



Class: BSc Sem 5

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Today's Agenda

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1 Introduction

Employee communication is often defined a conversation that one has with an employer.

In this conversation one persuades the employer to make a favourable decision by demonstrating that the candidate's skills and knowledge satisfy the job requirements.

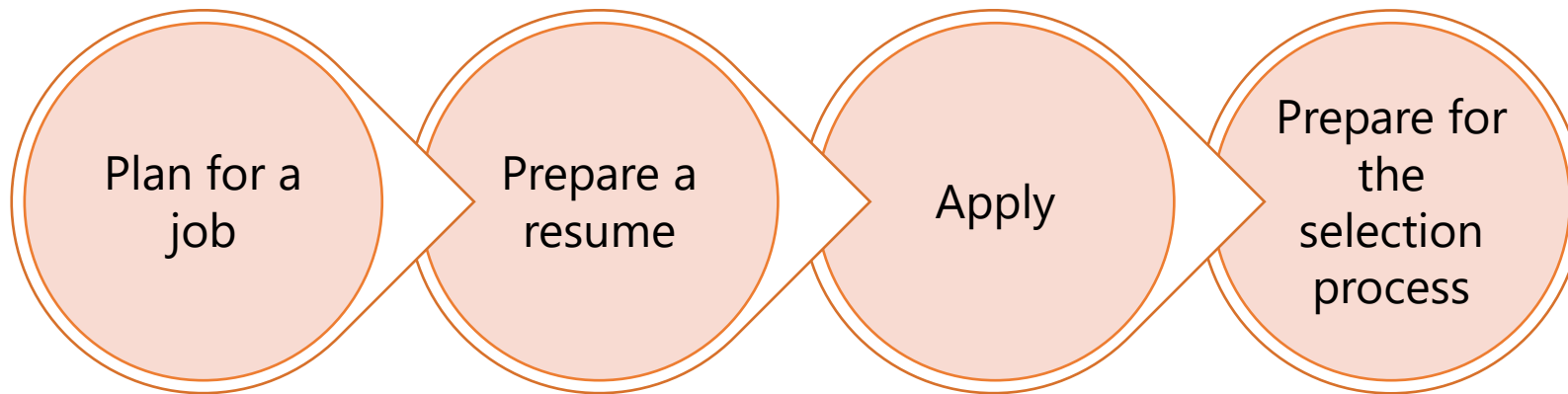
There are certain stages in the job search process. These are as follows:

- Assessing one's resources
- Identifying potential employers
- Applying for the job
- Interviewing for the job

Knowing oneself – strengths, weaknesses and expectations is essential and the ability to communicate this information to the prospective employer is an essential skill.

1.1 Steps involved in getting a job

The most important part of the process of getting a job is looking for a job. The steps involved are as follows:



1.2 Cover letter

A cover letter informs the employer about the candidate. It is the first thing seen by the prospective employer and hence, is of utmost importance. One must use a cover letter to market oneself as the right fit for the job. Use simple and formal language and be brief and precise.

Format of a Cover letter:

1. Heading: Mention your name and complete address with your contact information.
2. Introduction: Be formal and avoid addressing with first name. Indicate where you got the information regarding the opening.
3. Description: Tell the employer why they should hire you in the next paragraph. Use concrete verbs and keywords; do not be vague or overload with information.
4. Closing: It should end with a strong statement that reinforces your case.

Do include a cover letter even if you are sending your resume through email.

2 Difference between Resume & Curriculum vitae

CV

In depth and structured information about the professional experience and qualifications of a person.

Used when applying for international, academic, education, scientific or research positions.

Resume

A skeletal representation of what would otherwise be given in detail in the CV.

Used to apply for any position in the corporate world.

2.1 Curriculum vitae



A CV, to give it its Latin name, is an account of the entire education and employment history. The term translates as 'course of life, and it really is a detailed record of the professional life of a person

- It presents all the information of an individual pertaining to the work. Every detail of educational qualification, professional achievements and skills is listed chronologically or in a reverse chronological order with the addition of affiliations and recommendations.
- All previous work experiences must be properly listed with elaborated job descriptions.
- Since a CV is long and detailed, it allows individuals to list all the achievements and awards received even in the distant past. Based on this criterion of length, a CV may extend to three-four pages depending on the age, experience and achievements of a person.

2.2 Resume



'Résumé' is a French word, which means to summarise. It is a one or two page summary of the skills, experience and educational qualification.

- It is always brief, concise and customised to fit the requirements of the prospective employer or organisation.
- Avoid mentioning any unnecessary achievements or skills.
- Personal details in resume are limited to residence address, contact details and date of birth.
- The typical resume consists of one page and includes job objectives, past employment, education and skills.

2.3 Points to remember while creating a Resume

- The purpose of the résumé is to 'sell' oneself. It is a personalised business document that must be designed properly.
- It must be factual.
- It should be brief but succinct. Resume should reflect one's future-oriented approach. It is important to present how the education and previous job experience make one the best candidate for a specific job.
- Select a format that suits one's requirements as there is no best format. Select a simple, readable font (Ariel, Times New Roman).
- Arrange points in bullets within each heading. Instead of using italics to highlight, make it bold.
- Proofread the résumé to make it error free in content, grammar, spelling and punctuation. If a hard copy of the résumé is to be sent, get it printed on a good quality A4 size paper.

2.4 Contents of a Resume

Personal data :

Name with complete address, including telephone/ mobile number and e-mail are crucial information to be placed in the beginning.

Job objective :

This states about one's career interest and area of expertise, tailored to fit the requirements of the prospective employer.

Work experience :

One should give the dates of starting and finishing the job one had. Add the name and the address of the earlier company or employer. Sometimes, it is important to provide a brief about the job content, emphasising the skills and abilities and the results obtained.

Education/Qualifications :

A list of degrees with names of universities/ institutions and courses. Include dates with grades/percentage to give a clear idea to the recruiter about the capabilities.

2.4 Contents of a Resume

Skills/Competencies :

Any skills or achievements that are relevant to the job can be included. In recent years, employers are giving more importance to social, organisational and technical skills.

- Social skills refer to the ability to communicate well with people, working in teams, being able to adapt easily in any kind of culture or environment
- Organisational skills deal with the ability to coordinate, organise and lead the groups of people in order to complete the task with predefined objectives
- Technical skills are those related to the use of specific equipment, computer software, etc.

Career Summary :

This should be the most detailed part. Each job should have a short description of the skills used and achievements within the role. A few bullet points are sufficient, with more detailed accounts of more relevant positions.

References :

References should be included only if asked for. Mention the name, address and telephone number of three experts who can comment on how suitable one is for the job.

2.5 Types of Resume

Traditional Resume

- A traditional résumé focuses on presenting the candidate's experience on an employer-by-employer basis with the posts being listed in reverse chronological order, starting with the most recent.
- It also contains details of education and qualifications. It also mentions the key skills and strengths of the candidate. This type of resume gives a complete picture of the person in a summarised form.

Functional Resume

- A functional CV typically starts with a personal profile, which highlights the achievements, skills and personal qualities that one possesses. This is then followed by a succession of sections, each relating to a different skill or ability.
- It can include any skills or experience gained in voluntary or unpaid work.

Infographic Resume

- It provides an opportunity to present one's résumé in a more appealing visual format. A visual graphic format helps overcome the cluttered look of a traditional or functional résumé and

3 Group discussion



A group discussion tests the teamwork and communication skills of candidates. A group discussion involves a discussion on a given topic with other candidates, usually with similar experience and educational qualifications.

The following are the skills a panel looks for in the candidate in a GD:

1. Cognitive skills or knowledge
2. Attitude, behaviour and personality
3. Communication skills
4. Leadership skills

3.1 Types of Group discussion

Factual

- In this type of group discussion the topics comprise of cotemporary social, political, economic, sports and media related issues

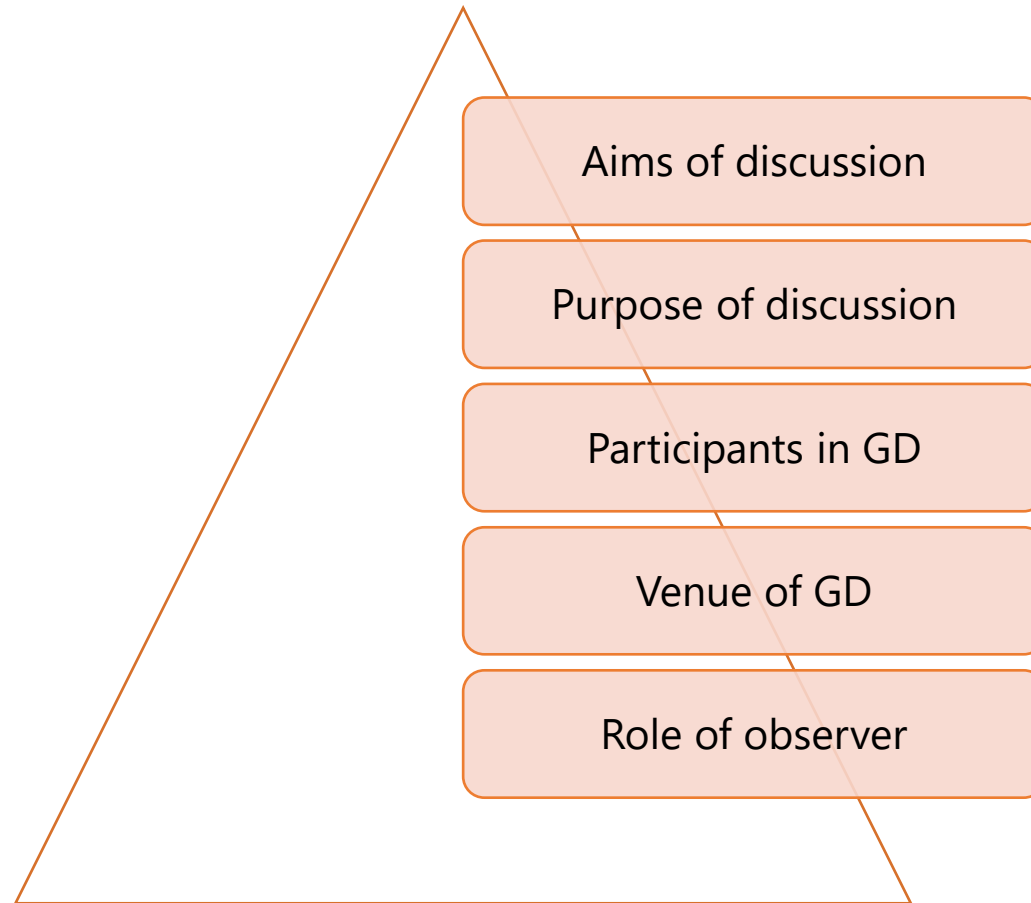
Abstract

- Topics that involve lateral thinking and unconventional perspectives ultimately rooted in reality

Case studies

- A corporate situation or a organization based situation in the form of an article is given to the participants

3.2 Considerations for GD



3.3 Guidelines for effective GD

1. Awareness of Topics Relating to Your Background Is Crucial
2. Take the Lead
3. There Is No Place for Aggression in Group Discussions
4. Communicate Effectively
5. Listen Carefully, Do Not Just Hear
6. Work On Your Body Language
7. Avoid Deviating From the Topic
8. Be the First to Summarize the Discussion
9. Don't Be Aggressive
10. Don't Give Up

4 Interviews



An interview is a meeting between two people for the purpose of getting a view of each other or for getting to know each other.

OR

An interview is a purposeful exchange of ideas, the answering of questions, and communication between two or more people.

From the organisation point of view, interview serves the following purposes:

- The employer can verify the information given in the résumé, explore and clarify any issue raised by the résumé
- The employer can also obtain information about the candidates, which might not be available otherwise like their level of aspiration, future plans, etc.
- An organisation may use interview as a tool for giving information about itself, its policies, its culture and work environment and also the job of the candidates

4.1 Types of Interview

1. Face-to-Face Interview:

This is the most commonly used traditional method of interview in which the candidate meets the employer face-to-face. The advantage of this type of interview is that the employer and candidate can get to know each other and about each other. This type of interview becomes more like an informal talk. Even the candidate is allowed to ask questions about the various aspects of the concerned organisation.

2. Telephonic Interview:

Organisations conduct telephonic interview to reduce the expenditure involved in arranging face. to-face interviews. Normally, telephone interview is used for selecting experienced candidates rather than fresher. Sometimes, telephone interview is used to solicit further information about the candidate which might have been missed during face-to-face interview. This type of interview is more challenging since in the absence of body language, one has to understand the intentions of the speaker through paralanguage.

4.1 Types of Interview

3. Sequential Interview:

It is also known as one-to-one interview; there are different interviewers but each interviewer interviews every candidate separately on one-to-one basis. One interviewer may be assigned the task of probing technical qualities of the candidate, another motivational qualities, next interpersonal qualities and so on. Sometimes, the same question is asked at different stages in a different way to ascertain whether the candidate holds a particular viewpoint firmly or not.

4. Directive Interview:

In directive interviews, also known as patterned interview, questions are framed in advance before the commencement of the interview. The interviewers are expected to ask the questions from this designed questionnaire. Directive interview aims at comparing various candidates by putting the similar type of questions to each candidate.

4.1 Types of Interview

5. Panel Interview:

A panel interview involves three or more members of the hiring organisation meeting simultaneously with the person being considered for the position. In panel interviews, candidates will meet several higher authorities. Questions may be asked by all panel members, and the candidate can expect any type of critical questions from them.

6. Stress Interview:

This type of interview may be combined with any of the above-mentioned type or conducted separately. This objective is to test the candidate's patience in stressful situations. The interviewer may try to induce stress by asking continuous questions without giving time to think or may openly challenge the judgement of the candidate.

4.1 Types of Interview

7. Situational Interviews:

Candidates in such interviews are placed in real-time situations they may encounter at work, and their responses are noted. This process consumes time but is highly effective in gauging the efficacy of a candidate. Situational interviews are similar to behavioural interviews, but while behavioural interviews focus on past situations, situational interviews focus on hypothetical situation. Situational questions help the employer gain an insight into how a person responds in a pressure situation.

8. Behavioural Interviews:

The basic idea is to figure out how a person would behave in a particular situation based on the past behaviour in a similar situation. The ideal way to answer a behavioural question is to first describe the situation, then answer the response to the situation and what one learnt from the experience.

4.2 Tips for Interview

1. Be on time.
2. Have some questions of your own prepared in advance.
3. Greet the interviewer with a handshake and a smile.
4. Expect to spend some time developing rapport.
5. Focus.
6. Tell the truth.
7. Listen carefully to the interviewer.
8. Be prepared for personal questions.
9. Don't expect a job offer at the first interview.
10. Close on a positive, enthusiastic note.
11. No interview is complete until you follow up with a thank-you note.