



Communication & Management Communication N4

[*see terms and conditions](#)

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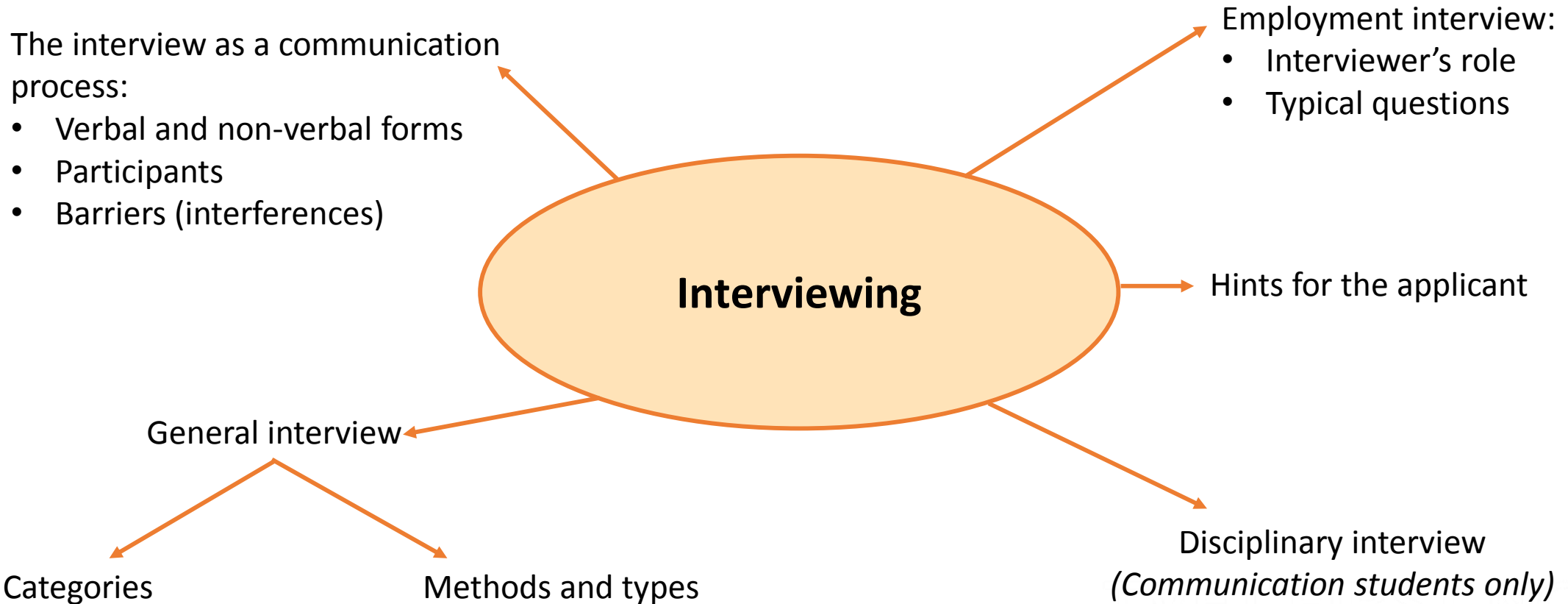
Interviewing

Module 4

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Overview



The interview as a communication process

Unit 4.1

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Verbal and non-verbal forms of communication

Interviews are usually oral, but parts can also be written. Some examples include:

- Answering questions face-to-face, in a telephone call or video call
- Giving a presentation; explaining while doing a skills test
- Writing an essay about yourself; filling in a questionnaire
- Sending interviewers a video in which you tell them about yourself

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Participants in the interviewing situation

- An interviewer conducts an interview by asking the interviewee questions.
- The interviewer could be an employer, manager, etc.
- The interviewee could be a job applicant or even a candidate for a team.



A panel of interviewers

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Interferences in the interviewing process

Both the interviewer and interviewee should be aware of the barriers described in Unit 2.2. These include:

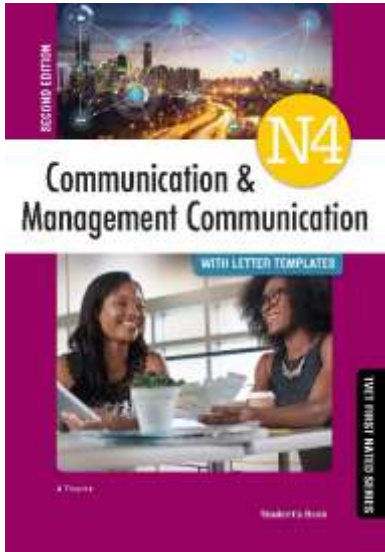
- Verbal
- Non-verbal
- Psychological
- Perceptual
- Physiological
- Semantic
- Cultural



Prejudice is a form of cultural barrier

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Activity 4.1

Refer to page 59 of your Student's Book to complete Activity 4.1.

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Introduction to general interviewing

Unit 4.2

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General interviewing categories

An interview can be any of the following categories:

- Informational (informative)
- Persuasive
- Combined



The purpose of an informative interview is to gather or provide information

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Methods and types of interviews

Unstructured vs structured (informal vs formal)

- An ***informal interview*** can be held anywhere, such as in a coffee shop or restaurant
- A ***formal interview*** has a structured, more organised setup



An informal interview

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Methods and types of interviews

Face-to-face or using electronic communication

- **Not all interviews take place around a table in an office. Interviews may be held:**
 - Over the telephone
 - Via a video conference
 - Through a taped interview.



Smile while talking on the phone; it makes you sound more approachable

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Methods and types of interviews

Group and panel interviews

- Interviews usually take place one on one. There are exceptions, however, which include:
 - Group interviews
 - Panel interviews



Group-to-one in a live setting

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Methods and types of interviews

Supplying additional proof

- The following interviews are suitable for senior types of posts:
 - Portfolio interview
 - Presentation interview
 - Case interview



The interviewees may need to provide proof of their skills

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Methods and types of interviews

Assessments

- **An interviewee could use many kinds of tests to gain a better understanding of the applicant. These include:**
 - Psychometric assessment
 - Other assessment tests

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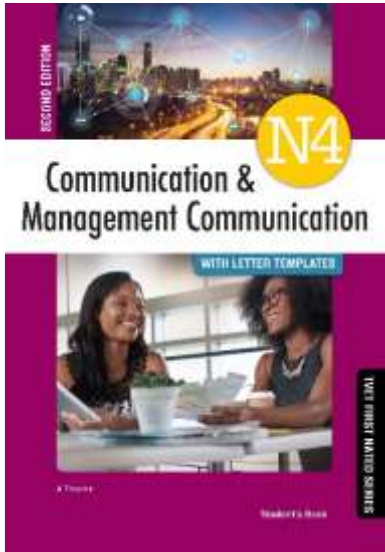


Methods and types of interviews

Screening techniques

Techniques	What the employer or recruiters may do
CVs	They look through applicants' CVs manually and reject those that don't meet the essential requirements.
Interviews	The different kinds of interviews (e.g. telephone, face-to-face) allow employers to draw up a shortlist of suitable candidates.
Reference checks	The applicants' history (work and education) is checked.
Tests	The different types of assessment and skills tests help to narrow down the choice of good candidates even further.
Social media checks	Candidates' online presence can reveal traits the employer is looking for (e.g. positive attitude, good communication skills, maturity, politeness, creativity) or undesirable ones (e.g. drug use, drinking, discrimination, racism, criminal behaviour).





Activity 4.2

Refer to page 63 of your Student's Book to complete Activity 4.2.

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Employment interviews

Unit 4.3

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The purpose of an employment interview

The specific purpose of an employment interview can be:

- Informational
- Persuasive
- Combined



A friendly smile will make both interviewer and interviewee appear approachable

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The responsibilities and role of the interviewer

The interviewer before the interview

- To prepare for the interview, the interviewer should:
 - Prepare colleagues
 - Dress neatly
 - Prepare the venue



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The responsibilities and role of the interviewer

The interviewer during the interview

- Introduce yourself to each interviewee.
- Be professional and well-mannered.
- Smile often and adopt a friendly tone.
- Listen intently and patiently.
- Keep an eye on the clock so as not to exceed the allotted time.

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The responsibilities and role of the interviewer

The interviewer after the interview

- Make notes of your impressions and file them.
- Avoid discriminating when selecting the suitable candidate.
- Send a polite email to unsuccessful candidates.

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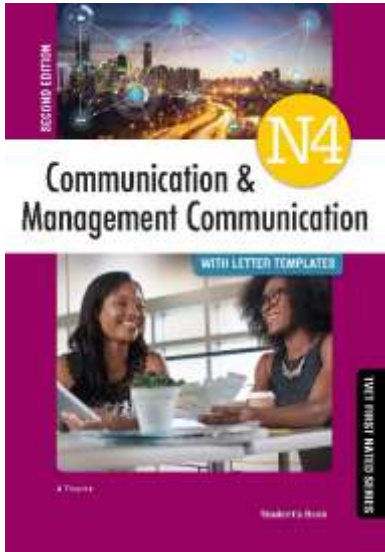
Typical questions asked during an interview

Interview questions should be varied to ensure that the interview is meaningful. They could be:

- Open-ended
- Closed
- Specific
- Reflective
- Hypothetical
- Leading



The interviewee can be asked to reflect on a situation



Activity 4.3

Refer to page 67 of your Student's Book to complete Activity 4.3.

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Hints for the applicant

Unit 4.4

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Applying for a position

Steps that one can follow to apply for a position include:

- Finding sources of information
- Analysing job adverts
- Writing a covering letter
- Writing a CV



Update your CV every six months

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The interviewee before the interview

Remember these points when you are being invited to an interview:

- Personal documentation
- Dress code
- Grooming
- Preparation for questions
- Punctuality
- Establishing rapport
- Posture



Applicants waiting for a job interview

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The interviewee during the interview

Non-verbal communication

- Eye contact
- Tone of voice
- Register
- Pronunciation
- Body language
- Listening skills



Be aware of your posture

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The interviewee during the interview

Verbal communication

- Remember to remain professional when:
 - Answering questions
 - Posing questions
 - Avoiding questions



Give helpful information, not long-winded answers

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The interviewee during the interview

Skills test

- If asked to do a skills test, look confident and smile.
- Listen carefully to what is expected of you.
- Work neatly and systematically.
- Stay calm and keep your emotions under control.

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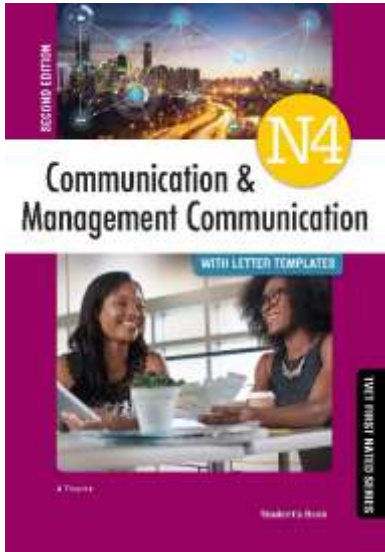
The interviewee after the interview

The few important things that you need to do are:

- Email a thank-you note to the interviewer.
- Make notes of mistakes you have made.
- Consider the information you have been given.
- Decide whether to accept or decline the position if offered.
- Email another thank-you note, if unsuccessful.

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Activity 4.4

Refer to page 72 of your Student's Book to complete Activity 4.4.

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Disciplinary interviews

Unit 4.5

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Situations which could result in disciplinary interviews

A disciplinary interview seeks to correct a situation that has arisen because an employee has broken company rules. The table shows some examples:

Minor offenses	Serious misconduct
<ul style="list-style-type: none">• Using the Internet or telephone at work for private purposes.• Arranging his or her private matters during working hours.• Taking a longer lunchbreak than is allowed.• Breaking a safety rule, but no one was harmed.• Staying at home without applying for leave.	<ul style="list-style-type: none">• Dishonesty (e.g. lying, fraud, corruption).• Defiance.• Physical assault (e.g. poking, shoving, slapping, hitting or kicking).• Verbal abuse and harassment.• Sexual harassment.• Endangering others' property or lives.• Damaging property on purpose.

Verbal and non-verbal communication of the interviewee

Attitude

- Remain calm and polite.
- Listen carefully and don't interrupt the interviewer.
- Be willing to admit your offence truthfully.



Don't show anger; remain professional at all times

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Verbal and non-verbal communication of the interviewee

Assertiveness vs aggressiveness

- It is important to be assertive without being aggressive.
- Being assertive means you are confident and firm.
- Being aggressive means being rude and hostile.



Verbal abuse such as shouting shows that someone has lost control

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Verbal and non-verbal communication of the interviewee

Choice of words

- Remain polite.
- Don't make wild accusations.
- Never lie or twist the truth.
- Avoid swearwords and name calling.
- Don't sulk in silence.



Never mock or make fun of another person's belief

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Verbal and non-verbal communication of the interviewee

Examples of negative vs positive non-verbal communication

Negative signs that a person is losing emotional control	Positive non-verbal actions showing openness and emotional control
<ul style="list-style-type: none">• Frowning deeply.• Rolling the eyes upward.• Making a face.• Clenching the fists.• Slamming a hand on the table.• Wagging a finger.• Throwing a vulgar sign.• Emitting deep, loud sighs.• Laughing mockingly.	<ul style="list-style-type: none">• Keeping your facial expression neutral, and not unfriendly or angry.• Maintaining good eye contact while the other party is talking.• Being a good listener and not interrupting.• Using a level and calm tone of voice.• Keeping your hands relaxed.• Keeping your legs and arms uncrossed.• Using gestures sparingly.

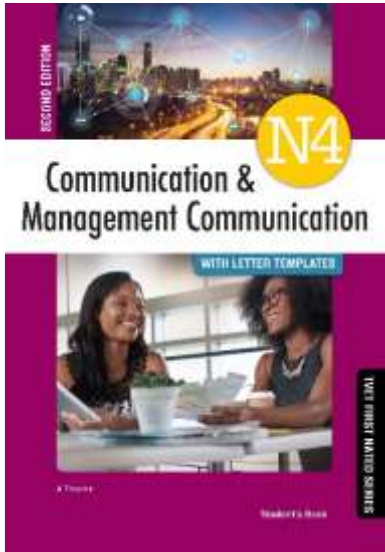
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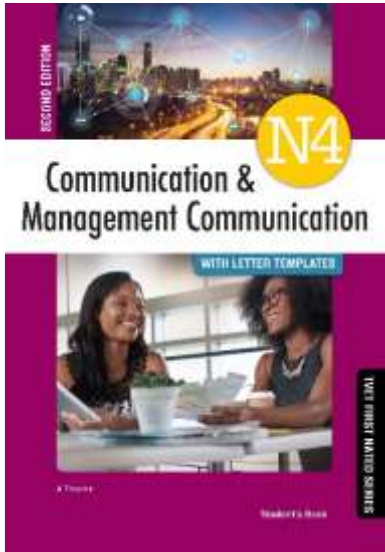


Activity 4.5

Refer to page 75 of your Student's Book to complete Activity 4.5.

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Summative assessment

Test your knowledge of this module by completing the summative assessment on page 76 of your textbook.

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