

Public Speaking
Prof. Binod Mishra
Department of Humanities and Social Sciences
Indian Institute of Technology - Roorkee

Lecture: 41
Facing the Interview

Good morning friends and welcome back to NPTEL online certification course on Public Speaking. My dear friends, you might well remember that prior to this lecture we had been discussing on interviews. In previous lectures we have talked about the various sorts of interviews how one should get ready for the interview the things that are to be done before one appears at the interview and this is going to be the last lecture on interview which I have titled as **Facing the Interview**.

Now imagine yourself having prepared everything and you have been waiting now for the date of the interview but then there are certain things that actually require to be discussed so that one can be successful at the interviews. We have already talked in previous lectures several sorts of interviews where our focus was also on job interviews and then in job interviews also we could see that there could be several rounds of interview.

Now the time has come. This we can consider as the final day or the d-day the destined day the desired day. Now what a candidate should keep into consideration when he is going to face the interview. So, this last lecture in the series of lectures on interview we shall see what are the things that one should do at the time of interview, what one should do during the interview and how and in which manner one should take up the questions.

Because the questions can be myriad, the questions can be quite uncertain but, of course, we have already spent some time on the nature of questions. Today you can also evaluate yourself through the questions that I am going to provide which usually in most of the cases they are asked by the recruiters, they are asked by the interviewers. So, this lecture has been titled as **facing the interview**. Now, before we proceed further in this business of interviews we can take a quote by Pool.

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Every interview ... is an interpersonal drama with a developing plot" (Pool, 1957)



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where it is said that every interview is an inter personal drama with a developing plot. Now there is a gist of interview. Actually, we have already talked about in various lectures that interview is a sort of intra-personal communication and when the final round of interview comes which is going to be face- to- face. So, it is just like an interpersonal drama with a developing plot.




Why developing plot? Because you will find that initially the questions are put in such a way and the nature of questions is such that can make every candidate comfortable. But as time passes, the time for the interview you will find the interviewer actually drags you to the depth of discussion and that is how the interview develops. Now I think most of you with the sort of knowledge, with the sort of degrees, with the sort of certain precautions.

Now you are ready, you are mentally now prepared for the day of the interview and what is actually to be done on this day of the interview as we have mentioned earlier that on the day of the interview what counts is one's performance. So, we can always say that on the day of the interview one actually performs with one's area of expertise.

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The Day of Interview

- Carrying forward one's area of expertise, it is essential to present one's knowledge in the best possible way during the interview.
- Interview space offers an opportunity for candidates to:
 - be vigilant throughout
 - display one's talent and skills
 - reassess and self-introspect one's position
 - submit relevant queries and seek clarity
- Concerning the above merits, interviewees should utilise the opportunity to the fullest.

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Because every now and then you will find that when you go for a job and job especially in your field, in your area what you do is----- you are going to present your knowledge in the best possible manner during the interview. Now how to do that? This interview space in many cases, it is said the board room sometimes it is called the interview room. Now whenever it is fixed, this interview space actually provides the candidates certain things where candidates are expected to be vigilant throughout.

Why vigilant? As we have already said earlier that you also have to be very careful, you must use your presence of mind because majority of the interviewers in the board, at times, would like to or would try to keep you in such a position where you are psychologically anxious. So, what one has to do one has to be vigilant throughout one actually can conquer this time this period this stressful hour through one's talents and skills.

Of course, most of the interviews actually test your knowledge, your depth of what you have understood and also of skills. Today is the age when a man having multiple skills is actually required more at the job place. Now, interview also provides one an opportunity to reassess and self-introspect one's position. That is why even when experienced people go for interviews they also see to it that their knowledge their skills are actually revised, reassessed.

You can find people becoming very anxious the reason for being access is you never know what sort of question can be asked because everyone is not a know it all. One also gets an opportunity to submit relevant queries and seek certain clarifications. Now, regarding all

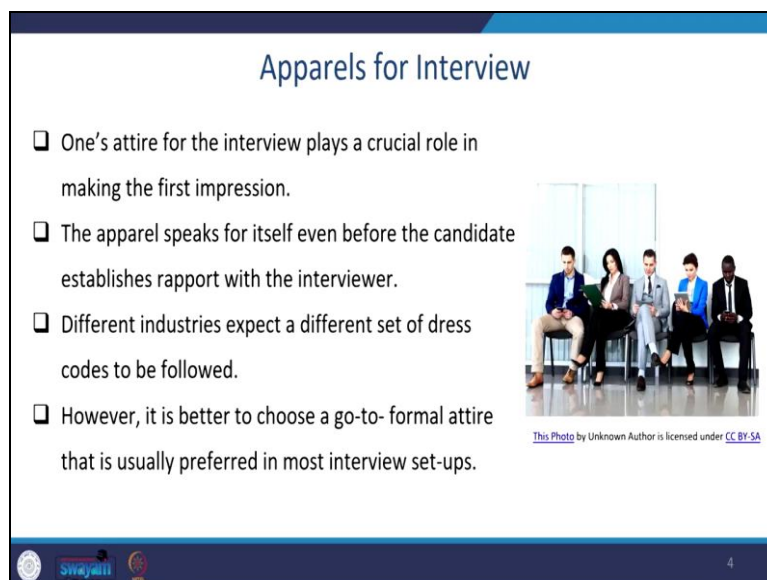
these qualities and these merits, what an interviewee should do or what a candidate for the interview should do is---- should utilize the opportunity to the fullest.

Now initially, when you go for entry level jobs---- entry level jobs are not that tough but as you grow in stature and when you go for an interview, where experienced people and their skills, knowledge are tested you will find that one gets an opportunity to utilize one's talents and one's knowledge to the fullest. Now, there are certain things that one should also keep into consideration and what is that.

The very first thing is that when you start for the interview room, even before that as I have said earlier that you have to be mentally prepared and this preparedness also comes with your dress. That is actually the first thing and people have to be conscious of what they are dressing because it is going to be a formal sort of communication where your formality where actually what sort of a person you are can also be measured through the dress that you are wearing.

So, what sort of apparels one should wear on the day of the interview? I mean, here is the time where you cannot go in a party dress in a casual dress, in a dress that has got a colour which is actually pinching to the people in and around you.

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Apparels for Interview

- ❑ One's attire for the interview plays a crucial role in making the first impression.
- ❑ The apparel speaks for itself even before the candidate establishes rapport with the interviewer.
- ❑ Different industries expect a different set of dress codes to be followed.
- ❑ However, it is better to choose a go-to- formal attire that is usually preferred in most interview set-ups.

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So, one's attire or one's apparel for the interview actually has a lot of importance and it has a crucial role to play in making the first impression. We often say that the first impression is the best impression is the last impression. So, how a person presents himself that is very

important. This apparel or your attire or your dress speaks for itself even before the candidate establishes rapport with the interviewer. That is why formal dress is very important, my dear friend formal because it is a formal occasion and formality can be shown through the care and concern of how one dresses. So, this apparel of yours--- this dress of yours speaks for itself even before the candidate can establish a rapport with the interviewer. In many industries many organizations, you will find that they expect different set of dress codes to be followed.

However, before you have been selected, you have a freedom of your choice but this choice is to be utilized properly. It is actually always better to go in a formal dress, formal attire which is usually preferred in most interview setups. Here, you cannot go in a dress that is having a sort of dazzling hue a dress that is multi coloured fine. All these actually some way or the other give an inkling about the sort of person that you are.

Now how can one dress properly, what actually is a formal one should always try to ensure. So, that one can make himself fine avail of the complete attire.

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Tips to Dress Properly for Interview

- Make sure to avail of the complete attire , checklist (as displayed in the image) at least a day before the interview.
- It is essential to check if the dress fits properly. Neither oversized nor too tight.
- Well-polished formal shoes add weight to one's personality.
- One must keep oneself well-groomed and neat with a proper haircut and clean shave.

"Fashion is only the attempt to realize art in living forms and social intercourse." —Francis Bacon

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A complete attire which we consider to be formal is that one should wear—a shirt as a man, a shirt which is full sleeve, the trousers which also appear to be formal. The shoes that one wears as I have been saying time and again that should be properly polished at times many people often raise the question as to whether one's dress would be expensive. No, my dear friends, whatever formal dress you wear they have to be properly washed ironed so that it can give the impression of a sort of presentability. You must ensure that you are presentable it is essential to check that the dress fits properly it should neither be oversized. Now nor

undersized nor too tight a dress which can actually make you feel quite uncomfortable during the interview. As regards shoes which we have been saying time and again they have to be formal because they actually add weight to one's personality.

Moreover, regarding one's hair, regarding one's appearance, regarding one's sideburns one must be very careful we have already discussed in the lecture on non-verbal what it is actually to reflect a proper appearance. One must groom well oneself properly with one's hair properly combed and one should always try not to have long sideburns, fine? One can go for a proper hair cut not the sort of haircut that is actually prevalent among the youngsters who are every now and then imitating the actors.

And also the sports person because my dear friends, they can be considered to be very casual. In this regard we can take a beautiful quote by a famous essayist named Francis Bacon who says—"Fashion is only the attempt to realize art in living forms and social intercourse." My dear friends, even though we may boast of living in a world where dress has been given a low preference, you would see that people still go to see the formality.


And try to guess one's formality through the way one dresses. Here, you can find on the right hand side there are certain pieces which can make your appearance better. The proper belt, the proper tie, the proper dress, the proper shoes, and the proper wristwatch all these are actually very important. It has often been seen that sometimes people do not take all these things into consideration and they come with either with excessive jewellery or with so many you know a bunches of keys.

Sometimes it has also been seen people using a lot of cologne and they may actually be very much distressing. Now in this regard because we have already talked about the first impression. So, let us throw some light on impression management.




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Impression Management (IM)

- ❖ It is a concept employed by job recruitment experts acquainted with organisational psychology.
- ❖ Levashina and Campion suggest that IM is, "an attempt conscious or unconscious to influence the image during the process of interaction" (p. 1639)
- ❖ IM is achieved through two means:
 - Self Promotion (Presenting one's positive image)
 - Other enhancements (Developing a positive relationship with the interviewer)



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Actually, impression management is a concept which has been employed by job recruiters and recruitment experts acquainted with organizational psychology. Levashina and Campion are of the opinion that this impression management is an attempt conscious or unconscious to influence the image during the process of interaction, to influence the image during the process of interaction.

Now this impression management can be achieved through two ways. The first is as I have been saying that through your interviews also through your non-verbals also you are selling yourself and that is why we say try to encase yourself non-verbally. That is possible when a person tries to promote oneself, promote one's image. One must always give the others the impression that s/he has got a positive image.

There are other enhancements also which are developing a positive relationship with the interviewers that will come through the way you greet the people and through the way you maintain a sort of cordiality and commitment throughout the interview the way you behave. Now, the time has come my dear friends, to understand what actually should be done during interview. We have already thrown some light on making your appearance radiant not only by clothes but by your hairstyle but by your facial expression which is always reflect a sort of positivism. And then the way a person walks and enters the interviewers get an impression also.

Whether somebody is an arrogant, whether somebody is in a hurry, somebody is very humble somebody appears to be very sincere these actually can be measured by the way a person

walks whether he fidgets, whether he shrinks, whether he yields. All these actually play a vital role. Sometimes, you can also find that the interviewer is very much conscious the way a candidate bends at every question.

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The slide is titled "What to do in an interview?". It features a list of seven bullet points on the left and a blue circle on the right containing five more bullet points. At the bottom left, there are logos for "Swayam" and "UPEA". At the bottom right, the number "7" is displayed.

- ✓ Exchange greetings.
- ✓ Employ an appropriate form of non-verbal communication.
 - ✓ Smiling, making eye- contact, nodding, leaning forward (Barrick et al., 1394)
- ✓ Listen to the interviewer carefully.
- ✓ Let the interviewer lead the conversation.
- ✓ Pause to think and reflect when facing a difficult question.

- ✓ Clothes
- ✓ Hairstyles
- ✓ Facial expression
- ✓ Way of walking & entering
- ✓ Sitting posture
- ✓ Way of turning back

So, the very first thing that one has to do during the interview is to exchange greetings. The moment you enter the room it has also been seen that even though the chair is meant for you a candidate must not sit unless and until he has been asked to sit. And when you have been asked to sit you must acknowledge it you must thank other people because this shows your behaviour. Now the moment the questions start. Now you might be anticipating about the questions that could be put, that could come you know the volume of questions. So, employ an appropriate form of non verbal communication and how is that possible through smiling through one's eye contact nodding leaning forward these are some of the ways through which a person actually provides a sort of atmosphere where actually is reflected cordiality and commitment.

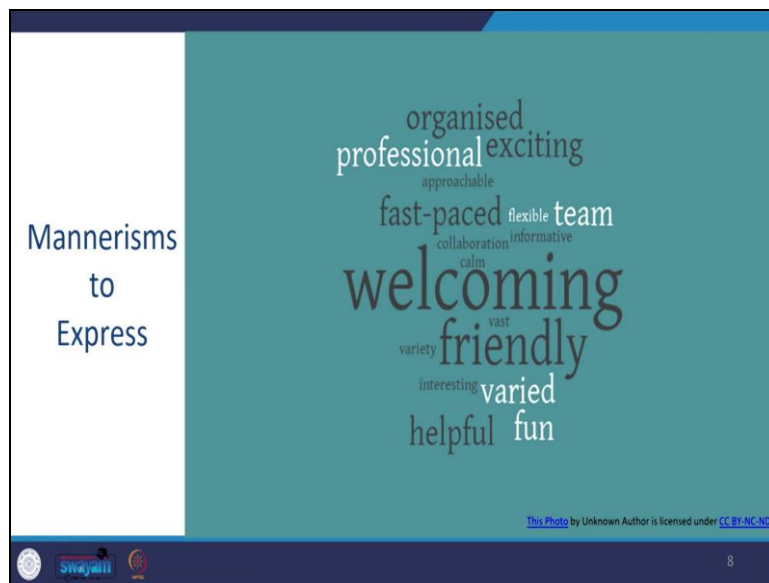
So, a little smile should be there but not a sort of laughter which can actually bring a sort of irritation. Now the questions are going to start get ready, my dear friend. So, what should we do listen to the questions carefully do not show too much of excitement even when you know the answer of a particular question let the interviewer complete the question, otherwise interviewers are always more clever than you.

So, if you interrupt in and between it is sort of excitement or over enthusiasm then perhaps you are going to dig your own grave. Let the interviewer lead the conversation and when the

question is asked, I mean, propriety says that one must pause a little up when you pause you actually give them the impression that you are thinking and then reflect when facing a difficult question, not all the questions will be very easy that you all know is not it.

So, there may be because an interview is just like a developing plot. So, as you keep on answering the easy questions which are sometimes open, sometimes closed. Then once the interviewer actually takes you to the depth of discussion where the questions will become now more standard difficult complex. So, in order to respond to that, one has to pause a little bit think for a while and then answer.

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Now there are certain mannerisms that are also very essential to be displayed at the time of the interview. One must be very professional, one must actually be very much welcoming in terms of the approach being friendly fine. And one must saw that one is throughout very cooperative, so certain mannerisms that are expressed through your facial expressions. Now you might also be thinking that if I have said what to do during the interview.

There are also things where we can say what not to do during the interview. When we have discussed all this, then we will also come to some of the questions and you must start thinking as to how you could give a proper reply to them.

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What *not to do* in Interviews?

- Never show up late for the interview.
- Avoid excuses. They fetch a poor first impression.
- Avoid wearing informal clothes or having a shabby appearance.
- Do not sit unless you are asked to by the interviewer. Seek permission.
- Never answer before the interviewer has finished their question.
- Avoid beating about the bush and using ambiguous language.
- Refrain from repetition or stuttering. They explain nervousness



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So, the very first thing is--- never show up late for the interview. It has at times been seen that people because they do not make preparations beforehand and sometimes the place of stay and the place of interview are two different places. That is why one must see to it that one reaches before time never show up late for the interview and even when it is so, you actually will have to give so many excuses. And this actually gives a very poor impression in the eyes of the interviewer.

Now regarding your clothes--- as we have already said that clothes play a very vital role, one must try to wear, one must try to put on colours which are sober colours, which are not pinching. So, let us not wear informal clothes, say a big no to informal clothes and also see to it that you should not make a sort of shabby appearance poor appearance. I did not get time to have a shave, I mean these are some of the excuses that are not going to work.

Do not sit, unless you are asked to buy the interviewer it is always better to wait for them they are so gracious that they will tell you to have your seat and if not. Then you can always seek permission. Never answer before the interviewer has finished their question as we have already said that the other part of the question may be very misleading may be very ambiguous. Even if at times some difficult questions have been asked and you are not sure about the answer do not try to beat about the bush and use ambiguous language.

My dear friend, actually in order to succeed at the interview even when we need to have a sort of gift of the gab but then that should not become a beating in the bush meaning thereby

do not talk unnecessarily giving unnecessary explanations. One must always try to refrain from repetition or stuttering they actually reflect your nervousness.


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Beginning of an Interview


- ✓ Exchange greetings with a firm handshake.
- ✓ Briefly introduce yourself.

The candidate shall face generic questions at first, such as:

- ❖ What is your area of expertise?
- ❖ How did you happen to come for this job?
- ❖ What prompted you to apply for this position?
- ❖ What makes you the right fit for this position?



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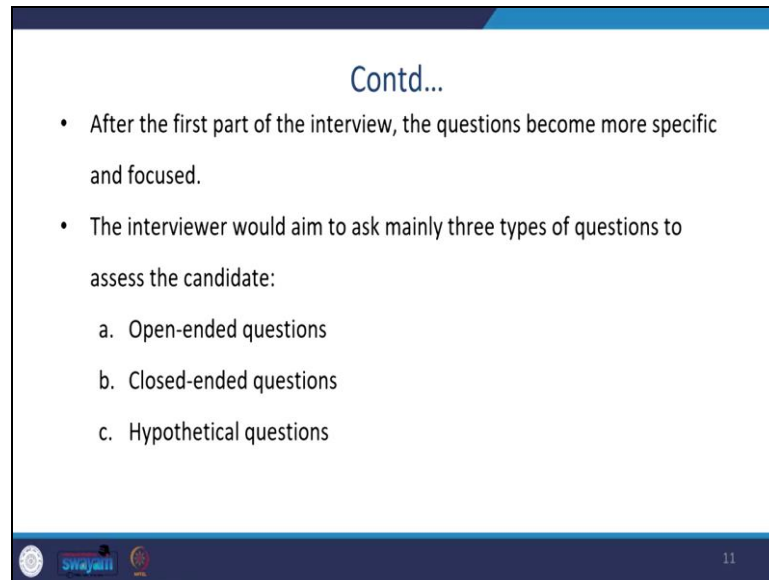
Now the interview begins fine. So, when the interview begins already you have exchanged your greetings sometimes the organizations which are very forward looking interviewers may also extend their hands for a handshake. Now introduce yourself briefly I mean that also may be a very first very first question by the interviewers. So, when you are asked to do. So, please introduce yourself in a very concise manner.

Now many people often say what should I say when I introduce actually you should introduce in yourself in such a manner that the interviewers may get certain clue about the sort of person you are about the sort of values that you carry about the sort of skills that you have. Now the candidate may face some generic questions which most of us can answer. Like, what is your area of expertise fine that may be a very general question which everyone knows the answer of it.

How did you happen to come for this job? Actually one would answer through advertisements, through websites, through newspapers whatsoever or through some referees also what prompted you to apply for this position. Now you can also see how the nature of questions is becoming from easy to difficult. What prompted you to apply for this position? Now think about your answer what makes you right fit for this position, why do you consider yourself to the most appropriate candidate for this position.

Here, the answer a candidate gives actually are about the skills and the experiences so that his skills and experience match and can help the interviewer find in the candidate a prospective one. After the first part of interview which is of generic nature, is over, the questions become very focused fine.

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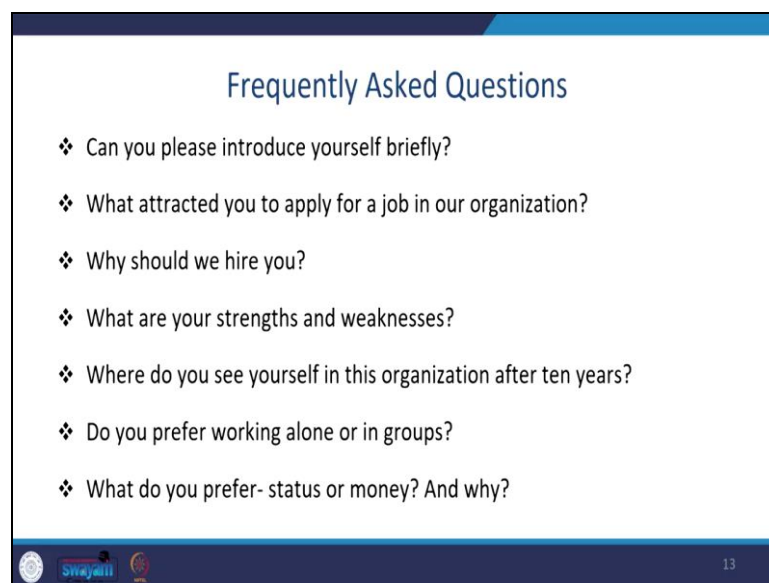
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- After the first part of the interview, the questions become more specific and focused.
- The interviewer would aim to ask mainly three types of questions to assess the candidate:
 - a. Open-ended questions
 - b. Closed-ended questions
 - c. Hypothetical questions

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Usually, three types of questions may be asked we have already in previous lectures talked about open-, ended questions closed questions, hypothetical questions but apart from all these there are some other questions also where you can be asked embarrassing questions, where you can be asked questions which are loaded where you can be asked questions which are related to your opinion.

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Frequently Asked Questions

- ❖ Can you please introduce yourself briefly?
- ❖ What attracted you to apply for a job in our organization?
- ❖ Why should we hire you?
- ❖ What are your strengths and weaknesses?
- ❖ Where do you see yourself in this organization after ten years?
- ❖ Do you prefer working alone or in groups?
- ❖ What do you prefer- status or money? And why?

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Now many of you might be opting to appear at interviews which are of different types and that is why I am here going to provide a sort of FAQ, meaning thereby frequently asked questions. Get ready with your answers and you can also appraise yourself. The very first question as always it will be--- Can you please introduce yourself briefly? What attracted you to apply for a job in our organization? Why should we hire you?

Now, here you have ample scope to sell yourself, to sell your skills: What are your strengths and weaknesses? I mean being very judicious enough you will project your weakness also as your merit. Where do you see yourself in the organization after 10 years? The recruiter wants to know your long term goal or how ambitious you are? What a sort of hurry you are in, or you simply leave this answer for the interviewer.

Saying that I think in course of time depending upon my performance and my skills, I think I will get a very good position or carefulness in this organization. Sometimes, they also want to know about your nature whether you want to work in groups or in isolation? What do you prefer-- status or money? Now, see during such questions one has to keep one's calm and one should always say that I believe in acquiring a status based on my performance and experiences.

And I think with the company of yours which already is very famous everywhere, I think salary could not be a restriction and I think I will get what I deserve. I mean, if you provide such answers I think your chances of getting selected will be more.

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- ❖ Why do you keep changing your jobs quite often?
- ❖ Your grade point was too low in your graduation?
- ❖ What is the reason behind the gap in your degrees?
- ❖ Who has been the ideal in your life?
- ❖ What are your most rewarding or defeating experiences?
- ❖ What are your long-term and short-term goals?
- ❖ Do you have any preference for locations?

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Now, there can be some questions where your weaknesses can automatically come out, if they ask--- why do you keep changing your jobs quite often? What was your grade point? Your grade point was too low during your graduation? Now you are going to explain, my dear friend, the reasons how authentic your reasons may be. What is the reason behind your gap in your degrees? Who has been the ideal in your life?

Now when you name somebody as the ideal, meaning whereby you like these qualities of that person and you also will try to imbibe. What are your most rewarding or defeating experiences? Now here the way you have handled a turbulent situation or you have come out of it triumphantly, that can actually tell or that can provide interviewers with a sort of expectation in the candidate that they are looking for.

Do you have any preference for locations? Now this is very vital. Some people who are often homesick and want a job quite close to their home. Now such candidates will be eliminated, I mean, sometimes they may also ask you--- Would you be willing to go for a foreign assignment? And now such questions are tricky enough. Sometimes they can also ask questions which are related to your area.




But they want actually to know your initiative. How/ what do you think can be an innovative way to curb rising prices? Which qualities do you feel a successful professional should have? Though the interviewers are gauging you in a manner that the real candidate comes out. What would you like to change in your personality? Now see what a sort of difficult question.

Now in response to such a question many people may say--- In the past, I have made many mistakes I have learnt a lot from them and I think I could utilize my realization and in this new organization I can have a different avatar where I may not earn too much. What is your expected salary? Can expectations have a limit, my dear friend? So, it is always better to be very careful. Answering this question, if you are an experienced person, naturally you would like to have a higher hike or if you are an entry level employee, naturally there is no way out.

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- ❖ What do you think can be an innovative way to curb rising prices?
- ❖ Which qualities do you feel a successful professional should have?
- ❖ What would you like to change in your personality?
- ❖ What is your expected salary?
- ❖ Which skills have you acquired of late?
- ❖ What, if you are not selected?

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Which skills have you acquired of late? That is one question where interviewers want to know how updated you are. One can say that I have done an advanced course in public speaking and naturally they will find that here is a person we can hire because we need some very good public speakers. Fine? In other ways one can also say-- one has done an advanced level course in computers. One has done an advanced level course in some other qualifications.

So, all these are advantages to you. And the last question which appears to be very easy yet it is very difficult. And it actually tries to create a sort of road in your mind where they say what if you are not selected the interviewers actually are trying their level best to see whether the candidate can handle difficult times or the candidate has got the patience enough or the candidate feels that he has got a lot of confidence.

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What should one remember on the day of Interview?

- ✓ Remember to read the morning newspaper/listen to latest news.
- ✓ Get acquainted with the mode of travel to reach the interview venue.
- ✓ Understand traffic and calculate accordingly. Be punctual.
- ✓ Keep the contact details of the company in case of emergency.
- ✓ Be polite and courteous.
- ✓ Carry a cheerful face with a warm smile.
- ✓ Prepare insightful questions to ask and express your interest.



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Now what should one remember on the day of the interview? There are certain small things also which one must be very careful of. Remember to read the morning newspaper or listen to the latest news. There may be a question from that---- Who has been appointed as the new president of India, fine? If today is the interview that may be a question, fine, which many of you might be able to answer. One can also say what is so specific about the new president of India.

So, unless and until one has got a lot of information about the new incumbent, one cannot answer such a question. Get acquainted with the mode of travel to reach the venue, I have already been saying that. Do not take risks. Reach in time, understand traffic and calculate accordingly. One has to be very punctual. Keep the contact details of the company, in case of emergency one has to be polite and courteous throughout.

Always try to carry a cheerful face with a warm smile that actually can disseminate a sort of cordiality. One should also anticipate questions which are insightful and also try to express one's interest.

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Things to Remember Post-interview

- ✓ Secure the contact of the hiring manager after finishing the interview.
- ✓ Thank the members for their time and given opportunity.
- ✓ Connect with the hiring manager to know about further steps and follow-up.
- ✓ Self-assess the delivery and performance at the interview.
- ✓ Make notes to remember key points about the company or the interview.
- ✓ Send supporting documents to the company, if required.
- ✓ Keep calm and wait for the follow-up email from the company.

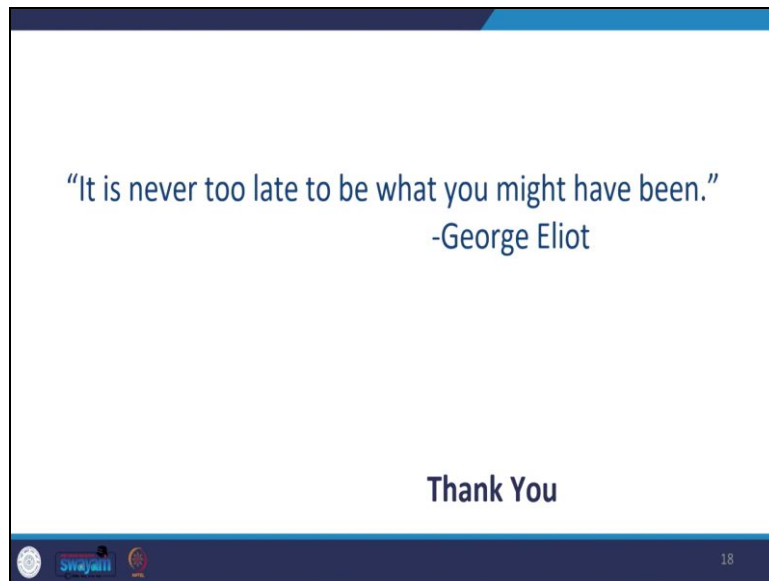
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Now after the interview is over, also there are certain points that need to be considered. Secure the contact---- contact of the hiring manager after finishing the interview. Thank the members for their time and given opportunity connect with the hiring manager or HR to know about further steps and follow up. Self assess yourself your delivery and performance make notes to remember key points about the company or the interview.

Send supporting documents to the company if required, if asked, keep calm and wait for the follow-up email from the company. My dear friends, if you have done all these things I can assure you that it is never too late to mend yourself.

And success is bound to touch your way, success is bound to embrace you. So, having discussed all these points which a candidate must take into consideration on the day of the interview even before the interview and after the interview I think the time has come for the final word and let me end this talk by taking a quote from George Eliot who says,

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“It is never too late to be what you might have been.” What is the meaning? The meaning is it is never so late that you cannot be what you actually are wishing for or looking forward to. One must always try or to see one's ambitions on rise. And if ambitions are pursued with the help of one's labour, one's sincerity, one's hope, the door of success is bound to open. And I think very soon the door of your success will also open. With this I am going to end this talk. Thank you very much for your patience.