

IVING



Types of Interview

- ◆ Formal Interviews
- ◆ Patterned Interviews
- ◆ Non-directive Interviews
- ◆ In-depth Interviews
- ◆ Stress Interviews
- ◆ Group Interviews
- ◆ Panel Interviews

What types of interview do you most commonly use and why ?



Typical Interview Questions

Interview questions and answers

Look at the following 'difficult' questions that you might hear during a job interview:

How would you describe yourself?

What influenced you to choose a career in ...?

How has your university education prepared you for a job in ...?

Tell me about your current job. What have you been doing?

How would you describe yourself in terms of your ability to work as a member of a team?

Tell me about a major problem you recently handled. Were you successful in resolving it?

How do you handle pressure?

Why do you want to work for this company?

What do you feel you have to offer this company?

What personal weakness has caused you the greatest difficulty on the job?

What would you say has been your most rewarding accomplishment?

What are your goals for the future?

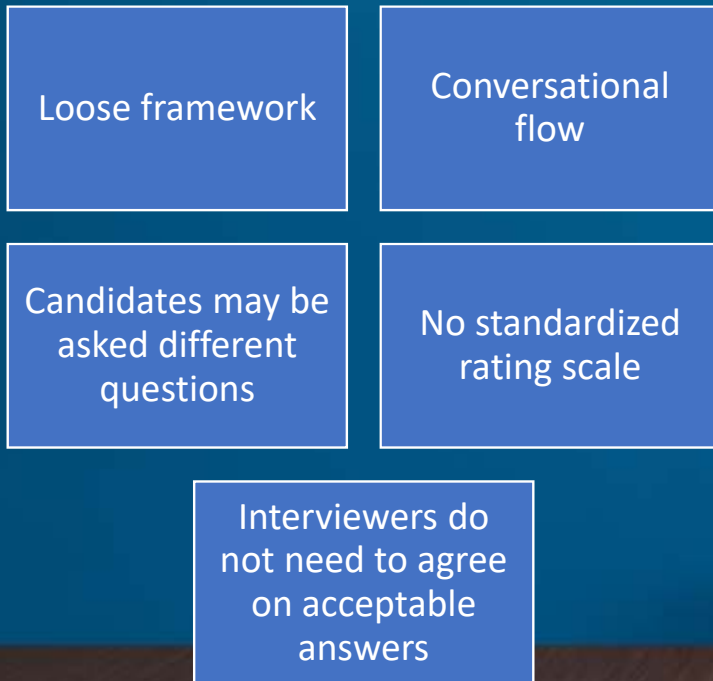
What do you think you'll be doing in five years' time?

INTERVIEW TECHNIQUES

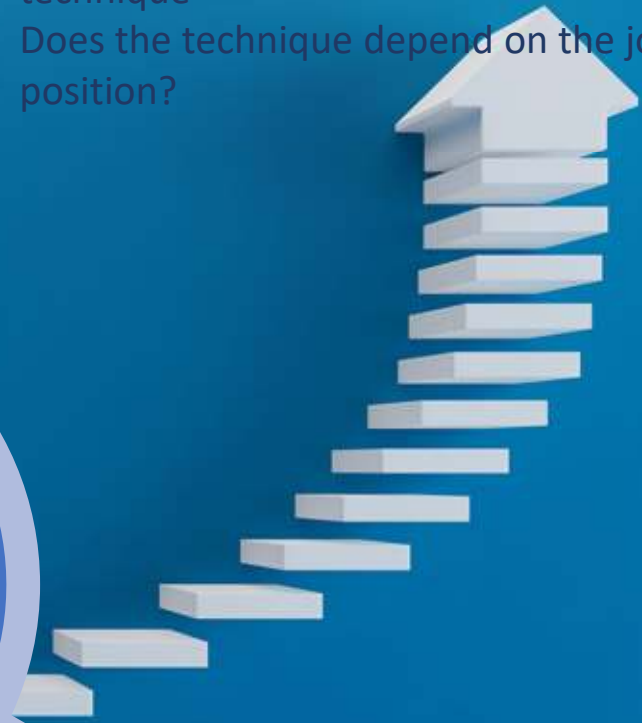
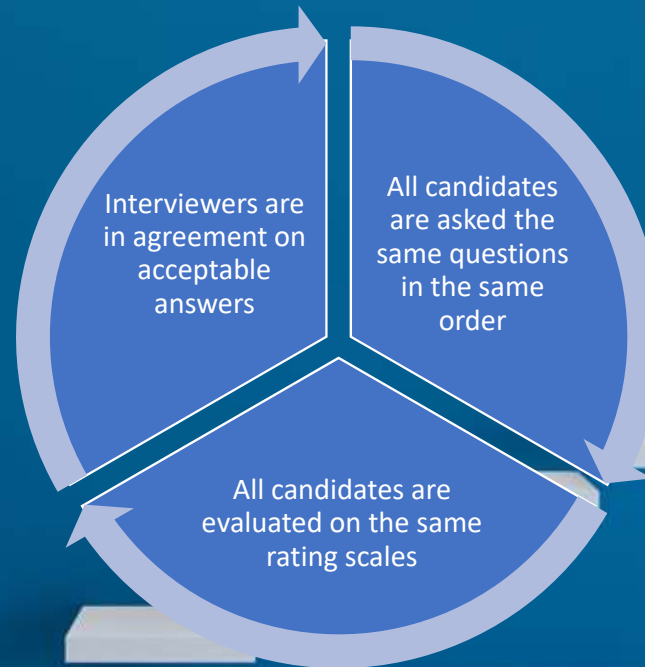


What are the pros and cons of each technique
Does the technique depend on the job position?

Traditional Interviews



Behavioural Interviews

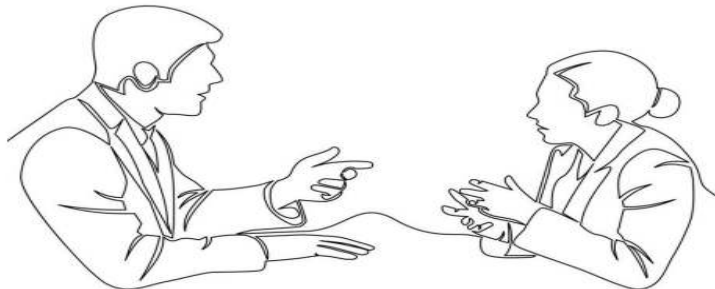


Common Vocabulary

Warm up

In pairs, discuss the following questions.

1. How many interviews have you had after applying for a job?
2. Which job interview was the best? What made it a good interview?
3. Which job interview was the worst? What made it a difficult interview?
4. How many interviews did you have to get your last job?
5. What were the interviews like? Were you nervous or not? Why/why not?



Key expressions

Complete the following collocations from the interview:

- | | |
|-----------------|-------------------------------|
| 1. be motivated | a. a well-established company |
| 2. manage | b. by challenge |
| 3. deal with | c. certain tasks |
| 4. motivate | d. deadlines |
| 5. meet | e. international projects |
| 6. work | f. others |
| 7. be part of | g. outside partners |
| 8. delegate | h. under pressure |

QUESTIONS COVERAGE

- **WHAT Q's** - Elicit information about knowledge, facts/data, opinions
- **WHY Q's** - Analytical skills, reasoning, logic etc. motivations(what else...How else..., Where else...)
- **HOW Q's** - Knowledge of functional skills, process/steps (also analytical skills)
- **HOW MUCH/HOW WELL Q's** - validating achievements

INTERVIEW STRUCTURE

- 1 Opening, rapport building
- 2 Current & previous roles
- 3 Aspirations & awareness
- 4 Education & upbringing
- 5 Circumstances & interests
- 6 Closing, wrap up

Structure of Questions

- Open ended Questions
How - What - When - Where - Who - Why
- Close ended Questions
Do you - Did you - Can you - Will you - Could you - Would you - Should you
- Prompting / encouraging expressions
Tell me..., Describe ...
For example?, For instance?, In what sense?
How come?, In simpler terms...



Question Formation

Tense	Affirmative	Negative	Interrogative
Present Simple	I have a car.	I don't have a car.	Do I have a car?
Present Continuous	You are playing football now.	You are not playing football now.	Are you playing football now?
Present Perfect	They have been there.	They haven't been there.	Have they been there?
Present Perfect Continuous	I have been living here.	I haven't been living here.	Have they been living here?
Past Simple	I lived in London.	I didn't live in London.	Did I live in London?
Past Continuous	I was playing .	I wasn't playing .	Was I playing ?
Past perfect	He had worked .	He had not worked .	Had he worked ?
Past Perfect Continuous	I had been watching .	I had not been watching .	Had I been watching ?
Future Simple	I will come .	I will not come .	Will I come in?
Future Continuous	I will be playing basketball.	I won't be playing basketball.	Will I be playing basketball?
Future Perfect	He will have finished .	He will not have finished .	Will he have finished ?
Future Perfect Continuous	We will have been starting .	We will not have been starting .	Will we have been starting ?

Now look at the following expressions from the interview and match them to their functions below:

I would describe myself as someone who is ambitious, hardworking and motivated by challenge.

As you can see from my CV, I've been working as a project co-ordinator for the British Council in Rome for several years.

My job has mainly involved organising special events

Against the odds, I managed to successfully work with our partners and reschedule the project events.

I guess at times I am a little reluctant to delegate certain tasks.

I would say successfully completing my university degree has been my most rewarding accomplishment.

My long-term goals involve growing with a company where I can continue to learn, and take on additional responsibilities.

Once I gain the necessary experience, I see myself moving on to a management position.

- describing your current job
- describing your personal qualities
- describing a personal weakness
- describing how you overcame a difficult situation
- describing your ambitions
- describing your achievements

- Which tense do we use for habits ?
- Which tense do we use from past – now ?
- Ask some questions in pairs , using the tenses?

CRITICAL INCIDENT

Discuss in pairs a critical Incident, using the format below .

Hiring manager interviews position's incumbent employee to:

- Investigate job-related events, incidents, processes, or issues
- Discuss how these incidents were handled
- Explore the outcomes or these incidents

Each incident should be shared as a story, and should include a:

- Setting
- Behavior (what happened)
- Result (outcome)

CRITICAL Incident question formation :

- What happened?
- What lead up to the event?
- Where did it take place?
- Who was involved?
- What was the outcome? Was it beneficial or detrimental to the role?
- What did you do to influence the outcome?
- What did others do to influence the outcome?
- What did you learn from this experience/decision?
- What might you do differently in the future?

Knowledge, Skill Ability

Lead and Probing Questions



Lead Questions

- Open ended
- Use introductory statements like:
 - Tell me about a time when...
 - Provide a recent example of...
 - Describe an occasion when...
 - Walk me through...
- Should elicit a short story from the candidate



Probing Questions

- Follow-up questions used when:
 - Initial answers are vague or do not fully address the lead question
 - The candidate's tone changes drastically
 - The candidate seems to have difficulty forming and answer

Do Not Lead

Avoid guiding language such as:

- Tell me about a time when you successfully performed...
- This type of activity or behavior doesn't bother you, does it?
- As an organization, we require this type of behavior. How do you feel about this type of behavior?



Star Model



Situation: What was the situation the candidate was in?

Task: What was the task the candidate needed to accomplish?

Action: What were the actions the candidate took to accomplish this task?

Results: What were the results of these actions?

Situation – Tell me about a time...

Task – where you were faced with multiple competing deadlines.

Action – How did you balance your workload...

Results – to meet all of the project goals?

Complete question – Tell me about a time where you were faced with multiple competing deadlines. How did you balance your workload to meet all of the project goals?

Ratings Scales

- What does your organization's interview rating scale look like?



Listening

Now listen to two HR managers discussing candidates after their job interviews. Answer the questions below:

1. How did the managers describe Patrick?
2. How did the managers describe Sam?
3. How did the managers describe Karina?
4. Why were they concerned about Karina?
5. Which of the rules in Exercise 1 did the managers possibly follow or break?

Which Candidate

Watch a [TED Talk \[https://youtu.be/jiDQDLnEXdA\]](https://youtu.be/jiDQDLnEXdA) by Regina Hartley and discuss the following points.

- Who are Silver Spoons and Scrappers?
- Who should an employer bet on: a Silver Spoon or a Scrapper?
- Comment on the statements from the video:
 - *"A series of odd jobs may indicate inconsistency, lack of focus, unpredictability. Or it may signal a committed struggle against obstacles."*
 - *"Even the worst circumstances can result in growth and transformation. A remarkable and counterintuitive phenomenon has been discovered, which scientists call Post Traumatic Growth."*
 - *"In a study of the world's most highly successful entrepreneurs, it turns out a disproportionate number have dyslexia. In the US, 35 percent of the entrepreneurs studied had dyslexia."*
 - *"Companies that are committed to diversity and inclusive practices tend to support Scrappers and outperform their peers."*

The TED logo is displayed in a bold, red, sans-serif font. The letters are thick and blocky, with the 'E' having a distinctive shape with a horizontal bar. The logo is positioned on the right side of the slide, to the right of a vertical double-line separator.