

SESSION 3 Annex 3

THE JOB INTERVIEW



DEFINITION OF JOB INTERVIEW

- Scheduled meeting.
- Two or more actors (roles).
- In one or another's real or virtual presence.
- One leads the process.
- Conversation / communication:
 - Verbal language.
 - Non verbal language
- Objective: to collect information for a specific purpose.

TYPES OF INTERVIEWS

ACCORDING TO the interviewers number:

- **INDIVIDUAL**
- **COLLECTIVE** (experts in different areas collect different opinions)

ACCORDING TO the interview STRUCTURE:

- **STANDARD OR FORMALIZED**
- **INFORMAL** (no previous outline required)
- **SHOCK OR STRESS** (When acting under stress matters)

TYPES OF INTERVIEWS

◎ ACCORDING TO THE QUESTIONS TYPE :

- DIRECTIVE
- NON DIRECTIVE
- MIXED (The most usual way)

AIMS OF THE INTERVIEW SELECTION

Interviewer's aims:

- ◉ Find out if you're the right person for the job
- ◉ Discover if you KNOW, if you CAN and if you WANT to hold this job.
- ◉ Predict your work performance.

Interviewee's aims:

- ⦿ Show that you KNOW, you CAN and you WANT what the job's profile requires.
- ⦿ Communicate your labor skills for the job.
- ⦿ Make a positive impression on the interviewer.

JOB INTERVIEW PHASES

GREETING

INTRODUCTORY TALK

TALKING ABOUT THE JOB

CLARIFYING QUESTIONS

FAREWELL (GOODBYE)

INTERVIEW SELECTION FAILURES

- ◉ Interviewers are human beings

Get carried away by first impressions and rush into conclusions.

- ◉ Poor planning

- Not know the aims.
- Not plan and not organize the interview.
- Not know the job

- ◉ The psychiatric approach

- Assume the role of "amateur psychiatrist."
- Use inappropriate criteria to judge

- ◉ Interviews violate ethics rules

Deal with irrelevant and unnecessary issues.

MOST FREQUENTLY FEARS

- ✓ TO BE REJECTED.
- ✓ TO MAKE AN UNREAL IMPRESSION.
- ✓ TO CHANGE.
- ✓ NOT COMMUNICATE

BEFORE THE INTERVIEW

- Anxiety management.
- Emotional self-control.
- Failure feelings control.
- Prepare personal appearance.
- Sense the job profile.
- Prepare strengths and weaknesses.
- Prepare arguments.
- Collect company information.
- Study our CV and prepare difficult questions.

PRIOR TO THE INTERVIEW THE CANDIDATE SHOULD

- ✓ Confirm the appointment and express gratitude.
- ✓ Plan the distance, punctuality is a must.
- ✓ Know if the job and the company are convenient.
- ✓ Avoid negative appearances. Personal image is important,
- ✓ A standard image is enough.
- ✓ Neat and clean appearance.
- ✓ Behave naturally and normally.
- ✓ Control nervousness.

SHOULD CONTROL OR MANAGE...

STRESS.

- ⦿ I'm failing ...
- ⦿ I can not do it...
- ⦿ I knew I could not...

ANXIETY.

- ⦿ Stuttering, sweating, mental block...

THERE ARE TWO KINDS OF PEOPLE

- People who move for success, whose dominant feature is the positive mental attitude.
- People who move to avoid failure, whose dominant feature is the anxiety of a possible failure.

PREPARE THE INTERVIEW WITH ...

- Information on the company and the job.
- Your CV, references and documents.
- Possible questions the interviewer may ask you and how to answer them.
- Some short relaxation exercise you can do before you start the interview

YOU SHOULD BE CLEAR ABOUT

- Your Professional goals in the short-term and med-term.
- Your qualities, skills and knowledge related to the job.
- Analyze your strengths and weaknesses and exercise positive reformulation.
- What can you bring to the company?

JOB ANALYSIS

"KNOW EACH AND ALL OF THE TASKS TO CARRY OUT BY A PERSON IN A JOB, AND THE MINIMUM REQUIREMENTS TO OCCUPY THE JOB, TO PERFORM IT EFFECTIVELY AND EFFICIENTLY"

JOB ANALYSIS

- ◉ Which job ?, What for is it intended?, What has to be done?, How should it be done? What does it takes?, Where is it done?...
- ◉ **CANDIDATE PROFILE:** refers to all those features specifically required by the company of the person pretending the job: training, experience, skills, attitudes, marital status, etc.

DURING THE INTERVIEW...

- ◉ Stand up until the interviewer offers you to seat.
- ◉ Do not start the conversation.
- ◉ Talk briefly and reply with clear and concise answers.
- ◉ Look into the eyes without being disrespectful.
- ◉ Positive attitude.
- ◉ Empathize with the interviewer; tact, diplomacy, business sense, rational sense, self confidence, honesty ..
- ◉ Demonstrate a lot of interest in the work.
- ◉ Show discouragement is the worst thing to do

BEHAVIOR

- > Eye contact.
- > Emotional tone.
- > Volume and voice clarity.
- > Verbal fluency.
- > Body language.
- > Self confidence.

IT IS POSITIVELY VALUED

- To be pleasant
- To be tolerant to overwork
- To be able to deal with stress
- Ability to organize and plan
- To show initiative
- Not to be overly aggressive
- Self-confidence and mental flexibility

IT IS NEGATIVELY VALUED

- Being passive, Indifferent
- Not to show an appropriate preparation
- To pay little attention and clumsiness
- To be problematic and conflictive
- To submit nervousness, anxiety.
- Being arrogant or overconfident.
- Being more interested in the salary than in the job.
- To ask nothing about the job.

COMMUNICATION RULES

- ◉ Ask
- ◉ Listen carefully
- ◉ Empathize
- ◉ Pick up the signals.
- ◉ Speak the same language.

COMMUNICATION RULES

- 1. Ask
 - > Ask the recipient information of the received message through questions.
- 2. Listen carefully
 - > Respect the other's talk, do not interrupt. Active listening.
- 3. Empathy
 - > Try to put yourself in his/her place.
 - > Understand how he/she feels and thinks.

COMMUNICATION RULES

- 4. Pick up the signals.
 - > Be attentive and predisposed to receive signals interlocutor.
- 5. Speak the same language.
 - > Adapted to the issuer level of knowledge. Adapt to his/her language.

PRACTICAL ADVICE.

- Keep eye contact.
- Nod as to indicate you are listening.
- Do not express agreement or disagreement, only understanding.
- Do not move the center of attention to yourself.
- Do not fill the silences. Take advantage of silences to encourage the expression of the other.
- Motivate the other person to think about what he/she said.
- Summarize or reaffirm to show our understanding.