



“ 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



Answering questions

- Exercise: listen carefully and answer the question

CareerAddict®

10 TIPS TO IMPROVE YOUR ACTIVE LISTENING SKILLS

-  1. Pay attention
-  2. Make sure to clarify
-  3. Be open
-  4. Ask open-ended questions
-  5. Be self-aware
-  6. Don't be defensive
-  7. Be conscious of your body language
-  8. Disclose similar situations
-  9. Paraphrase for confirmation
-  10. Be honest





Answering questions

- Exercise: listen carefully and answer the question

1. Pay attention

- This might be common sense, and you may think that you are paying attention, but you might be taken aback when you try to recollect your conversation, and you are missing big chunks of what the person said. Active listening requires paying close attention to what people are saying to you, consisting of focusing on the present, making regular eye contact, and allowing a "wait time" before issuing a response. This can go a long way toward becoming a superior active listener.





Answering questions

- Exercise: listen carefully and answer the question

2. Make sure to clarify

- If you missed something your friend or colleague said, there is nothing wrong with requesting clarification.
- It shows you are engaged and interested. So, you could say something like, "Just to be clear" or "Are you talking about [topic]?"





Answering questions

- Exercise: listen carefully and answer the question

3. Be open

- Be it a discussion over how an assignment should be completed or a conversation as to why a certain employee was fired, it is also crucial to maintain an open mind when you are talking.
- You always need to understand someone else's point of view when you are improving your communication and interpersonal skills. Don't interrupt, let the other person finish, and withhold any criticisms until it is your turn to talk. This gives you a chance to better process the information.





Answering questions

- Exercise: listen carefully and answer the question

4. Ask open-ended questions

- "What do you think about that?" or "What was their response?" are some of the different open-ended questions you could ask throughout your conversation. Like clarification, the open-ended inquiry can accomplish various objectives in your quest to be the best active listener, especially trying to show that you are interested.





Answering questions

- Exercise: listen carefully and answer the question

5. Be self-aware

- Whether it is talking incessantly or repeating the same information over and over again, you likely possess multiple aspects of communication that can make it challenging to speak to you.
- That said, by grasping your personal type of communication, you could potentially use these as examples to resolve your own listening issues.





Answering questions

- Exercise: listen carefully and answer the question

6. Don't be defensive

- A common problem in a competitive workplace is that, particularly when people are trying to one-up the other person, they prepare for a rebuttal.
- They are not listening to the other person finishing a thought or opinion, but rather coming up with a rebuttal.
- It is best to avoid this, since you might be missing out on pertinent information.





Answering questions

- Exercise: listen carefully and answer the question

7. Be conscious of your body language while listening

- That said, it is crucial to monitor your body language, like occasionally nodding, keeping a straight posture and smiling when the moment calls for it.
- Likewise, please pay attention to the other person's body language to ensure he or she is not giving off negative vibes.





Answering questions

- Exercise: listen carefully and answer the question

8. Disclose similar situations

- You want to showcase that you are listening by disclosing a relevant situation that happened to you.
- This highlights your understanding & shows you want to get to a positive result.





Answering questions

- Exercise: listen carefully and answer the question

9. Paraphrase for confirmation

- There is putting words in someone's mouth, and there is paraphrasing to confirm what he or she is saying.
- This is a typical go-to strategy when you want to engage in a conversation actively and better understand what is being shared by that person.
- The tactic also demonstrates any concerns you may have and manufactures a sense of empathy.





Answering questions

- Exercise: listen carefully and answer the question
- 10. Be honest
- Do you think lying or telling the other person what you think they want to hear is the best way to actively communicate? Most certainly not.
- Respectfully express yourself honestly and respectfully.





Answering questions

- Exercise: seek clarification if necessary
- Exercise: have evidence to support claims
- Exercise: talk about your PERSONAL contributions
- Exercise: describe positive outcomes





Answering questions

- Exercise: Use the STAR Method:
 - Situation (10%)
 - Task (10%)
 - Action (70%)
 - Result (10%)





Preparation and positive attitude

- Exercise: Make a strong first impression: smile, firm handshake, confident body language
- Exercise: Speak slowly and clearly
- Exercise: Be sure of your strengths & how they apply to the job
- Exercise: Be interested and enthusiastic
- Exercise: Leave positively: thank the interviewer
- Exercise: Be succinct, but avoid yes/no answers





Interview Rating Scale

- Rating: 0-5; *0=no response; 5=excellent*
- Selection Criteria
 - Intelligence – Academic performance, Questions
 - Responsibility – Work roles, external activities
 - Appearance & poise – First impressions
 - Interpersonal relations – Interests, team-roles
 - Integrity – no inconsistencies



Interview Rating Scale

- Rating: 0-5; *0=no response; 5=excellent*
- Selection Criteria
 - Self-confidence – Relaxed manner, responsible
 - Communication skills – Articulate, coherent, grammar, responsive
 - Interests – External interests, involvement
 - Leadership potential – Elective offices, initiative
 - Interviewing skills – Logical thinking, knows priorities



The five most important factors interviewers considered when hiring

- Work experience (36%)
- First impressions of the candidate (24%)
- Education (12%)
- Professional qualifications (10%)
- References (9%)



What creates a bad impression

- Poor personal appearance
- Negative attitude – evasive, using excuses
- Lack of interest and enthusiasm
- Lack of preparation
- Poor knowledge of role
- Failure to give concrete examples of skills
- Over emphasis on money/rewards
- Lack of career plan





Interviewing Attire

Dos

No earrings

Silk necktie with conservative pattern

Shirt cuffs show only slightly at the wrist

Conservative 2-piece suit

Dark shoes & socks



Don'ts

Facial hair should be neat & trimmed

Avoid distracting or busy patterns

No rolled up pants
Don't forget socks



Who Would You Hire?





Tips Regarding Attire (Women)

- A suit or dress is preferable
- Skirts should meet at the top of the knee or longer
- The amount of jewelry should be minimized
- Make-up should be light
- Avoid perfumes and scented powders





Professional Attire for Women

Jewelry:

- Limit jewelry to three pieces
- Earrings (1), watch, ring, necklace, bracelet
- Bracelet/Necklace/Earrings should not jingle
- Remove all piercings (1 set of earrings is acceptable)

Dress Shirt:

- Crispy ironed
- Button-up
- Solid color

Hygiene:

- Always wear deodorant
- Maintain fresh breath
- Wear light perfume
- Cover tattoos
- Nails should be neatly trimmed/filed
- Nail polish should be clear or a natural tone

Hair:

- Simple, conservative

Suit:

- Fitted: Top and Bottom
- Navy Blue/Black/Gray

Accessories:

- Purse should be moderate size
- Purse should match shoes

Footwear:

- Polished and well-maintained
- Closed-toe preferred
- Hose should be nude or skin-tone



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Interviewing Attire

Dos

Jewelry in moderation

Conservative 2-piece suit

Skirt: Knee-length

Hoisery at or near skin color

Dark Shoes



Don'ts

Necklace too large/distracting

No bright colors/patterns

Capris: too casual

No open-toed shoes





After an interview...

- Exercise: Review your performance critically - what went well or not so well?
- Make some notes
- Ask for feedback
- Don't get discouraged – treat each interview as a chance to develop skills





After an interview...

- Good luck and have fun!





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Thank you