

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

Lecture: 57
Sample Interviews

Welcome back to NPTEL lectures on Public Speaking. My dear friends, we have come a long way and we are in the last week of the series of lectures on Public Speaking. Till now we had been discussing the theoretical part of several group communications such as interviews, presentations, meetings and many more. In this lecture which is titled **Sample Interviews** and is lecture number 57. We provide you some sample interviews which will be just like mock interviews.

But since I want to provide you with a real feel of interviews I think you will find it very interesting and put yourself in the position of the candidates in all the three sample interview situations that I am going to provide you with in this regard the first interview is group interview, where you will find that as some of the candidates attending in a group, how they respond to the questions of uh the group interview.

The second interview will be a personal interview which as we have discussed earlier the final round of interviews in many organizations and there you will also find how the specific questions are raised and how they are responded to. And the last and one of the most important interviews will be the panel interviews where you will find how the candidate when he or she is exposed to a panel, how the questions are put in and how the responses come out of it.

My dear friends, I hope with these three varieties of interviews you will get a new experience, a new lease of life. So, the first interview is a group interview and here you will find how a candidate finds himself or herself in a situation when he or she has to appear at a group interview. Such a situation will also come to you and I think from this interview you will take several cues. So, here goes the group interview.

Good morning, all of you and you are most welcome to **Mind Matters** group. In fact, we had got a huge response and so, many applications came to us but you all have been called after

successfully standing the test of shortlisting. So, since I have the resumes of all three of you, I do not need to ask any personal questions because the resumes are already with me. The questions will be related only to your job as well as experience. I will put the questions together and all of you can answer me separately, I hope that is okay. So, the first question is:

Interviewer: How would your colleagues in your previous organization describe you?

Candidate I: So, my colleagues would say that I am an enthusiastic and a dedicated team member. I believe that most writing projects benefit from collaboration and I am willing to do my part and jump in when another team member needs assistance. It is also important to build morale by cheering everyone on and coming up with funny awards when we reach benchmarks.

Candidate II: Sir, I think that they love my sense of humour and skills at work also I did enjoy my breaks with them.

Candidate III: I think it would be better for you to consult the same from my referees and colleagues themselves, rather than me telling about my own positives.

Interviewer: And how would you describe yourself?

Candidate II: Sir, I think I am exactly what this company needs right now.

Candidate I: Sir, I have been a life-long writer and a commentator who reads everything seriously for pleasure I am never happier than when I am in my study exploring interesting articles that is why I enjoy working for magazine so much. It is a delight for me to curate a magazine that would appeal to a wide range of people belonging to different walks of life in a way that would meet the expected numbers at the workplace.

Candidate III: I am a hard worker and a great Entertainer. People say I work less and play more, but I do not think that is true.

Interviewer: Why do you people consider yourself fit for this organization and also for this position?

Candidate I: Sir, I am ready to take the next step in my career which is why I recently earned my certification in marketing after working in a corporate Organization for three years. I am

adept at using Excel sheets and PowerPoint and can make swift and sound decisions I would embrace the challenge of working with your clients to gain buyers in publicity.

Candidate II: Sir, I think I am eligible for this position of sub-editor because I met all the eligibility requirements to apply for this position.

Candidate III: Sir, I think the job will be very exciting for me as I will get more time to know about the happenings all around the market.

Interviewer: What interests you in our company?

The past records of this company are surprisingly clean and very appealing. So, that is what motivated me to apply for this position.

Candidate I: Sir! I have aesthetic entrepreneurial mindset and it has always been my hope to be hired by a newly launched company so that I can significantly contribute to their growth your magazine has earned a very good reputation in the media for your revolutionary promotions for body positivity and inclusivity I know I would be an asset to your company as your next effective sub- editor.

Candidate II: So, I have heard that this company has a good reputation and it organizes great parties even for small achievements hence I am happy to apply here.

Interviewer: What do you have to contribute to *Mind Matters* group as a sub editor.

Candidate II: Sir I offer my experience of a lifetime and my worldly wisdom to this organization.

Candidate I: Sir, I can offer you three years of experience in sales and management during which I have never failed to exceed my manager's quarterly production and reach goals., I have been told that my enthusiasm for innovative new trends and reading about everything is contagious and investors appreciate that I can talk not only about features but about the advantages of their product in an implicit manner.

Candidate III: I can work hard and come on time on most of the days and I am terrible at making excuses. So, I will not be able to lie often.

Interviewer: Okay, can you share your experiences of working in a team?

Candidate III: I see myself as a one-man army and I can even bring the shockers to develop the work culture.

Candidate I: So, I have always preferred working on teams which comes from my experience as an avid student athlete in high school and college. I had a good team member requires you to proactively maintain open lines of communication with your Associates and your team lead and so, I make sure that I actively listen to others see where I can jump in to help them out and try to resolve conflicts when they arise.

Candidate II: So, I think I am an ambivert and slightly hesitant while working in groups but I shall try my best to live up to the expectations.

Interviewer: If given a chance whom would you hire from your group?

Candidate II: So, with due respect I think that is your job and not mine.

Candidate III: sir I would actually hire Sana not only because she carefully listened to everyone else opinion but also because of a great sense of humour.

Candidate I: First, I would hire myself because I would carefully listen to everyone and in fact final quality of a team production and I would also say that I am open and I look forward to utilizing the potential of everyone.

Interviewer: That is great what was your contribution to the team's performance.

Candidate II: So, I made the necessary changes and contacted the concerned parties once the task at hand were completed.

Candidate I: At my previous workspace we always worked together to create a viable action plan. I think I did a good job of helping our team to frame the most important issues swiftly determine what would work and what would not and then settle upon our course of action.

Candidate III: Sir, I am actually a big pitcher thinker who when given a problem to solve immediately begins thinking about the pros and cons of potential approaches.

Interviewer: Sometimes you know this is such a job which already invites a lot of stress. Do you have any experience handling them and meeting the challenges?

Candidate I: Right sir! The world of media is full of unpredictable conditions most of the time but I think one should never lose one's patience and give one's best during critical junctures I too had to face such a situation when my boss had to suddenly leave for an emergency. And I had to work on his behalf for two days. The first step I took was to focus on the details of the problem my boss had set and then I started working on the steps necessary to resolve the crisis.

Candidate II: So, as far as I can recall no problem ever occurred in my previous company as such.

Candidate III: Sir, I actually practice meditation and breathing exercises to keep myself calm and composed whenever challenge arises.

Interviewer: Finally, since we have a little bit of time at our hand I would like you to describe your career history and your goal just in 30 seconds.

Candidate III: I want to achieve so much that I sometimes feel I am over ambitious but you can achieve only when we dream right.

Candidate II: Now I have been working for a long time now and have been through a lot of ups and downs in the sea of faith and try my hands at editorial it will be risky although but I previously worked at a PR firm. So, I can pull several tricks effortlessly, I think.

Candidate I: Sir, I was immediately hired after my graduation to work as a writer at this Saturday times during my two years there I advanced to become the beach writer for local and then state politics. During which I occasionally also acted as an interim editor where I manage client meetings as well. For the past year I have been working closely with the editor at hand life. I love writing. I hope to eventually turn my talents towards editing and managing clients okay.

Interviewer: Thanks for attending this interview. Our HR team will get back to you shortly.

Now the second interview is a personal interview. You might have already experienced and understood while we are discussing interviews that in many organizations personal interview is the last round of interview. So, naturally questions appear to be very specific and a candidate has also to respond not only specifically but very pertinently. So, let us have a look at personal interview.

Interviewer: First make yourself comfortable and then you will have a few questions to answer. Sana, can you briefly tell me about yourself?

Sana: Sure sir! Sir, I hail from Hazaribagh, Jharkhand I graduated from Central University of Jharkhand with a degree in English literature. I have my Masters in Management Studies from Xavier Institute of Management Studies Jamshedpur. My specialization is in human resources and relationship management. Along with literature, I am passionate about women empowerment. And I have also been associated with some non-profit organizations which work for women's rights.

Interviewer: Tell us why you are interested in this job.

Sana: Thank you for your question, Sir. I am looking for a productive and challenging role that helps my skills and abilities to develop further. I did my end of research about this company and I am really impressed with the Innovative approach and out of the box ideas of the HR team of this organization. Also, I have read on the website that this company is planning to expand its business to some of the countries in foreign. So, since I am looking for opportunities of role enhancement, therefore I think it would be a great opportunity for me to learn as well as contribute to the growth of this firm.

Interviewer: So, what are your experiences from your previous organization?

Sana: Sir, I have had a good learning experience at my previous workplace. My role therein taught me the skill of collaboration and the importance of networking.

Interviewer: Oh, that is good. Can you tell me a little about your strengths and weaknesses?

Sana: Yes, sir. My interpersonal skills probably top the chart of my strengths I am good at interacting with people and quickly establishing a positive rapport with them. I can think independently. And I think I can manage stress very well I am a quick learner and I am happy to take challenges also. I have efficient leadership abilities and I possess an active and wise decision-making faculty. Now as regards my weakness, I often get finicky when any task is not completed within the deadline. So, I take extra hours from my schedule to complete the assigned task and I also am very particular not to compromise with the quality of the output even when working within close deadlines.

Interviewer: Can you also tell me something about your leadership abilities?

Sana: With pleasure sir so, once I was in charge of a committee that was asked to revise a school's Vision as they were transitioning to a co-ed school. Now, there were some issues because not all of the faculty agreed with this idea of transition and we had to get their consent within a pretty tight time frame. Now I quickly realized that I had to include my advisor on each meeting we held to communicate the changes ultimately we were able to come to an agreement and we also met the deadline. So, this proved to be a happy leadership experience for me and I learned the importance of ongoing communication.

Interviewer: How do stress and pressure affect your performance at the workplace.

SANA: So, in my view working under pressure is a real-time challenge in the modern lifestyle. However, I believe that if a person is passionate about his or her work and if he or she is eager to learn new things then challenges do not burden the person with stress rather they appear as exciting opportunities to learn and to grow. As for myself I always set new goals for myself and I think if we love the work we do we will not feel it as a pressure or stress on ourselves.

Interviewer: Oh where do you see yourself after five years in this organization.

Sana: Sir, simply put at this stage in my career my ideal job would be one in which I can learn new things and I can develop my skills further while contributing to the company's growth and success, of course. But eventually I would like to have a job which gives me a control over my day and it also offers me some leisure time to devote to Fine Arts like music, painting, dance because all of them have been my hobbies. However, I know I am not in the position right now and it will take me some time to get there.

Interviewer: That is wonderful. Now why should I hire you while there are so many experienced candidates?

Sana: Sir, 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. My previous experience at the admissions office required that I field answers quickly to prospective students, parents and administrators. Also, when the admissions requirements were changed I was on the committee to communicate this new requirement to the new and existing students in a lucid and understandable manner. Now this experience has enabled me to work with diverse groups of people and it also equipped me with the faculty to solve their problems also I would like to mention here that my previous internship experience has polished my command over working on word processor and Excel sheets. So, as soon as I start working here I will do my best to complete the reports and analysis on time and in such a way as to make them as user-friendly and informative as possible okay.

Interviewer: Now what salary range would you require to take the job?

Sana: Sir, I am looking for a 10 percent raise from that of my previous role. However, I am open to negotiation on this and we can come to a mutually agreeable figure.

Interviewer: Do you also have any questions for me?

Sana: Sir, may I know something remarkable about this organization that a candidate would find more motivating if compared to other organizations work culture.

Interviewer: Oh, thank you Sana for this question. In fact, I have been in this organization for more than a decade and I have seen this organization grow both in bad times and also in not so bad times. What I have experienced here is that this organization has its own niche as compared to other organizations because of its beautiful work culture. We provide our employees not only the job satisfaction but we also have several cultural committees, clubs, Toastmasters Club then yoga camps and all and from time to time we also provide them some trips which actually keeps them very much motivating.

We have some cultural wings also. Sometimes or the other, we also provide them entertainment shows like movies and all, fine. So, in a way I think that the organization that you are looking to join offers you a sort of fulfilling experience where we will have satisfaction and we will have a life, which will be full of values. I also think that the sort of opportunities we provide will attract many of the youngsters like you as HR in this organization.

Sana: Thank you so for your motivation. It inspires me even more than I had thought of.

Interviewer: Thank you for your time. Our HR team will contact you in a couple of days, thank you. I wish you a good day ahead all the best.

Sana: Thank you, sir! Have a good day.

And now the third and as I said earlier, one of the most important interviews we are going to provide you with a sample panel interview. Panel interviews, as you already know, are conducted in a panel where the experts are from different areas, different fields and the candidate has to respond to the queries of all the experts.

So, here you will also find quite a good number of cues and the sort of performance that a candidate displays. That will actually come to your age when you have to face such a situation. So, here goes the panel interview.

CEO: So, gentlemen, first let me tell you that I am the Chief Communication Officer. I have with me two other colleagues but before we start the interview process I would rather advise you to make yourself comfortable. First I must introduce my other members. These are two of my members--- one is the Public Relations Officer sitting right to me, and to my left is HR Manager. Now I hope you are comfortable. You must know that we are eager to hear about your experiences and assess your skill sets in this interview to find the best suit for the job opening of corporate communication specialist in our company. The interview will actually take approximately 10 minutes comprising different questions each member will ask. We would like to hear your honest and timely responses to the questions and the questions asked would only refer to your professional experience and educational merits. We already have your CV with us. However, if you have doubts about any question asked in the interview, you can immediately clarify them with us. And, if you have any questions about the job offer and the company you will be given time to ask the same but towards the end of the interview. That is great. As the interview chair let me begin the round of questions.

CEO: Please tell me what motivated you to apply for this position in our company.

Candidate I: Sir, I have experience of working in the same position in my previous company for four years. I believe this job will offer me the space to develop and groom my communication and personality in an all-around manner.

Over the years I have precision in handling clients in the corporate sector through my adeptness in communication and writing skills. I applied to this job in a reputed company to seek more exposure and utilize my expertise to a more extensive reach in this area. Furthermore, I see that communication is one of your company's core value which helps to establish this company's Global brand. I find it aligned with the services that I could offer hence I applied for this position in your company.

C.EO: Which skill sets have you gained from your previous work experience and how do you think to apply the same here?

Candidate : As I mentioned I gained extensive development in the communication and marketing sector I nurture interpersonal and communication skills to manage clients and co-workers at best in a fast-paced work environment. As a communication specialist I pay attention to the details and specifics in my oral and written statements to achieve target goals. I also display excellent organizational skills with an instinct for situational awareness and a drive to get the job done within tight deadlines. By bringing these cursors to the front, I believe that I would be a valuable asset in enhancing your client relationships and enlarging your business Network.

H.R Manager: That is great how do you describe yourself as an experienced corporate communication specialist.

Candidate: Sir, I would describe myself as a strategic thinker with a significant presence of mind in dealing with conflict situations my work experience has enabled me to speak effectively and listen in an empathetic manner active listening precedes any form of communication be it with clients or co-workers. That way I see myself as an efficient and compassionate employee who can keep things and people together and venture towards collective growth fine.

H.R Manager: So, tell me how do you value teamwork what was your role as part of the team with your previous employer?

Candidate: I have experience working both independently and as a part of a team and when it comes to teamwork I try to keep communication lines as open and effective as possible. My strategy position in a group is to establish proper communication between members and moderate tasks among each other in an undisputed manner. I believe that increases team cultures, efficiency and help us reach the target before the deadlines. I also understand that motivation and appreciation are essential to building trust and cooperation in a team which helps us in the long run.

P.R.O: So, have you ever had experience dealing with difficult customer or customer complaints how you resolved those conflicts as a communication specialist?

Candidate: 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 and misunderstandings between the client and the company. Such conflicts severely hamper the brand image and reputation of the company 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 communication skills, I listen to the client's concerns and try to understand the problem better I try to make my way out of the customer by negotiating their concerns and establishing a beneficial compromise for both the customer and the company. As a result, by the end of the conflict I would have added another happy customer to my company's network personally speaking I see those challenges as a part of my learning curve that sounds interesting.

H.R M: Now please let us know why you are a good fit for this position?

With the confidence that I satisfy your job description criteria, I believe that I am a good fit due to the experience and growth I have achieved in this sector within a short period. In my previous company I was awarded the best employee of the year with many other appreciations and accolades for my performance. I was integrated in boosting the financial growth of my previous Company by up to 65% in the first year of my employment and it has been occurred since I am looking forward to contributing with the same energy and promise even better growth and customer services to this company as a corporate Communications specialist that is great gentlemen.

C.E.O: That would be the end of our panel interview. Thanks for answering our questions with diligence. As promised if you have any questions to ask the panel you may feel free to ask now.

Candidate: Thank you, sir. I'm eager to know about the working culture of the company I asked so that I get to know and prepare myself beforehand and adapt myself easily when selected.

C.E.O: I appreciate your confidence in saying when selected and what if. However, coming to your question we prioritize employee's satisfaction and promised job security better than any other concern in this field. Apart from offering a handsome package to our employees, we are also empathetic towards their work-life balance thus we neither encourage

over time nor squeeze them with deadlines working efficiently during office hours is of course ok and being accountable for that period is what we expect.

Apart from enforcing a positive work culture, we also seek to train our employees by offering them several in-service trainings professional development opportunities and want them to grow along with the organization as a tea.

Candidate: That is so positive to hear sir. I hope I did my best in this interview and answered your questions satisfactorily. I am very much able to be a part of this company. Thank you for interviewing me.

CEO: It was, of course, a pleasure talking to you. Thanks for attending the interview. We hope to select the best candidate in a week's time. You will, of course, be intimated further about the interview results through your mail. Thanks for coming.

Now you might have witnessed rather watched very carefully not only at the performance of the candidates but also at their body language--- the way they respond to questions the way they take time the way they think of the possible answers and respond to them favourably. Now, all these three varieties of interview will provide you with numberless opportunities which are actually lying in store for you. There are many interviews which are on the anvil for many of you who are either aspiring to be a professional in the days to come and of course those who are already in the profession they also will get something for them. So, I think that in this sample interviews, there is something for everyone to take away.

And remember when next time they go to appear at any of such interviews. With this we come to the end of this talk. Thank you very much for your patience. But I do advise you to remember not only the cues but to apply them in the real life situation, thank you.