinguishing yourself from the competition, there is no substitute for preparation.

ANSWER #7

Question: What are your strengths?

1. Incorrect: While this answer may be true, it may also send a red flag saying you are critical of others. It would be much better to simply say (and give an example of) how well you work with others.

2. Incorrect: This answer is not a bad answer but it lacks energy and creativity. Consistency is good, but it has nothing to do with action and solving problems and could exclude you from consideration.
3. This is the best answer: This shows you have given some real thought to your strengths and highlights not only the skills you have, but also of what use they are to the employer.

ANSWER #8

Question: How would co-workers describe you?

1. Incorrect: In most cases this is not the best response. It sounds as though you are a task master and rule with an iron hand
2. Incorrect: This is not the best answer in most cases. While this may be true it could give a signal that you do not get involved as a manager. This opinion could exclude you if the interviewer does not agree with you.
3. This is the best answer: This answer depicts a manager who cares about people but is keenly focused on productivity. This answer give clear examples of important aspects of one management style which is largely accepted.

ANSWER #9

Question: What did you like and dislike about college?

1. Incorrect: This sounds as though you are opposed to hard work and are looking for the easy way out.
2. This is the best answer: It is positive, demonstrates your ability to juggle several things at once and shows your commitment to get involved.
3. Incorrect: You may sound like you can't get along with others living in the dorm and that a 5-day a week job could overwhelm you.

ANSWER #10

Question: Are you willing to relocate?

1. Incorrect: This answer portrays youth and inexperience and will ensure you don't get a job if it requires relocation.
2. This is the best answer: It leaves the options open without making a definite decision.
3. Incorrect: This answer is deadly. It definitely closes the door to any opportunities with this company.

ANSWER #11

Question: What are your short term goals?

1. Incorrect: Will "any old job" do.
2. Incorrect: This may be true--but no employer wants someone who as family or creditor problems or who sees the job under discussion as simply a paycheck. This answer implies a one-way relationship with this potential employee and little interest on the part of the job seeker to become part of the company long term.
3. This is the best answer: This answer alludes to "giving" as well as "getting" AND it refocuses the discussion on the job opening.

ANSWER #12

Question: Where do you want to be in 5 years?

1. Incorrect: This answer might be true but it could very easily threaten the interviewer.
2. This is the best answer: This answer suggests both a desire to move up and an understanding that the exact pace of movement is subject to many factors. Reassuring the interviewer of a desire to stay with a company is always a good idea.

3. Incorrect: This answer might also be true--but it says that you intend to learn on the job and then become a potential competitor. Few interviewers would look forward to training their competitor!

ANSWER #13

Question: Describe a situation you've encountered with a difficult customer.

1. This is the best answer : This answer is clearly explains a situation and the action you took to resolve the situation.
2. Incorrect : This is unbelievable as anyone who has had a job has probably dealt with a difficult customer. If you really have never encountered this, then you need to think of a difficult situation in class, in the dorm or elsewhere during college.
3. Incorrect : This is a very aggressive answer and inappropriate.

ANSWER #14

Question: Before we go any further, what kind of money do you need to make?

1. This is a point blank answer. The intention of answering is too focused on self.
2. Excellent answer. It expresses a lot of reverence to the company's attitude towards employees and shows the passion to work.
3. Here again the goal is not expressed towards the work front. Unnecessarily details about personal bills is given.

26. Common Interview Questions

Questions asked by skilled and well prepared interviewers always have a purpose regardless of how irrelevant to the position they may seem. It is important to realize that the purpose of many questions is to test out whether you have the specific qualities and skills required for the position. There is not necessarily a right or wrong answer to such questions, rather interviewers are seeking evidence of such qualities as your motivation, energy, attitudes, initiative or maturity.

An example of a seemingly irrelevant question could be "Tell me how would you go about buying a car?" In this situation the interviewer is not concerned so much about what car dealer you would go to or the order in which you would go about doing this, but rather about the sort of approach you would use. Do you plan? Do you give up easily? Do you seek assistance from other people? How do you budget your time and money?

Here are some of the common questions asked in an interview. The guidelines are intended only to stimulate your thinking. They are not model answers. You will not necessarily be asked all or even many of these questions in one interview. The questions as set out here are not in priority/sequential order. Please note that these questions are in addition to those that relate to specific job competencies e.g. research skills, writing skills, technical knowledge, customer service handling skills etc. Look carefully at the job description or analyze the role carefully to identify the skills the interviewer is likely to focus on.

Read and understand the notes given as clues to answer each questions and frame your answer accordingly. Write your answers .Restructure the sentences into a simple format. Make it short and meaningful. Then read it a few times . You would feel that you are well

prepared when you happen to face these type of questions. Remain flexible in the interview so that you hear and answer the actual questions that are asked rather than the ones you thought or hoped the interviewers would ask. After interviews are over reflect upon any of these and other questions you were asked. Think about the ways in which you could improve your answers so that when such questions are asked in the future, you will be able to answer them more competently.

Keep in mind that answering interview questions with general responses is not making the most of your opportunity. Interviewers want to hear evidence of your abilities. By being factual in your approach you can reveal your skills without appearing to be flaunting and boastful. Illustrate your answers with concrete examples wherever possible.

Graduates with no full-time work experience will be able to use as their examples their participation in sports, voluntary committee work, casual employment or university studies to give evidence of initiative, administrative, research or communication skills.

Practice, Practice and Practice ! . Get a friend or family member to ask you some of the questions listed here and practice your answers until you feel comfortable with your response.

1. "What do you have to offer us?"

Guidelines - Answer in terms of the skills and personal qualities you have relevant to the job. You may refer to your academic qualifications, relevant sections of university courses, experience in the workplace, leisure activities or personal qualities.

2."What has prompted you to apply for this position?"

Guidelines - Explain why you are interested in the organization. If you have had a long-term interest in them, say so. If location is

significant, you could mention this after talking about your interest in the firm. Try not to focus on what you will get from the organization, but the qualities you will bring to them. You could mention that you see the position as offering challenge, a chance to learn new things and to enhance and develop skills and abilities necessary for the position.

3. "What do you want from us?"

Guidelines - This is a good time to talk about training or promotion opportunities giving some idea of long-term career plans. There may be aspects of the organization's work that really interest you, and you may wish to move into another area of that organization later on. The interviewer is probably trying to assess your enthusiasm and ambition.

4. "At the end of the first year, if you got this job, how would you measure your success?"

Guidelines - In your preparation for the interview you would have developed a good understanding of the duties and personal attributes listed in the job description, as well as finding out about the goals and objectives of the organization. Think about tangible results you might be able to achieve on the job that contribute to those goals and objectives. The interviewer is not so interested here in what tasks or duties you plan to have completed, but how you go about planning and assessing your own performance. Are there any practical ways you currently measure your success in part-time work or study e.g. sales figures, grades, feedback from your supervisor or lecturer?

5. "What appeals to you about this job?"

Guidelines - This is similar to Questions 2 and 3, but you may want to focus more closely on the specific duties outlined in the job description or what your understanding of typical tasks for this kind of

job would be. Again, cover the kinds of skills, interests or knowledge from previous study or work that you would bring to the position.

6."What are your long-term plans?"

Guidelines - If you are flexible about your long-term plans say so, however, it pays to give a general picture of what interests you now, and how you see that developing. You should not commit yourself to a long-term period with an employer if you do not honestly feel that you can do so. At this stage you may not be in a position to know how long you would see yourself staying in any one job. On the other hand, you are keen to put to work the skills that you have developed. Avoid 'I don't know' and a shrug of the shoulders, as an employer is usually trying to assess how motivated and interested you are!

7."What do you see yourself doing in five years from now?"

Guidelines - Similar to Question 6. Your answer will give evidence of whether or not you are the sort of person who plans ahead. Remember that fewer and fewer employers expect all their employees to make a life-long career in their organization. You may want to express a desire to progress as rapidly as ability and opportunities allow within the organization, or what you would like to do on a broader scale.

8."How long do you expect to stay with us?"

Guidelines - Do not commit yourself to a specific time unless you are quite clear on this. Indicate you anticipate staying in the position for as long as it takes to learn the job and hope to move on within the organization. After making a comment yourself, you can always turn this question back to the employer and ask how long they would expect you to stay with them.

9. "Tell us about yourself"

Guidelines - If this is asked at the beginning of the interview give a quick run down of your qualifications and experience to date, then ask whether the interviewer(s) would like you to expand. If the question is asked towards the end of the interview and you have already talked a lot about yourself, then this is the opportunity for you to elaborate on any positive points and put across any messages you have not had the chance to give so far.

10. "Why should we appoint you?"

Guidelines - Answer in terms of the qualifications, skills and interests that you have which are relevant to the position, i.e. summaries your suitability. Where a job description is available before the interview, make sure you have studied it thoroughly as part of your preparation for the interview. Your reply should be based on the required skills outlined in the job description. Do not compare yourself with other applicants even if you know some of them. If you are invited by the interviewers to compare yourself with other applicants, politely state that you are not in a position to judge others, and leave that side of the interviewing to them!

11. "Have you applied for other jobs?"

Guidelines - Be honest. This question is often used during graduate recruitment. Your approach to job hunting indicates how you approach challenges. Employers are aware of the competitiveness of the job market. They would be most surprised if you indicated that you have not applied for other jobs and may question your initiative or motivation.

If you are not a student/graduate participating in a university recruitment programme, you may wish to approach this question more

carefully. The interviewer may be looking to ascertain how focused and clearly defined your job objective may be.

12. "How do you handle pressure?"

Guidelines - Give examples of situations where you have been under pressure and ways in which you have positively handled it. Remember this is a typical example of a question where there is no one correct answer. The employer is more interested in whether you have developed strategies for coping under pressure rather than in what these strategies are.

13. "Aren't you over qualified for this position?"

Guidelines - This is a leading question. If you have been called for an interview it is unlikely the employer considers you greatly over qualified. Otherwise they could not justify the time spent interviewing you. Do not apologize for your degree. Rather state your willingness to start at the bottom and work your way up, your enthusiasm for the organization and your desire to develop a broader range of skills. Emphasize skills such as fact finding, analysis, your capacity to acquire new knowledge quickly, rather than the specific content of your degree. Some employers are more interested in what you can offer in the 'practical hands-on' sense than in the 'academic' sense!

14. "What are your major strengths and weaknesses?"

Guidelines - Once again the employer is seeking to ascertain how mature you are and your awareness of yourself as a person. If you have a job description, you may find it useful to focus on where you see your strengths and weaknesses in relation to the tasks listed. Remember weaknesses can be turned into strengths. Talk about the strategies you use for dealing with that weakness, or its positive side e.g. taking time to make decisions may slow you down, but on the other hand you are not impulsive.

Listing too many weaknesses will type you as very negative. You may have to admit that you do not have a particular type of experience called for however you may be able to give evidence of your ability to determine the skills required. Don't bring up too many weaknesses - one or two will suffice!

15."How much do you know about our organization?"

Guidelines - Your answer will reveal the amount of homework you have done before the interview. For example, if the company has products in the market place look for these at points of sale. Use your initiative to find out as much as you can about the organization and during the interview cite ways in which you have gone about finding out this information.

16."How much do you expect to be paid?"

Guidelines - This question is generally more common in the private sector when you have applied for a position with no identified salary scale. Where the salary range is unknown it is very important to investigate comparable rates elsewhere before you attend the interview. Never discuss salary until the end of the interviewing procedure, when they have actually offered you the position. If the question is asked before the offer, reply along the lines that until an offer is made, you feel any discussion of salary is premature. You might also add that as a reputable organization, you expect that they will be paying a fair and competitive salary for the position.

When an offer is made talk about a range rather than a fixed figure. Since the employer created the position, they will already have some figure in mind. Find out what that is, use your salary research, and don't undersell yourself.

17. "Have you any questions for us?"

Guidelines - It is important that you do have questions for the following reasons: In order to make your own assessment of the job you need to find out as much as possible about what the job is really like, or more information about the organization; To show your serious interests in the position and preparation for the interview;

To further outline achievements and skills not covered so far in the interview. This is a good time to ask the employer what skills they consider to be the most critical for the position, and whether they see a gap in the skills you have to offer. This will give you an opportunity to identify skills and/or experiences which have not yet come up during the interview.

18. "Why did you choose to major in ...?"

Guidelines - Avoid the impression of aimlessness or uncertainty. It is fine to major in a subject because of your interests. However be willing to talk about this interest. Show evidence of knowledge, positive attitude towards study, and an understanding of skills and knowledge you have gained.

19. "What do you do in your spare time?"

Guidelines - This is generally asked by employers seeking a fuller picture of you or to help you relax during the interview. Finding out about your other interests and leisure activities gives employers another opportunity to uncover skills and abilities which may not have been discussed. Other activities also give employers a chance to assess your enthusiasm, curiosity and quality of life.

20. "What are the most important considerations for you in choosing a job?"

Guidelines - Answer in terms of job objectives, training, experience available or future prospects. Do not answer in terms of pay or overseas travel or other indications of self rather than job interest.

21. "How do you get on with other people?"

Guidelines - This question is asked to find out more about your social and interpersonal skills. Quote examples of past participation in teams, committees or community organizations. Avoid discussing reasons why you do not get on with certain people. This is a good opportunity to give evidence of any situations which you may have had to use skills of negotiation, motivation or conflict resolution.

22. "Tell us about a project or piece of research you have worked on while at university".

This is a question commonly asked at graduate recruitment interviews. The interviewers are not particularly concerned about which research/project you choose to give as an example, but are more interested in finding out the steps you took in completing the project/research. By examining 'why' and 'how' these steps were taken, the interviewers can get an idea of some of the skills you possess, and assess your ability to solve problems. Skills identified in your answer may include: preparation and planning, team work, time management, organizing and researching. Interviewers may also ask you to elaborate further on this issue by asking questions such as 'what did you learn from this project' and 'why do you consider this project to be an achievement'.

27. Potential Interview Question

While there are as many different possible interview questions as there are interviewers, it always helps to be ready for anything. So here is a list of 100 potential interview questions.

Will you face them all? We pray no interviewer would be that cruel.

Will you face a few? Probably Yes .

Will you be well-served by being ready even if you're not asked these exact questions? You should be.

List of most common questions that you may expect.

1. Tell me about yourself.
2. What are your strengths?
3. What are your weaknesses?
4. Who was your favorite manager and why?
5. What kind of personality do you work best with and why?
6. Why do you want this job?
7. Where would you like to be in your career five years from now?
8. Tell me about your proudest achievement.
9. If you were at a business lunch and you ordered a rare steak and they brought it to you well done, what would you do?
10. If I were to give you this salary you requested but let you write your job description for the next year, what would it say?
11. Why is there fuzz on a tennis ball?
12. How would you go about establishing your credibility quickly with the team?

13. There's no right or wrong answer, but if you could be anywhere in the world right now, where would you be?
14. How would you feel about working for someone who knows less than you?
15. Was there a person in your career who really made a difference?
16. What's your ideal company?
17. What attracted you to this company?
18. What are you most proud of?
19. What are you looking for in terms of career development?
20. What do you look for in terms of culture -- structured or entrepreneurial?
21. What do you like to do?
22. Give examples of ideas you've had or implemented.
23. What are your lifelong dreams?
24. What do you ultimately want to become?
25. How would you describe your work style?
26. What kind of car do you drive?
27. Tell me about a time where you had to deal with conflict on the job.
28. What's the last book you read?
29. What magazines do you subscribe to?
30. What would be your ideal working situation?
31. Why should we hire you?
32. What did you like least about your last job?
33. What do you think of your previous boss?
34. How do you think I rate as an interviewer?
35. Do you have any questions for me?
36. When were you most satisfied in your job?

37. What can you do for us that other candidates can't?
38. What are three positive things your last boss would say about you?
39. What negative thing would your last boss say about you?
40. If you were an animal, which one would you want to be?
41. What salary are you seeking?
42. What's your salary history?
43. Do you have plans to have children in the near future?
44. What were the responsibilities of your last position?
45. What do you know about this industry?
46. What do you know about our company?
47. How long will it take for you to make a significant contribution?
48. Are you willing to relocate?
49. What was the last project you headed up, and what was its outcome?
50. What kind of goals would you have in mind if you got this job?
51. Give me an example of a time that you felt you went above and beyond the call of duty at work.
52. What would you do if you won the lottery?
53. Can you describe a time when your work was criticized?
54. Have you ever been on a team where someone was not pulling their own weight? How did you handle it?
55. What is your personal mission statement?
56. Tell me about a time when you had to give someone difficult feedback. How did you handle it?
57. What is your greatest failure, and what did you learn from it?
58. What irritates you about other people, and how do you deal with it?
59. What is your greatest fear?

60. Who has impacted you most in your career, and how?
61. What do you see yourself doing within the first 30 days of this job?
62. What's the most important thing you've learned in school?
63. What three character traits would your friends use to describe you?
64. What will you miss about your present/last job?
65. If you were interviewing someone for this position, what traits would you look for?
66. List five words that describe your character.
67. What is your greatest achievement outside of work?
68. Sell me this pencil.
69. If I were your supervisor and asked you to do something that you disagreed with, what would you do?
70. Do you think a leader should be feared or liked?
71. What's the most difficult decision you've made in the last two years?
72. What do you like to do for fun?
73. Why are you leaving your present job?
74. What do you do in your spare time?
75. How do you feel about taking no for an answer?
76. What was the most difficult period in your life, and how did you deal with it?
77. What is your favorite memory from childhood?
78. Give me an example of a time you did something wrong. How did you handle it?
79. Tell me one thing about yourself you wouldn't want me to know.
80. Tell me the difference between good and exceptional.
81. Why did you choose your major?
82. What are the qualities of a good leader? A bad leader?
83. What is your biggest regret, and why?

84. What are three positive character traits you don't have?
85. What irritates you about other people, and how do you deal with it?
86. If you found out your company was doing something against the law, like fraud, what would you do?
87. How many times do a clock's hands overlap in a day?
88. How would you weigh a plane without scales?
89. What assignment was too difficult for you, and how did you resolve the issue?
90. If I were to ask your last supervisor to provide you additional training or exposure, what would she suggest?
91. If you could choose one superhero power, what would it be and why?
92. What's the best movie you've seen in the last year?
93. Describe how you would handle a situation if you were required to finish multiple tasks by the end of the day, and there was no conceivable way that you could finish them.
94. What techniques and tools do you use to keep yourself organized?
95. If you could get rid of any one of the US states, which one would you get rid of, and why?
96. With your eyes closed, tell me step-by-step how to tie my shoes.
97. If you had to choose one, would you consider yourself a big picture person or a detail oriented person?
98. If selected for this position, can you describe your strategy for the first 90 days?
99. Who are your heroes?
100. Tell me 10 ways to use a pencil other than writing.

ANSWERS

1 - b	24 - b	47 - c	70 - c
2 - c	25 - b	48 - c	71 - a
3 - a	26 - c	49 - a	72 - c
4 - b	27 - a	50 - a	73 - c
5 - c	28 - c	51 - a	74 - b
6 - a	29 - a	52 - b	75 - c
7 - a	30 - b	53 - c	76 - a
8 - a	31 - c	54 - c	77 - b
9 - b	32 - c	55 - c	78 - a
10 - a	33 - b	56 - c	79 - a
11 - b	34 - c	57 - b	80 - c
12 - a	35 - c	58 - b	81 - a
13 - c	36 - a	59 - a	82 - a
14 - c	37 - b	60 - c	83 - c
15 - a	38 - b	61 - b	84 - c
16 - c	39 - b	62 - a	85 - b
17 - c	40 - c	63 - c	86 - b
18 - c	41 - c	64 - c	87 - b
19 - b	42 - a	65 - b	88 - c
20 - b	43 - a	66 - c	89 - b
21 - b	44 - c	67 - a	90 - c
22 - c	45 - c	68 - a	91 - c
23 - c	46 - a	69 - c	

Career Diary

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