GEN 1004
COMMUNICATION SKILLS

Lecture 6: Interviewing Skills, Meeting Management, and Work-place Etiquette

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Interviewing Skills

-The first stage of getting a job is to write a CV (Curriculum Vitae)or a Resume to market yourself and earn an chance for an interview.

Difference between a CV and a Resume:

CV: is a detailed information of all achievements, qualifications, skills, and experience, etc. of a person throughout his/her professional career. (no page limit)

Resume: is a concise summary of a person's achievements, qualifications, skills, and experience related to the desired job. It can not be more than two-pages.

How to Write an Effective Resume or CV

1- You should include the following contents:
Name and Contact information, Experience, Skills, Education, Interests (only job related interests), References, Photograph.

2- Make sure there are no spelling mistakes, grammar mistakes or wrong punctuation. (Mistakes indicate your unprofessionalism)

3- The Presentation should be attractive, neat, organized. Do not use a lot of colors. The text color is black (use bold text to emphasize items), Font size is greater than 12. Use professional font type (Times New Roman or Ariel). Use bullet points not numbers for listing.

4- The layout should be such that your strong skills and qualifications are on top. You can add an objective section at the beginning to emphasize your potentials, <u>but do not overestimate yourself</u> . (employers spend about ten seconds to scan each resume).

Objective format: *An XX position in an organization where YY and ZZ would be needed.*

- Chronological order should be from the recent to the earliest.

- In skills section: do not include skills that are obvious or everyone has. (e.g. Computer Skills : Browsing Internet, email, Windows ✗)

- Bonus Points : Community service, volunteered positions, foreign languages)

Cover Letter

Some companies require submission of a cover letter during job application.
It should include the following:
- Your contact detail.
- Employer detail.
- Subject: Position
- Reference to advertisement.
- Brief summary of your skills and experience.
- Mention that you has attached your CV.

The following is an example of a cover letter:

Sample Cover Letter.pdf

Interview

The interview process may consists of several stages: Phone or Skype interview, face-to-face interview, group discussion, presentation, and written test.

1- Interview Preparation:

- Collect as much information as you can about the company.
- Know the location of the company prior to the interview date.
- You must have a contact information of an HR person in case of an emergency.
- You must have copies of your CV, certificates, or other related document.
- You must arrive early.
- Make sure your email address, voice mail, phone ring, and phone call tone are professional.

Interview

2- First Impression:

- You must dress formally.
- Be confident and have a firm handshake.
- Make sure you are comfortable with your clothing, and cure any medical issue that you might have (e.g. excessive sweating, or weak vision), otherwise the sense of discomfort will be transferred to the interviewer.
- If you have a briefcase, do not put it on your leg, just put it on the floor beside you. Also if you carry a portfolio, just hold it and do not put on the desk in fort of you.

Interview

3- Answer Questions effectively:

A- <u>Behavioral interview</u> questions test your past experience. Use the S.T.A.R technique to answer them. (Never talk ill about your previous boss or colleagues)

B- <u>Brainteaser</u> questions test your logic, critical thinking and problem solving skills. These questions are open-ended hypothetical questions that do not have a single correct answer. Your answer must be organized, logical.

C- <u>Stress interview </u>questions put you under pressure to test your behavior under stressed working condition and test your knowledge on the spot.

Interview

D- Typical Questions:

Some of the basic questions you should be prepared to answer are:
1. Why should we hire you?
2. What is your greatest strength?
3. What is your greatest weakness?
4. What accomplishment has given you the greatest satisfaction?
5. What motivates you to put forth your greatest effort?
6. Why do you want to work for our company?

Interview

E- Illegal Questions:

You can point out that it is an illegal question, side step the question, or simply answer it.

Examples:

How long have you lived here?

Which religious holidays do you observe?

Do you belong to a club or social organization?

How much longer do you plan to work before you retire?

Do you have or plan to have children?

How do you feel about supervising men/women?

What do you think of interoffice dating?

Phone Interview

Advantages:

- The non-verbal communication is not active.

- You can make notes to help you during the interview.

Disadvantages:

- You must be able to express you thought verbally very well.

- You can not get non-verbal or visual feedback from the interviewer.

Recommendation:

- Stand up while you talk so you have the best breath support
  for energy and vocal quality.

- Make sure you have good cell phone service.

Group Interview

Recommendations:

-Try to initiate the discussion.

-Do not talk at length.

-Do not interrupt others.

-Do not be adamant about your opinions or thoughts.

- Do not raise your voice.

- Your body language must be positive.

- Show that you are a team player.

After the Interview

Recommendations:

- Thank the interviewer personally or by sending an email or a card.
- If you are given a chance to ask questions, do not ask about the salary or the working hours.

Please Read Chapter 12 in Ref [3] and Chapter 13 in Ref [1].

Self Study Materials

Please Study Chapters 10 & 11 in Ref [2]. Chapter 14 in Ref [1]. Also study page 48 in Ref [2] on how to criticize someone and receiving criticism

End of Lecture 6

The Mid-Term Exam will be up to this lecture.
(Not including the self-study part Chapters 10 & 11 in Ref [2] &Chapter 14 in Ref [1].)