



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



Tshwane South
TVET College

"achieve the future"

SUBJECT: COMMUNICATION N4

LEVEL: N4

MODULE/CHAPTER NO: INTERVIEW



After completing this topic, you will be able to

- Give a definition of interview
- Explain interview as a communication process
- Explain the introduction to general interviewing
- Define employment interviews
- Explaining the introduction to a disciplinary interview

INTERVIEW

- Definition- pre planned, formal direct oral interaction between two or more people to exchange feelings and information for a specific purpose and in limited time

Verbal and non-verbal

- Verbal the interviewer asks questions and interviewee answer
 - written, the CV, notes done by interviewer during interview
- Non-Verbal- gestures, eye contact etc

Barriers during interview

- Physical barriers eg phone ringing, traffic noise etc
- Physiological barriers- eg headache or any other illness that can make the interview or interviewer loose concentration
- Psychological barriers- Can be caused by being nervous, lack of eye contact, talking too fast
- Perceptual barriers- cultural or background differences
- Semantic barriers- level of language being too difficult, wrong choice of words or poor pronunciation.

Categories of interview

- Informational – for gathering information
- Persuasive- to influence another persons decisions.
- Combined- combination of informational and persuasive

Types of interview

- Face to face- interviewer and interviewee are physically close to each other
- Telephone- screening to see if the candidate fits requirements to be called for an interview
- Video conference- interviewer and interviewee can see each other so you dress appropriately and consider non-verbal
- Taped interview- Interviewee gets a recorded questions and record the answers
- Group interview- two or more candidates interviewed at the same time
- Panel interview- two or more interviewer
- Psychometric assessments- computer based tests
- Portfolio- Interviewee asked to show progress of work so far
- Structured- formal, questions prepared in advance, answers of all candidates recorded in a standard grid and makes it easy to compare all interviewees
- unstructured interviews- informal, friendly conversations, interviewer asks key questions.
- Case interviews- interviewee asked to solve a business problems

Employment interviews

Roles and responsibilities of the interviewer

- Dress code- dress appropriately
- Prepare the venue- it must be tidy and comfortable, enough light, chairs should be comfortable and avoid distractions
- Formulating suitable questions – interviewer must test a variety of skills

Types of questions

- Closed questions- they require a simple yes or no answers
- Open question- they start with 5w n 1 h(what, where, why, who, when and how... they need more details to be given to answer them
- Specific question- they have only one correct answer eg which grade are you in
- Reflective question- interviewer changes a stamen made by the interviewee and make it a question
- Hypothetical- present situation and ask interviewee to solve it
- Leading- give a request to agree or disagree

Hints for applicant.. The interviewee

- Before the interview
 - Take all necessary documents with you
 - Dress appropriately
 - Prepare to answer questions
 - Prepare to ask questions
 - Be punctual
 - Walk into the room straight and tall
 - Gather information about the organisation
 - Smile, make eye contact, shake hands

During the interview

- Non-verbal communication
 - Eye contact is very important
 - Maintain Correct volume and pitch of the voicebody language should be attentive.
 - Listening skills should be applied
- Verbal communication
 - Think before you answer
 - Ask for questions to be repeated if you did not understand
 - Speak to the point
 - Don't criticize previous job

After the interview

- Consider information obtained from the interview
- Decide weather the interview will be right for you or not
- If appointed write a letter to accept
- If not appointed read the feedback correctly

Disciplinary interview

- Situation at work that can result in disciplinary hearing
 - Poor work performance
 - Sleeping at work
 - Absence without notice
 - Refusal to obey instructions
 - Being drunk or high on duty
 - Assault
 - Sexual Harassment
 - Theft of company or employee's property
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Definition

- Disciplinary interview pre-planned confidential formal oral conversation between employer and employee to persuade the employee to change his behaviour

Verbal and non verbal communication of disciplinary

- Attitude-maintain positive attitude
- Assertiveness vs aggressiveness- it should be polite yet firm
- Choice of words- choose your words wisely
- Importance of non-verbal
 - body language- try to relax, don't fold hands and be assertive
 - Eye contact- make eye contact
 - Paralinguistic- control your tone of voice