



“ 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



Module II: Effective Communication

Body language

Body language: do's and don'ts



DOs

- Firm handshake
- Eye contact
- Smile!



Body language: do's and don'ts



DOs

- Open posture
- Relaxed, but alert
- Look neat & professional



Body language: do's and don'ts



DOs

- Adopt appropriate dress code
- Listen actively – ‘head nods’
- Sit in the right seat
- Go to the WC beforehand!



Body language: do's and don'ts

DON'Ts

- Limp/clammy handshake
- Bring in carrier bags/clutter
- Wear jeans





Body language: do's and don'ts

DON'Ts

- Look down
- Cross arms
- Flop into chair





Body language: do's and don'ts

DON'Ts

- Wave arms
- Stare out of window
- Shake with nerves
- Adopt a threatening posture





Interview Process - Sample Structure

- Introductions – process explained by interviewer
- Warm up questions
- CV/application form questions
- Questions based on selection criteria – “probing”
- Questions from candidate
- Summing up – next steps



Sample questions

- Why do you want a career in this area?
- Which of your achievements/ideas do you feel most proud of? What was your contribution?





Sample questions

- What do you see as the most significant personal challenge for you in this career?
- What will you have to learn or develop to be successful?
- When have you had to think through a complex problem, which involved analysing data, developing options and implementing a solution (outside academic work where possible)?





Typical Questions

- About you
 - *Tell me about yourself - Bring me up to date with your CV?*
 - *Why did you choose that particular degree programme?*
 - *What experience have you had that is relevant to this post?*
 - *What would you consider your major achievements to date?*



Typical Questions

- About the job
 - *What interests you about this job?*
 - *What do you know about this organisation?*
 - *What other options are you considering?*
 - *How do you see your career developing – 5 years?*
 - *If you were Head of Department, what would be your priorities?*





Competency-based Interviews

- Company identifies key skills required for job
 - Designs questions to elicit evidence of skills
 - Emphasis on past behavior as predictor of success
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- **Teamwork:** *Describe a team project you worked on: What problems arose? How did you deal with them?*





Competency-based Interviews

- **Communication Skills:**

Describe situation when you had to persuade others to support your view. Give an example of any reports you've written which illustrate your writing skills

- **Interpersonal skills:** *What kinds of people do you find it difficult to work with? How do you handle those situations?*





Competency-based Interviews

- **Communication Skills:**

Describe situation when you had to persuade others to support your view. Give an example of any reports you've written which illustrate your writing skills

- **Taking Responsibility:** *Describe a time when you took responsibility to achieve a challenging goal*



Competency-based Interviews

- **Communication Skills:**

Describe situation when you had to persuade others to support your view. Give an example of any reports you've written which illustrate your writing skills

- **Problem-Solving:** *Tell about a time when you had several tasks to manage at one time with conflicting deadlines.*





Matching Skills to Requirements

Employer needs

Communication

Team work

Leadership

Initiative

Customer Care

IT

Commercial awareness

Your evidence

Presentation to class

Example from Coop

Class rep, Committee

Fundraising for charity

Working in Supergun

Designed website

Business pages



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Thank you