



“ Introduction

- Interviews are your chance to sell your skills and abilities. They also give you a chance to find out if the job and company are right for you.
- With each job interview, you are meeting new people, selling yourself and your skills, and often getting the third degree about what you know or don't know. And, you need to stay upbeat and enthusiastic through it all.
- The more time you take in advance to get ready, the more comfortable you'll feel during the actual interview.





Module II: Effective Communication

Topic 4: Interview Skills

An aerial photograph of a small, white boat with a blue cabin, floating on a vast expanse of dark blue, textured water. The boat is positioned on the left side of the frame, leaving a small wake behind it.

Meaning of an interview



Meaning of an interview

The word interview comes from Latin and middle French words meaning to “see between” or “see each other”. Generally, an interview means a private meeting between people when questions are asked and answered.

- Interview = A meeting with an objective
- Employer’s objective is to find the best person for the job
 - Employer: reviews candidate’s experience and abilities
 - *Can you do the job? (skills, abilities, qualifications)*
 - *Will you do the job? (interest, attitude & motivation)*
 - *How will you fit into the organisation? (personality)*



Facts of Interviewing

- Interviews provide the most direct information about a candidate's background, personality, and skills.



Facts of Interviewing

- Keep in mind!

The purpose of an interview is to secure a job offer.





Our Objectives

- To enable you to experience the interview process in a safe and supportive environment.
- To allow you to understand the interview process from both the interviewer's and the candidate's perspectives.





Objectives

- To practice interview preparation, questioning and answering techniques, and giving and receiving feedback.
- To increase your awareness and experience of the techniques a recruiter may use to gain information from applicants
- To establish whether you have the **competencies** for the job.
- To establish your **knowledge, interest and motivation.**



What are interviews for?

- To find out what you are like.
- To give you an opportunity to find out more about the employer – it's a two way process.





Reasons to be cheerful

- Your CV works.
- You are over the biggest hurdle.
- The employer wants to know more.
- You'll prepare and know your selling points.
- You'll prepare answers to predictable questions.
- It is a new learning experience!





Effective Interview Preparation

Enables you to...

- Make a good first impression
- Prepare for predictable questions
- Respond to selector's criteria
- Answer questions effectively
- Present skills and experience effectively
- Cope with unpredictable questions
- Cope with increasingly probing questions





Module II: Effective Communication

Matching Expectations



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- Good all-round intelligence.
- Enthusiasm, commitment and motivation.
- Good communication skills.





Top 10 Most In-Demand Soft Skills

(Based on % of members with skill who were hired into a new job)

1	Communication	57.9%
2	Organization	56.5%
3	Teamwork	56.4%
4	Always Punctual	55.9%
5	Critical Thinking	55.8%
6	Social Skills	55.8%
7	Creativity	55.0%
8	Interpersonal Communication	55.0%
9	Adaptability	54.9%
10	Friendly Personality	54.6%



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- 5 Communication Skills You Can't Ignore:

1. Listening

Listening is one of the most important aspects of communication.

Successful listening is not just about understanding spoken or written information but also an understanding of **how the speaker feels** during communication.





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- 5 Communication Skills You Can't Ignore:

1. Listening

- It helps build a stronger, deeper relationship between interlocutors.
- Careful listening can also create an environment in which **everyone feels safe to express ideas**, opinions, and feelings or plan and solve problems in a creative way.





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- 5 Communication Skills You Can't Ignore:

2. Straight talking

- Conversation is the basis of communication, and one must not neglect its importance.
- A healthy dose of chatting with an unknown person can lead to a business opportunity. Be accessible and friendly because then you will be able to talk to almost anyone.





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- 5 Communication Skills You Can't Ignore:

3. Non-verbal communication

- When we talk about things that matter to us, then we send a **lot of nonverbal messages**.
- Non-verbal signals are wordless communication, body position, facial expression, hand movements, gestures, eye contact, attitude and tone of your voice, muscle tension, and the way you/we breathe.





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- 5 Communication Skills You Can't Ignore:

3. Non-verbal communication

- The way you look, listen, create, react, gesture speaks far more about feelings than words will ever be able to.
- Why non-verbal communication skills are important?





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- 5 Communication Skills You Can't Ignore:
- 3. Non-verbal communication
- According to Salesforce's research on interpersonal communication, 93 percent of communication is non-verbal.
- It helps you connect with others, express what you think, meet challenging situations, and build better relationships at home and at work.





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- 5 Communication Skills You Can't Ignore:

4. Stress management

- In small quantities, **stress can be very useful and encouraging for work.**
- However, when the stress becomes constant and completely begins to take effect, it can affect communication, clarity of opinion, and appropriate behavior and action.





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- 5 Communication Skills You Can't Ignore:
- 4. Stress management
- When you are under stress you may misunderstand other people, send confusing nonverbal signals, and use funny patterns of behavior.
- How often did you feel stressed during a discussion with your friends or colleagues and then say or did something you regretted later?





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- 5 Communication Skills You Can't Ignore:

5. Emotion control

- In communication, **feelings play an important role**. Making decisions more often affects the way you feel than the way you think.
- Guided by emotions, your nonverbal behavior affects the understanding of other people and how others understand and perceive you.





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- 5 Communication Skills You Can't Ignore:

5. Emotion control

- If you are not aware of your feelings you are guided, you will not be able to express your needs and experiences. This can result in frustration, misunderstanding, and conflict.
- Control of emotions provides you with tools to understand others, yourself, and the messages you send.





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4 Smart Ways to Improve your Communication Skills

1. Listen with empathy

- Empathy is the ability to **understand the feelings, thoughts, and beliefs** of another person. Exactly this is the reason why organizations have started developing empathy in the workplace.
- Emotional acceptance, closely related to empathy, means that, after empathizing and **understanding how other person feels**, we can accept the reasons why somebody feels or thinks the way they do, regardless of whether we agree with it or not.





Qualities Employers Seek

4 Smart Ways to Improve your Communication Skills

1. Listen with empathy

- Try to see things from others' perspectives by accepting what you hear instead of trying to „fix things and solve the problem“.





Qualities Employers Seek

4 Smart Ways to Improve your Communication Skills

2. Speak up!

- Communication **begins with you**. Take responsibility and start communication, do not wait and expect another person to do so, and don't hide behind various forms of online communication.
- Good communication, especially on important topics, requires far more than what we can express in a written message.





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4 Smart Ways to Improve your Communication Skills

3. Prepare what you're going to say

- **Think before you speak.** Most of us work best when we have time to process our own thoughts before we share them.
- If the conversation or meeting is worth your precious time, take a few minutes to prepare the speech draft.
- For a very important conversation, **try a mock-up conversation** with a trusted person so you can get rid of any potential mistakes.





Qualities Employers Seek

4 Smart Ways to Improve your Communication Skills

4. Be ready for different answers

- As you formulate a speech strategy, **put yourself in the position** of a person who will listen to you.
- This will ensure a balanced approach and you will be prepared to learn and defend potential disagreements and it will be easier for you to defend your standpoint.
- No one can predict with certainty **how other people will react**. Improve chances of a successful conversation by expecting negative answers and queries.





Qualities Employers Seek

- Ability to solve problems
- Capacity to work hard
- Initiative and self-reliance
- Balanced personality
- Adaptability
- Integrity
- Innovation
- Teamwork





Competencies Employers Seek

- Initiative
- Drive for Results
- Know the Business
- Open Exchange of Information





Occupational Knowledge

- The post offered
- The employer
- Your motivation
- Your achievements and background
- Your skills, qualities and weaknesses
- Your own questions



Occupational Knowledge

So Ask Yourself:

- What do I know about this type of work?
- What attracts me to this type of work?
- What relevant work experience have I done?





Occupational Knowledge

So Ask Yourself:

- What kind of training/additional skills am I hoping to gain?
- What have I done to find out more about this kind of work?
- Why do I want the job?
- Why am I a suitable candidate and what evidence do I have of this?
- What have I gained from my academic/employment/extra-curricular activities?





Self Knowledge

Ask Yourself:

- What are my career ambitions/what do I want to be doing in 5years?
- What was my - best/worst decision, my greatest achievement?
- When did I - work in a team/solve a problem/use my initiative?
- What are my main strengths and weaknesses?





Ask Your Questions

- Prepare two or three in advance
- Avoid asking questions that you may already have been told about in the recruitment materials
- Recognise that questions give away how much you know
- If you're stuck, ask the individual interviewing you: "Why did you join? How would you describe the culture here? What do you like/dislike in your job?"
- If you have had all your questions answered, say so
- Don't ask too many if time has run out



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Thank you