

# **UHL2432**

# **ENGLISH FOR PROFESSIONAL COMMUNICATION**

## **CHAPTER 2**

# **JOB INTERVIEW SKILLS**

### **Expected Outcomes**

Use effective language for interviews

Understand the do's and don'ts in attending job interviews

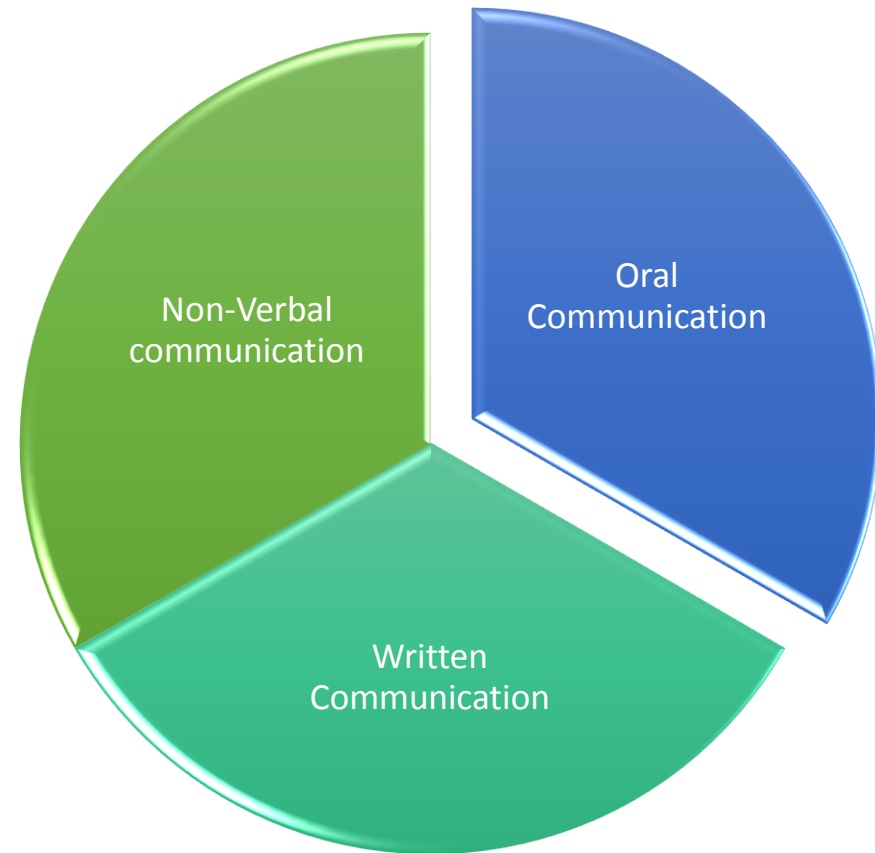
Understand the do's and don'ts for interviewers and interviewees

Ms. Ezihaslinda Ngah

## 2.1 Preparing for and Attending a Job Interview

### 2.1.1 Effective language for interviews

**Three types of  
communication  
skills**



## 2.1 Preparing for and Attending a Job Interview

### 2.1.1 Effective language for interviews

#### Non-Verbal communication

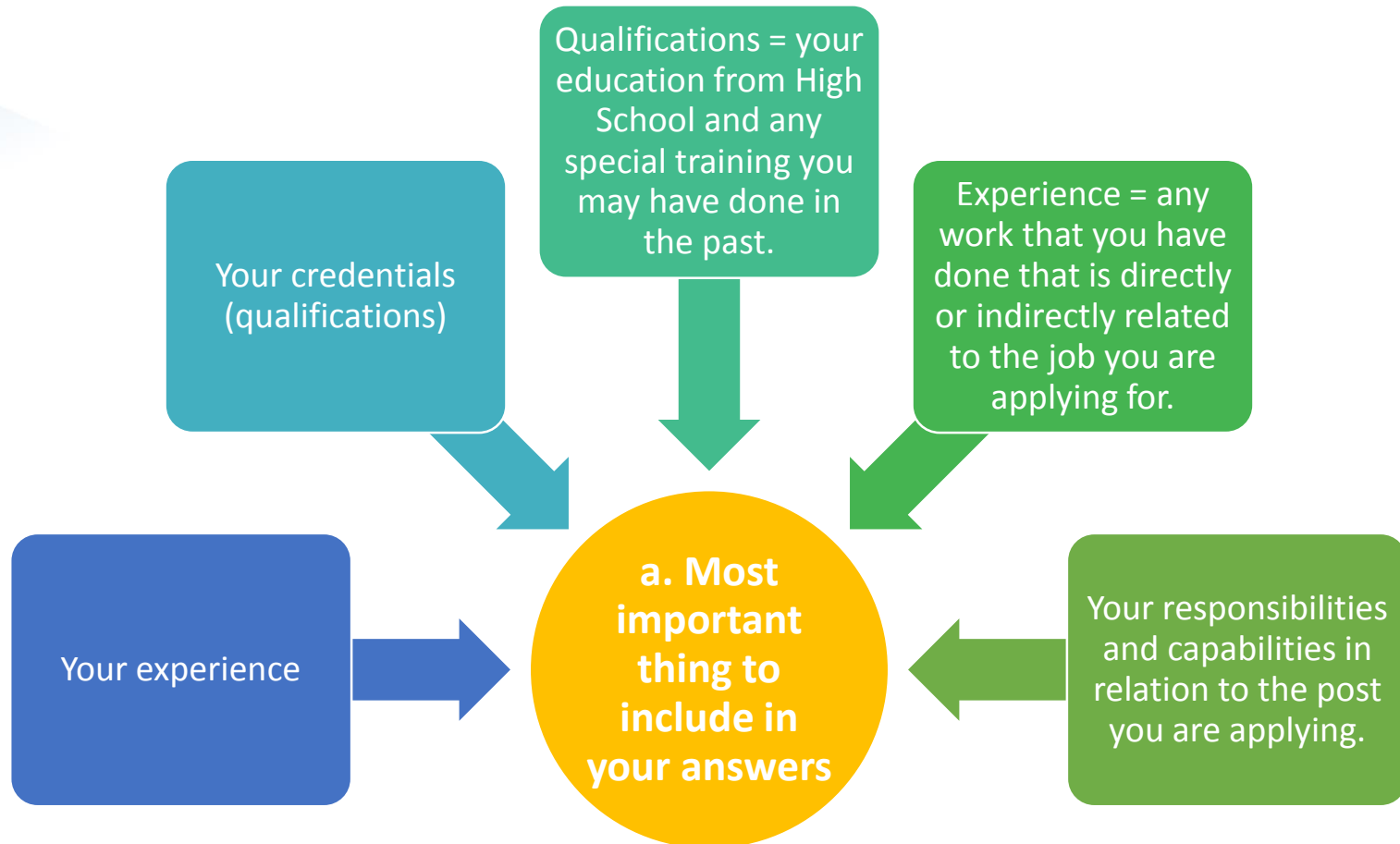
Poise

Interest

Expresiveness

## 2.1 Preparing for and Attending a Job Interview

### 2.1.2 Frequently asked interview questions and answering tips



## 2.1 Preparing for and Attending a Job Interview

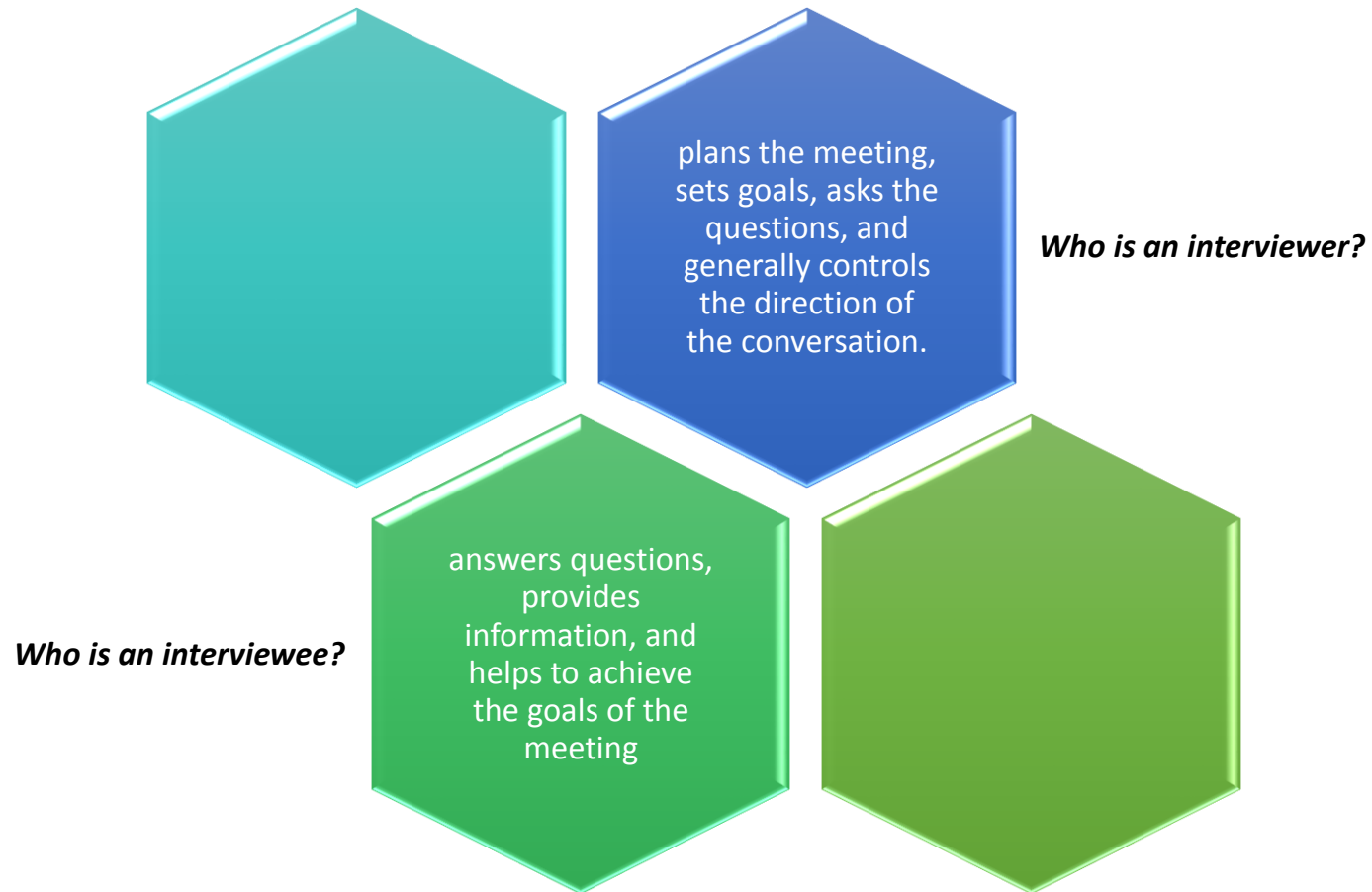
### 2.1.2 Frequently asked interview questions and answering tips



**Tell me  
about  
yourself.**

# 2.1 Preparing for and Attending a Job Interview

## 2.1.3 The do's and don'ts for interviewers and interviewees



## 2.1 Preparing for and Attending a Job Interview

### 2.1.4 The do's and don'ts for interviewers and interviewees



#### The Do's For Interviewers

- Put the candidate at ease.
- Prepare a list of interview questions
- Prepare questions that help you understand their experience or knowledge.
- Ask questions that are open-ended.

#### The Don'ts For Interviewers

- Don't use stress interviews

## 2.1 Preparing for and Attending a Job Interview

### 2.1.4 The do's and don'ts for interviewers and interviewees



#### The Do's For Interviewees

- Sit up straight
- Show your enthusiasm
- Establish a comfortable amount of personal space

#### The Don'ts For Interviewees

- Apply excessive colognes and perfumes
- Use gestures that make you look and not being completely honest



# Tips on a Successful Interview for Interviewer

## ~The Process of an Interview

### Before the Interview:

*Shortlist interviewees*

*Aim*

*Information*

*Setting*

*Structure*

### During the Interview:

*Opening the interview*

*Question-types*

*Keeping interview on track*

*Assessing the candidate*

### After the Interview:

*Select the best candidate and make your offer.*

*Questioning Techniques to help prospective interviewers*

**Open questions**

**Closed questions**

**Types of questions  
to be asked to  
interviewees:**

**Problem solving  
questions**

**Probing questions**

## 2.1 Preparing for and Attending a Job Interview

### 2.1.4 The do's and don'ts for interviewers and interviewees



# Tips On A Successful Interview For Interviewees

## BEFORE THE INTERVIEW : PREPARATION

*Research*

*Punctuality*

*Documentation*

*Presenting yourself*

## DURING THE INTERVIEW

*Maintain eye  
contact*

*Be honest*

*Ask questions*

*Listen carefully*

*Take care to use  
correct expressions*

*Observe etiquette*

## AFTER THE INTERVIEW

You may want to send a follow-up ‘thank you’ letter to the interviewer.

## 2.1 Preparing for and Attending a Job Interview

### 2.1.5 Role-play mock-job interview

*Role play a job  
interview*

## 2.1 Preparing for and Attending a Job Interview

### 2.1.6 Post-interview communication

#### Interview Follow up : A Thank You Note

- Corporate looking thank you card
- SMS
- Email or letter

#### Timeframe of the follow up after the Interview

- Send it within twenty four hours of the interview.

# References

- Academic Skills Centre, University of Canberra. Retrieved from: <http://www.canberra.edu.au/studyskills/learning/oral>
- Allison, D. (n.d). Cover Letter Format. Retrieved from: <http://jobsearch.about.com/od/coverlettersamples/a/coverformat.htm>  
Cover Letter Template. Retrieved from: <http://www.money-zine.com/Career-Development/Resume-Writing/Cover-Letter-Power-Words/>
- Allison, D. (n.d). Resume Guide: Write a First Draft, Retrieved from: <http://www.careeronestop.org/ResumeGuide/Writeafirstdraft.aspx>
- Allison, D. (n.d). Resume Types: Chronological, Functional, Combination, Targeted. Retrieved from: <http://jobsearch.about.com/od/resumes/p/resumetypes.htm>
- Beare, K. (2012). Example Job Interview Questions and Answers. Retrieved from: <http://www.kent.ac.uk/careers/interviews/nvc.htm>

- Body Language in Interviews Online Quiz. Retrieved from:  
<http://www.kent.ac.uk/careers/interviews/nvc.htm>
- Career Services at Princeton University. Retrieved from:  
<http://www.princeton.edu/career/>
- Career Services, University of Manitoba. Retrieved from:  
<http://www.umanitoba.ca/student/careerservices>
- Careers and Employability Service. Retrieved  
from:<http://www.kent.ac.uk/careers/ivquiz.htm>
- Communication Skills. (2004). Retrieved  
from:[http://sydney.edu.au/science/uniserve\\_science/projects/skills/jantrial/communication/communication.htm](http://sydney.edu.au/science/uniserve_science/projects/skills/jantrial/communication/communication.htm)
- Cover Letter Types and Examples. (n.d). Retrieved from:  
<http://jobsearch.about.com/od/cover-letters/tp/types-of-cover-letters.htm>



- Cover Letter Format, Retrieved from:<http://jobsearch.about.com/od/coverlettersamples/a/coverformat.htm>
- Cover Letter Template, Retrieved from:<http://www.money-zine.com/Career-Development/Resume-Writing/Cover-Letter-Power-Words/>
- Cover Letter Types and Examples, Retrieved from:<http://jobsearch.about.com/od/cover-letters/tp/types-of-cover-letters.htm>
- CV Quiz. (n.d). Retrieved from:  
<http://www.kent.ac.uk/careers/cvquiz.htm>
- Guidelines for Oral Presentations, Ohio Wesleyan University. Retrieved from: <http://go.owu.edu/~dapeople/ggpresnt.html>

- Haslinda@RobitaHashim (2004). Employment Communication Skills in English for Business Communication. Kuantan: UMP
- Interview Process. Retrieved from:  
[http://www.bcg.com/join\\_bcg/interview\\_prep/process/default.aspx](http://www.bcg.com/join_bcg/interview_prep/process/default.aspx)
- Job Interviews and Career Guide. Retrieved from:  
<http://www.job-interview-site.com/sample-interview-thank-you-letters-samples-follow-up-letters-after-interview.html>
- Nor Ashikin Abdul Aziz's ,Wan Jumani Fauzi and YAP, C.Y. (2007) Interview Success in Your Pocket (Kuantan:UMP)
- Quiz on Interview Skills. (n.d). Retrieved from:  
<http://www.kent.ac.uk/careers/ivquiz.htm>
- Resume Format: How to Format Your Resume, Retrieved from:  
<http://jobsearch.about.com/od/sampleresumes/a/resumeformat.htm>

- Resume Guide: Write a First Draft, Retrieved from:  
<http://www.careeronestop.org/ResumeGuide/Writeafirstdraft.aspx>
- Resume Types: Chronological, Functional, Combination, Targeted, Retrieved from: <http://jobsearch.about.com/od/resumes/p/resumetypes.htm>  
LECTURER COPY Semester 1 2015/2016 FA /
- Ross, T. (2012). How to run an effective meeting using nonverbal communication. Retrieved from [http://www.ehow.com/how\\_6849529\\_run-meeting-using-nonverbal-communication.html](http://www.ehow.com/how_6849529_run-meeting-using-nonverbal-communication.html)
- Ryan, R. (2010, August 10). Five Biggest Mistakes Job Hunters Make [Video File]. Retrieved from: <http://www.youtube.com/watch?v=ofFZYwtK0uA>
- Ryan, R. (2010, August 11). Five Interview Pitfalls To Avoid [Video File]. Retrieved from: <http://www.youtube.com/watch?v=zNWowJrtDf8>

- Ten Effective Job Search Strategies (<http://www.allbusiness.com/10-job-search-strategies/16569081-1.html#axzz23Oilhyov>)
- The Five C's. (n.d). Retrieved from:  
[www.grammarmudge.cityslide.com/articles/article/426348/2730.htm](http://www.grammarmudge.cityslide.com/articles/article/426348/2730.htm)
- Vault.com.(n.d.). The Do's and Don'ts in Job Interviews [Video File]. Retrieved from: <http://www.youtube.com/watch?v=acldC4BHFN4>
- Verbs used to express responsibilities and tasks performed. (n.d.). Retrieved from:  
[umcadministrationcourse.pbworks.com/f/unit+6+job+interview.doc](http://umcadministrationcourse.pbworks.com/f/unit+6+job+interview.doc)