



Class: TY BSc

Subject : Business Communication

Subject Code: PUSASQF 501

Chapter: Unit 2 - Chapter 1

Chapter Name: Employment communication – Group discussion and Interviews

Today's Agenda

1. Group Discussion
 1. Considerations in GD
 2. Discussion skills
2. Types of Interview
 1. Candidates preparation
 2. Interviewer's preparation
 3. Interviewee Do's and Don'ts
 4. How to introduce yourself ?

1 Group Discussion and its salient features



Discussion is a process of reflective thinking, thought and opinion. In a discussion each participant presents his or her imaginative thinking by offering suggestions, adding ideas but different the solutions until all ideas have been appropriately enumerated



Interaction

Group members

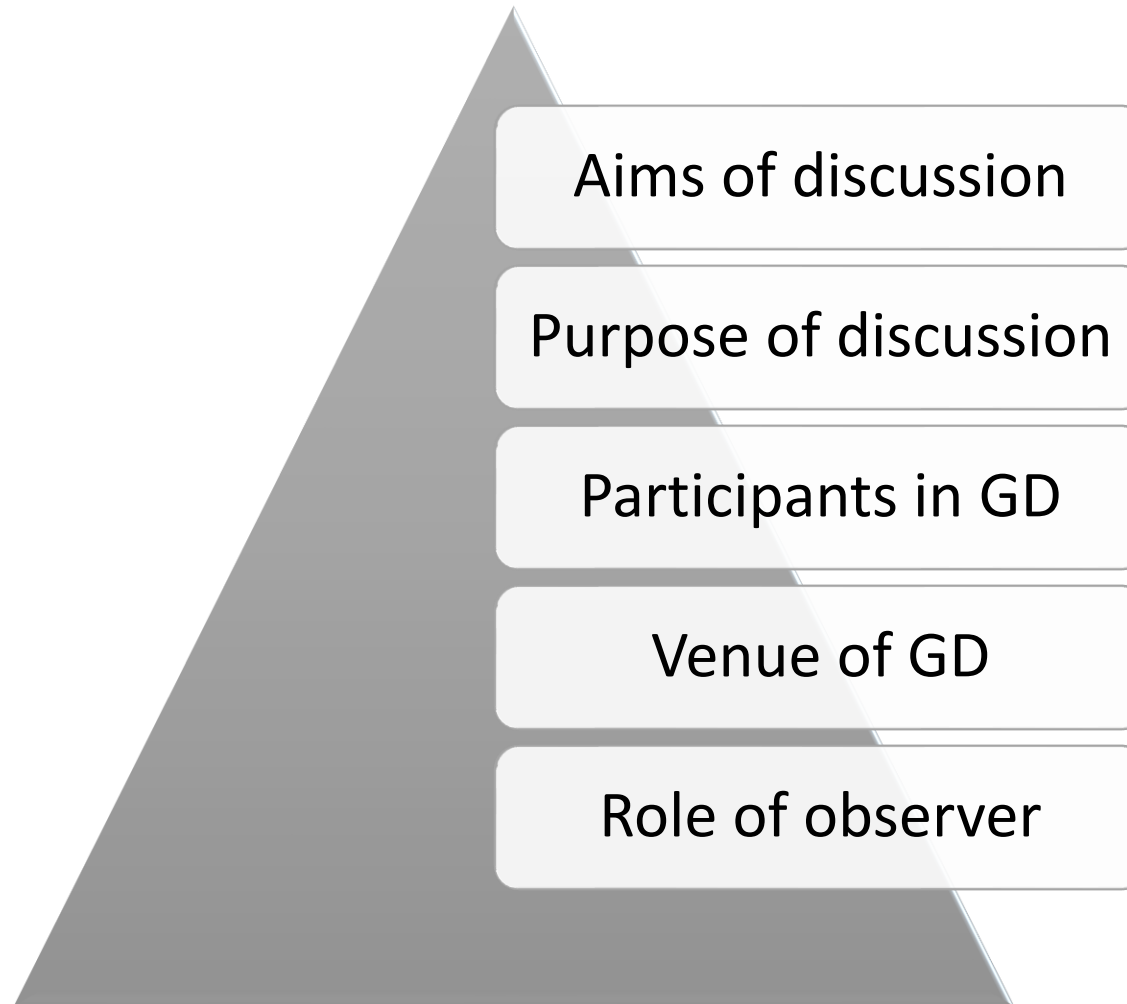
Involvement

Interpersonal desirability

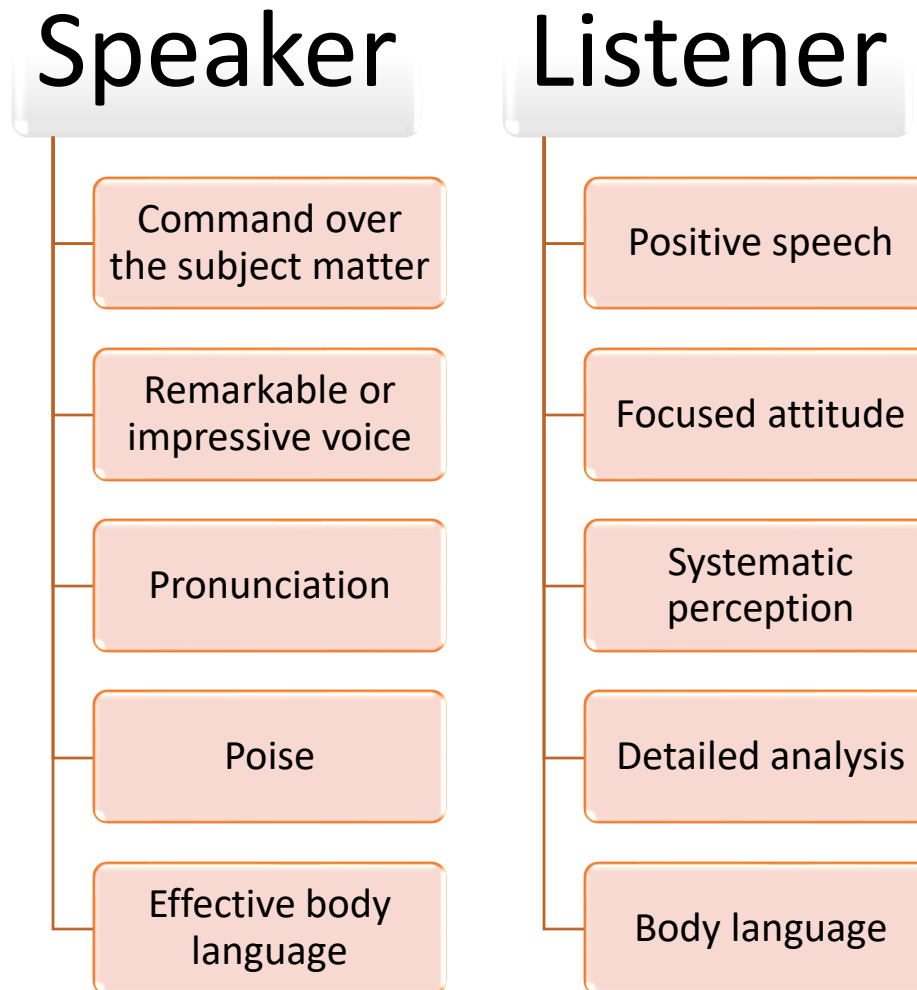
Pressure to obey rules

Discrepancy

1.1 Considerations in GD



1.2 Discussion skills - For speaker and listener



2 Types of Interview



2.1 Candidate's preparation

PHYSICAL PREPARATION

- Properly groomed and formally dressed
- Posture
- Good etiquette

MENTAL PREPARATION

- Knowledge must be up to date
- Regular reading of newspaper, awareness about current affairs
- Information about the company

PSYCHOLOGICAL PREPARATION

- Honesty and openness
- Inability to discuss a topic
- Salary
- Clarity of purpose and determination

2.1 Candidate's preparation

SELF EVALUATION

- Knowledge of one's strengths and weaknesses
- Make good use of one's talents and skills

2.2 Interviewer's preparation

- The received applications are sorted and scrutinized and qualified candidates are selected for interviewing
- A panel of interviewers is selected on the basis of requirements of the job
- A date for the interview is fixed, and the interviewers as well as his selected candidates are sent letters informing them of the date, time and place of the interview
- The room in which the interview is to be conducted is suitably arranged
- A senior office staff and a peon attend to the needs of the waiting candidates
- Each panel member has to examine the bio-data of candidates and prepare questions based on the bio-data for each candidate
- Develop rapport to encourage the candidate to be involved
- At the time of interview : Relaxed atmosphere, Friendly responses, Never be humiliated, Inform about the stress interview, etc

2.3 Interviewee Do's and Don'ts

THE "DO'S"

- DO follow the interviewer's leads and prompts, reading whether your answer is going to be too long or if further information is required to explain on a point made
- DO make sure that you highlight your strengths to the interviewer in a factual, sincere manner. Provide specific examples of your abilities that demonstrate positive outcomes or achievements.
- DO realize that the interviewer will ask you questions about your skills that relate to the selection criteria or the requirements of the position.
- DO make sure you leave the impression that you are more interested in the activities involved in the job than the promotional opportunities or benefits that the organization may offer
- DO always indicate your interest in the job for which you're being interviewed. Never close the door on an opportunity. It is better to be offered the position so you can consider it in relation to other jobs for which you are applying than to not have a choice.
- DO ask questions when given the opportunity.
- DO take advantage of the opportunity to add anything else in your favour if asked.

2.3 Interviewee Do's and Don'ts

THE "DON'TS"

- DON'T answer questions with a simple "yes" or "no". Give good responses and explain yourself whenever possible by referring to relevant examples from your experiences.
- DON'T respond in a general, vague, or hesitant manner.
- DON'T 'over answer' questions.
- DON'T ever make derogatory remarks about your present or former employers.
- DON'T enquire about salary, holidays, bonuses or retirement at the initial interview.
- DON'T lie. Answer questions truthfully, frankly and as close 'to the point' as possible.
- DON'T focus on negatives: emphasis positive outcomes and learning experiences.

2.3 Interviewee Do's and Don'ts

Negative factors

- lack of responsibility taken for actions.
- lack of interest and enthusiasm.
- lack of preparation, failure to obtain information about the job and organization.
- inability to express thoughts clearly, poor diction or grammar, and lack of poise.
- lack of career planning, purpose or goals.
- lack of tact, maturity, courtesy or professionalism.
- evasive – making excuses for poor academic record or other unfavourable factors.
- overbearing, aggressive, arrogant or conceited.
- over-emphasis on money – interested only in remuneration.
- persistent attitude of “What can you do for me?”
- failure to ask pertinent questions about the job or the organization

2.4 How to introduce yourself ?

