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Lecture: 58 Analysis of Sample Interviews

Welcome back to NPTEL online certification course on Public Speaking my dear friends you remember well that we are in the last week of the series on lectures on Public Speaking and in the previous lecture that was lecture number 57, I tried my level best to provide you with the real feel of job interviews. And in that regard we had three interviews you might have got an opportunity not only to experience the various challenges not only to see your fears being realized when the mock interviews were conducted in the previous lecture.

Rather at the same time you might also have verified your knowledge of the series of lectures on interviews from lecture number 37 to 41 where we have provided you an in-depth study or in-depth knowledge of how and in which way to prepare for the interview and how to face interviews. My dear friends, since you have already enjoyed the mock interview in the previous lecture, this lecture is going to provide a sort of analysis which will actually help you to understand why some candidates are hired and some are rejected.

You might well remember the fact as I had already mentioned that the person hired and the person left-- they only have a little difference between the two candidates who are hired and who are left. Now in this lecture will provide you an analysis of the sample interviews that we had conducted in the previous lecture. You might well remember that there were three types of interviews which we conducted in the manner in which you could have got a feel of the interviews though I call it a sort of mock interviews.

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And the three varieties of these interviews were group interviews, then personal interviews and then panel interviews. We shall see now how in all these interviews the candidates who got selected had something more than the candidates who were rejected or who actually left the bus to the job. Now, what were these things we shall also have the questions, we shall also see are the answers.

But before that, let us also try to understand that when you go to appear at the interview you have to be conscious of your appearance.

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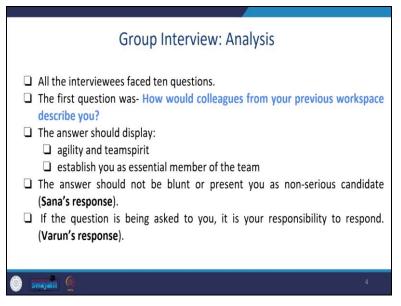


So, in the very first picture you can find the interviewer is actually waiting for the candidates and this interview is going to be a sort of group interview, where three candidates have been shortlisted and that is for the position of a sub- editor in a very reputed magazine. Now this position of sub editor actually requires lots of things. Before we go to the question answer session let us have a look at the candidates.

Now see how they appear very much prepared for the interview. Let us look at the dress they are wearing a very formal attire, and they are actually worried about their chances but at the same time they are very much prepared of to face the heat and the dust. So, during the first interview that was actually a group interview, these three candidates appeared for the job and you know, you also might be waiting to hear the result of the mock interview.

So, in the group interview it was actually Rima who was selected. Now the question that might be in your mind says why was only Rima selected and why the other two candidates were rejected. Dear friends, it is not only the question of clothing, it is not only the question of s, imply answering rather what matters is the overall perception what the interviewer finally analyzes and that went into Rima's favour because of the quality of answers that she provided.

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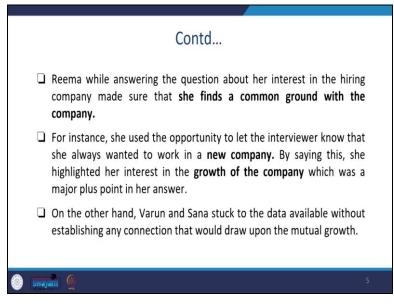
Now let us have the questions you might remember well that all these candidates were asked 10 questions. They had to face the barrage of 10 questions. And the very first question that these candidates were put was--- "How would colleagues from your previous workspace describe you?" My dear friends, you might also question why this is the first question because they have already qualified or they have already passed through some other forms of interview and this is now the final interview.

Even though conducted in a group and that is why the questions are very specific. The interviewer just in the beginning tells them that the questions will be put to all of you and the interviewer wanted the specific answers. Now in the answer to the question as how would colleagues from your previous workspace describe you, what is expected is the candidate's agility, the candidate's team spirit the candidate's response, and also the quality of response.

Once again the interviewer also wanted to see whether there the candidate who was to be hired was able to establish himself or herself as an essential member of the team. And you know the answer to this question all these three people answered. But the answer that could make somebody succeed was that of Rima. So, we will see the quality of answers that were given by the two candidates Sana's response was very non-serious.

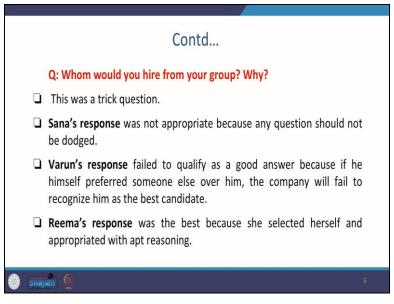
Now refer to Sana's answer. Now what Sana answered was-----" I think I am exactly what this company needs right now". No, this cannot be a good answer my dear friend, whereas if you could see Varun his answer also was quite different and that did not serve the purpose the answer that Varun provided was not in a way that could reflect Varun's responsibility to respond because what Varun said was---- "I do not brag about myself rather I guess it would be better for you to ask them personally." My dear friends, you could also analyze can this be a proper answer, no.

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So, naturally now is the time for Rima who will prove her Point well and the quality of answer that Rima provided actually reflected that is a found a common ground with the company. Say for example, she actually tried to exploit the opportunity to enable the interviewer to know are that she actually was very much prepared to join a new company and she said that she wanted to work in a new company, where she could provide her past experiences which could actually lead her to bring something new in the new organization. And that is why Rima's answer was very satisfactory and the interviewer actually got more interested in this candidate as compared to the other two candidates. You could also find that Varun and Sana--- they only stuck to the data available without establishing any connection that would draw upon the mutual growth.

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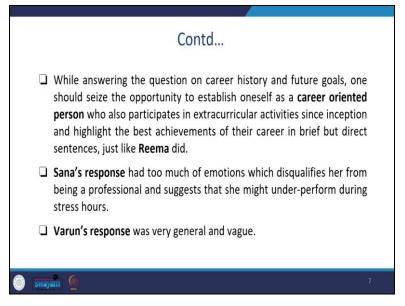


Now, we are coming to the next question and the next question was who would you hire from your group. Now, see it is a group interview and the questions that are put by the interviewer, the interviewer actually wanted to see the intelligence level responsibility as to what sort of team can be created and in this regard this can be considered to be a question which was very tricky and tricky questions have to be responded very carefully.

So, Sana's response was not appropriate because any question should not be dodged. Sana actually tried to dodge the question, my dear friend, whereas Varun's response also failed to qualify as a good answer because if he himself preferred someone else over him because he said that "I would actually like Sana to be hired." Now you are a candidate my dear friend and you want others to be a selected where lies your own credibility, my dear friend.

So, Varun's response also was not satisfactory whereas we could say that Rima's answer was the best because she said that she would hire herself. This actually reflects this sort of conviction the commitment and the confidence that Rima had in her own abilities. So, while answering the question, she said that 'she would actually hire herself.' You can refer to the answer that Rima gave. And not only did she say that she would hire herself but then she also provided the justification to it and while giving the justification she could tell the interviewer that she was the best fit.

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Now again there was another question on career history and future goals now what should the candidate do while answering to this question the candidate should seize the opportunity to prove that he or she was career-oriented person, who also participated in extracurricular activities as Rima answered since Inception and highlight the best achievements of their career in brief but direct sentences as Rima did, whereas both Sana and Varun's responses were very general and not only general but also vague ambiguous, my dear friends.

Now if we have a look at the questions that were put to in the group and the answers that were given, one can very easily with a sort of intelligence, with a sort of unbiased opinion, would go for the best candidate and the best candidate was Rima, who actually emerged triumphantly. My dear friends, this was actually the analysis of the first interview which we call group interview.

I mean, as I said in the beginning, that we are going to analyze three types of interviews and now comes personal interview. As you have already read in the lectures from 37 to 41 that several sorts of interviews require several ingredients. Now, in personal interview you will find that the candidate having faced some other rounds of interview. Now this is actually going to be the final interview the personal one, where the candidate will satisfy all the expectations that are required for a person to be hired.

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Now this type of personal interview is also a sort of individual interview where the candidate is alone and the interviewer or whosoever it may be I mean, the CEO or whosoever will see to it, will not only try to be in the lookout for some personal qualities but also say how the answers are qualitative. This was actually for the position of H.R Manager in a corporate organization. Now the interview starts go back to the lecture on **Sample Interviews** at lecture number 57.

Now if you have the reflections of the answers in your mind you can very well verify now. Now as in most of the personal interviews the very first question is-- Briefly tell me about yourself.

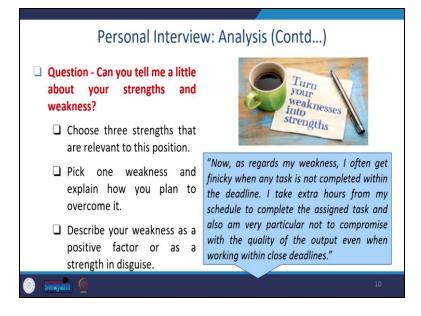
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What should the candidate do when such a question is there? Naturally, the candidate would be there wait for some time and before answering organize himself or herself the way one can talk about one's education once prior employment once extracurricular activities, some other special qualities fine. Now when you are there for a personal interview, you also must tell how you will prove to be a sort of asset to the organization because you have to popularize promote exploit find and cast your individual brand.

So, the very first answer to or the question about yourself must be simple but at the same time one must rehearse it well and the candidate here is already waiting, fine? The candidate is Sana for the personal interview and now we can have a look at the answers. Now as the interview furthers, the questions also become more standard.

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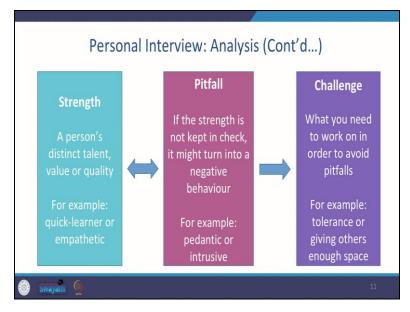
So, the question was---" Can you tell me a little about your strengths and weaknesses?" This again can be a very tricky question, my dear friend. Many people who just in a hurry or tell about their weakness but as I have already mentioned in my lectures that even if you are trying to respond to this question please try to reflect your weakness as strength. Turn your weaknesses into strength my dear friend.

Choose three strengths that are relevant to the position and you must also pick up one weakness but in a way your weakness will become a merit, your weakness will become more talent, your weakness will become a spark, your weakness will become a sort of strength. So, while describing your weakness as a sort of strength. Now see what sort of answers should be given. Now as regards my weakness this is actually what Sana says.

"Now as regards my weakness I often get finicky when any task is not completed within deadline." Now see my dear friend, somebody becoming finicky but finicky for what? Finicky because the job was not completed by different and then Sana says—" I take extra hours from my schedule to complete the assigned task and I am also very particular not to compromise with the quality of the output even when working within closed deadlines."

What does this answer reflect this answer reflects that this candidate can go an extra mile and this candidate is not only intelligent but a hard worker and this candidate's beliefs in her own ability even though it may entail some more time even though it may entail some more effort. So, why in such a case why a candidate having such a calibre not be selected and that is why in this personal round of interview Sana was hired, my dear friend.

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Now there are three things that one must always remember while answering a very tricky question you will find that when you are talking about the strength. Of course, strength is a personal talent value capability quality somebody may be a very quick learner somebody may be a go-getter somebody may be very empathetic---- all these are qualities but then apart from these one may also have some pitfalls, weaknesses, shortcomings.

So, if the strength is not kept in check it may actually result in a sort of negative behaviour. For example, if somebody is over domineering, even though somebody may think that it is a sort of strength but it is actually not a positive thing, my dear friend, if you have to work in a group. So, and somebody at times may be very pedantic, intrusive, my dear friends, remember that we are living in a corporate world and we do not rely too much on machines.

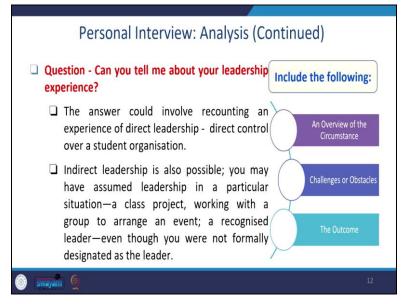
Now we rely on people's qualities and that is why when you become over possessive, when you become over dominating you actually become pedantic at times you start sowing your own calibre and this is actually not reflected better on your part. There are, of course, challenges in such a situation when there are shortcomings what do you need to work in order to avoid pitfalls? Shortcomings may come weaknesses may come challenges may come, fine.

So, what should a candidate try to reflect? Tolerance, my dear friend, tolerance, patience giving other people some more room fine. Not everyone in the group may be qualitative not everyone in the group may be quick learner not everyone in the group may be familiar with the use of technology but when you are heading the group or when you are in the position of a sort of responsibility you actually need to bear them all because the group has to go

together and you must remember that group dynamics will always pay better and it will always result better.

Now having seen the answers of Sana, we now come forward to see some more questions. Say for example the interviewer also wants to know the leadership ability.

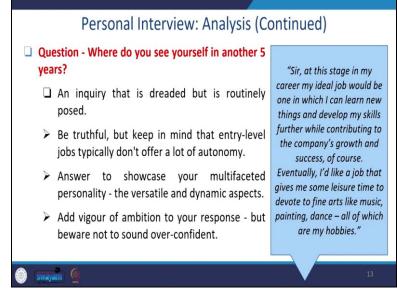
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Whether she could be a leader or not or he could be a leader or not and the question will be "Can you tell me about your leadership experience?" Now this answer many of them will say that till. Now I have not got an experience did you not get any experience while you were at school or college did you not organize the debate competition, did you not organize an essay contest, dis you not organize some other activities, did this not show your leadership ability, my dear friend? Leadership ability is possible in every moment of time there is an opportunity waiting knocking your doors my dear friend you actually have to open the doors. Leadership can also be possible in a very indirect manner sometimes working on a class project sometimes working in a group assignment in an institution sometimes you are creating something organizing something all these actually reflect your leadership abilities.

So, while you are trying to tell the interviewers about your leadership abilities please provide them with some justification as what you did when such a situation came I mean here you must remember that we had mentioned STAR Technique. What was that STAR technique---situation, task, action and result-- STAR technique. So, what as an individual what you did as a leader? You actually provided them the overview of the situation what were the challenges and what was actually the outcome, is not it? So, this will actually help you emerge yourself or prove your leadership abilities.

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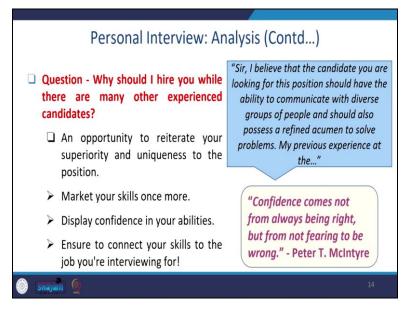
Next question can be---" Where do you see yourself in another five years?" You see, this is not a trick question but this is actually a question about a person, how a person's ambitions are sometimes? One may be very blind to one's ambition without any preparation, one may say that I want to become the CEO of the organization. But do you really have sufficient proofs as your abilities to support you, my dear friend.

So, when such a question is asked, it may actually make you feel dreaded or frightened but then such a question is very genuine. While answering to this question, you could have seen that Sana was very truthful and at the same time, so she actually narrated an incident as she said—" Sir, at this stage in my career my ideal job would be one in which I can learn new things and develop my skills. Further, while contributing to the company's growth and success, of course, eventually I would like a job that gives me some leisure time to devote to fine arts, music, painting, dance all of which are my hobbies."

So, in a way Sana has already said what she wants to become but then she had some other qualities also. Ambition is there, no doubt, but ambition is not blind. So, one must as a candidate add vigour to the ambition while responding to such a question.

But one should also be careful not to become blind when telling about the ambition, my dear friend. One must beware not to sound over confident, becoming confident is good but becoming over confident is bad, my dear friend.

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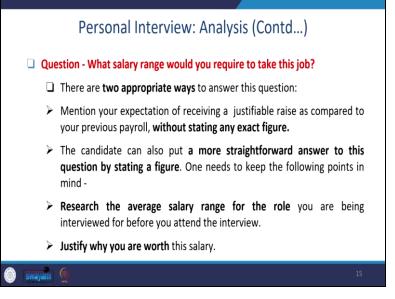
I think you will remember that then again there was another question where the interviewer actually wanted to see that why did a candidate think himself or herself too suitable for the job. "Why should I hire you when there are many other experienced candidates?" Now, here again is a chance to repeat or reiterate your superiority and uniqueness, your distinctiveness, my dear friend. Here is the chance to market your own skill, here is the chance to show your confidence in your abilities.

And you can always just like Sana say---" I say or I believe that the candidate you are looking for this position should have the ability to communicate with diverse groups of people and should also possess a refined acumen to solve problems. And my previous experience at" Now, Sana or any other candidate would refer to the past experience in the past organization. Now one of the major things that are often asked in most of the job interviews especially in the final interviews, are about are the financial part, salary expectations.

Expectations are great but expectations have to be genuine, my dear friend. So, the question about salary--- now there are two ways to answer this question. It is always better as I have already stated in some of the lectures that do not disclose what salary you want but you should always be ready not to sacrifice your past salary, fine? I mean, there need to be a sort of connect with what you are getting and what you are aspiring for.

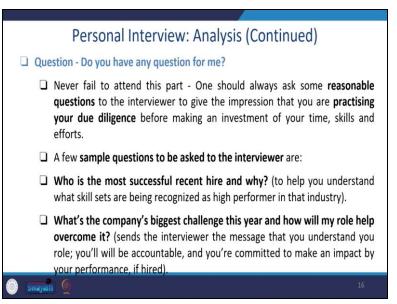
So, one can put a very straightforward answer to this question by stating a figure but the figures should be such that is reasonable---- neither too less than what you are getting nor too much what one can never aspire for.

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One must also as a prospective candidate make a lot of research about what the candidates in this organization are getting. That will actually provide them a new chance to get something more than what one was already getting. And as I have been saying one must actually justify oneself about the salary expectations.

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Now let us try to analyse why Sana was selected? Sana actually gave some very reasonable answers with the help of her diligence and at the same time Sana also proved why she was the best. And Sana actually had already made a lot of rehearsals and homework, fine. Sometimes

saw the other there are also questions which the candidate can ask and the interviewer is liberal enough to answer.

Say for example there was one question that do you have any questions for me. Now, here is an opportunity to show your eagerness as you want to know more and more about the organization and the interviewers I will find in you a candidate who is very much excited to join this organization. So, through this, the interviewer also sends the candidate the message that you understand your own role. You are actually very much conscious of what you have to do in the days to come, my dear friend. Now having said all the reasonable answers Sana was finally selected. So, a huge applause for Sana.

Now the most important interview is panel interview my dear friend. You might have all realized that at times you also can become a part of panel interviews we have already discussed the guidelines here I am simply trying to show you how the candidate in this position how the candidate responded and the result of this a panel interview went in favour of Varun who actually appeared to be most trustworthy ,most responsible.

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Panel Interview: Analysis

- As discussed earlier, any panel interview comprises two or more interviewers from different background interviewing one candidate at a time.
- The panel is structured in a way to analyze the skills and expertise of the candidate from multiple viewpoints and demands of the company.
- In the sample interview offered, we have three panel members interviewing a candidate for the position of corporate communications specialist.
- The interview agenda and questions exchanged were made with an intent to highlight the career opportunities one can gain by developing one's communication and negotiation skills in the corporate world.

Because in a panel interview one can find that one not only is given the chance to reflect one's own skill rather the exchange of the questions and answers made also provides the panel members or the panellists to have the real test, the real fire in the candidate. Now, here again you will find that in panel interview as I have said the number of interviewers will be more. Since it was a mock interview, I could make use of the people available and they actually acted as they were the panel members or the panellists.

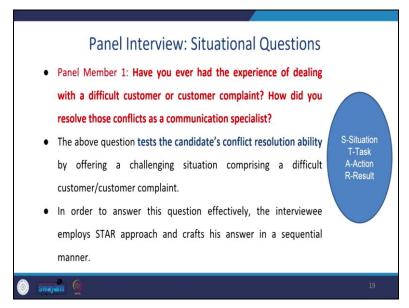
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Now there was one person who was actually chairing the entire session and the chair in the chair was Communication officer and then there were two panel members. The panel chair usually occupies the central position I mean positioning is also very important. So, when you go for the next interview you can easily find out who is the person who is actually the most important a one and who can take a decisive role.

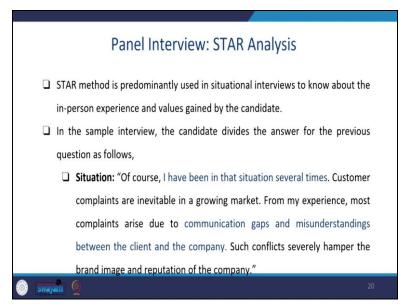
So, here you can find the person are sitting in the center is the communication officers and there are two other members in the panel. Now let us straight away come to the questions. So, situational questions usually are there, as I have already told you that here you can also make use of this star technique situation task action and result.

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So, the first panel member asked----" Have you ever had the experience of dealing with a difficult customer?", which is a very genuine question most of the time and you know in answer to this question what Varun did was Varun actually took the use of this STAR technique and Varun's answers were very qualitative.

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So, the star approach was utilized what Varun said----" Of course, I have been in that situation several times customer complaints are inevitable in a growing market from my experience most complaints arise due to communication gaps." You see, Varun in a way is giving them the hint that Varun is an experienced guy and he says that communication gaps and misunderstandings arise at times in organizations between the client in the company.

Such conflicts severely hamper the brand image and reputation of the company. My dear friends, by answering in this manner Varun has also told them how he is ready for a challenging position.

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Again there is another question about task and as regarding task you will say---" As a corporate communication specialist in this matter, I am required to be in the forefront. Accountable position to resolve those conflicts immediately and effectively before employing my interpersonal communication skills. I listen to clients concerns and try to understand the problem better." So, Varun is a good listener. Varun is seasoned. Varun can know are that there are problems at times faced and Varun is ready to face such problems.

And then the action what action he can take because it is the action that will actually denote his calibre and Varun says----" I try to make my way out with a customer by negotiating their concerns." My dear friends we have had a lecture on Negotiations where we have already discussed a plant how you can emerge victorious if you adopt the win-win situation in a negotiation situation.

Varun says that 'by negotiating their concerns and establishing a beneficial compromise for both the customer and the company.' Now ,there can, at times in a panel be some selfanalysis questions.

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Panel Interview: Self Analysis Questions

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- At the end of the interview, the other panel member asks a pertinent and most common interview question, prompting the candidate to answer why he is suitable for this position.
- Such questions allow candidates to introspect and analyse their worthiness for the position.
- It also allows them to sell themselves as the best candidate for the position and the company.
- The interviewee in the demo elucidates his achievements and success as an employee in this field through his prompt response.

So, when the interview finally reaches the end the other panel members ask a pertinent and very common interview question why this candidate is suitable fine and the answer that Varun gave was in such a way that Varun was trying to sell himself as the best candidate and prove himself as one candidate who can elucidate his achievement and success as an employee in his field through his response.

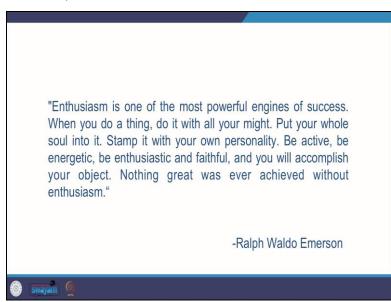
Look at the response and refer to the response you have already listened to, I am simply repeating. With the confidence that "I satisfy your description criteria I believe what a good fit due to the experience and growth I have achieved in this sector within a short period in my previous company. Now he is giving proof in my previous company I was awarded the best employee of the year."

Who would not like to go for the best employee? I mean everyone. "I was awarded the best employee of the year with many other appreciations and accolades for my performance. I was integral in boosting the financial growth of my previous company and he provides the calculations the figures by 65% in the first year of my employment and it has been upward since I am looking forward to contributing with the same energy and promise even better growth and customer services to the company as a corporate communication specialist."

So, you can really find my different such an answer is not only qualitative but by giving such an answer Varun has proved his own mettle, and he has actually won the minds of the interviewers of the panellists and Varun is declared successful. My dear friends, with these two lectures--- one on the mock interviews or sample interviews and then on the analysis, I think you are also going to be a better fit for the next job that you are going to take. My dear friends, but before we come to end this lecture because we have already had so many lectures on interview techniques, facing the interview and after providing you with a mock interview and then the analysis. Now one thing that I must tell you and that I would like to support my viewpoints with the help of a quote by Ralph Waldo Emerson who was actually a key figure in the transcendentalist movement. What Emerson says is--- enthusiasm M,y dear friends opportunities will lock your doors opportunities will come your ways.

Sometimes you may be selected sometimes you may be rejected but you should never see that your spirits are coming down. You should maintain your enthusiasm you should also maintain your confidence you should maintain your commitment because it is only the enthusiasm that will help you and what Emersons says is true of it.

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"Enthusiasm is one of the most powerful engines of success. When you do a thing, do it with all your might." You are mighty, you are young, you are capable, my dear friend. "Put your whole soul in it. Stamp it with your own personality. Be active, be energetic, be enthusiastic and faithful, and you will accomplish your object. Nothing great was ever achieved without enthusiasm."

And I think the lectures on Public Speaking have made you more confident, more enthusiastic, more committed and I do look forward to seeing you successful in the days to come when the next round of interview is waiting on your doors and you are going to unlock this door because you have a lot of capability in you. Believe in your abilities. And your abilities will always pay in the long run. With this let me end this lecture, wishing you all a good day ahead and also success in the days to come. Thank you very much.