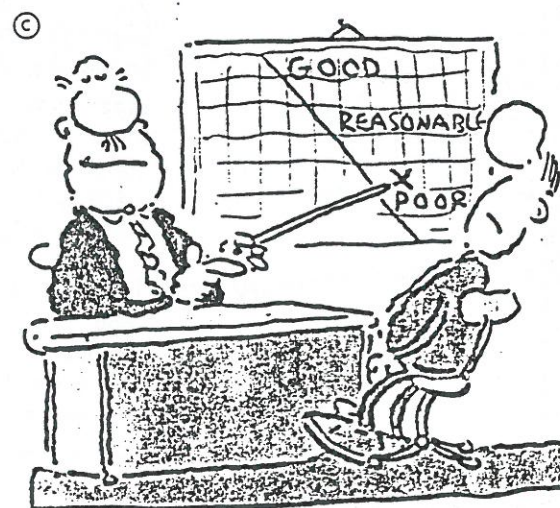
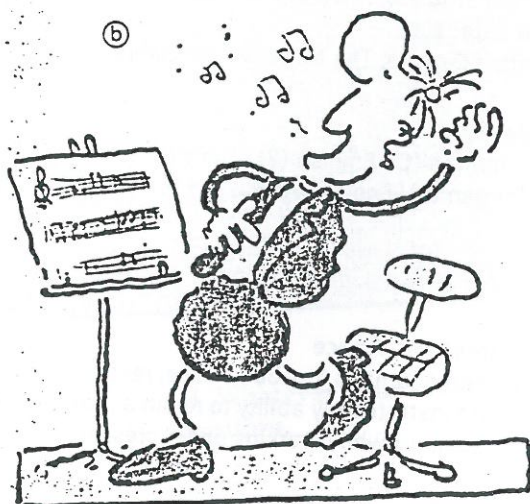
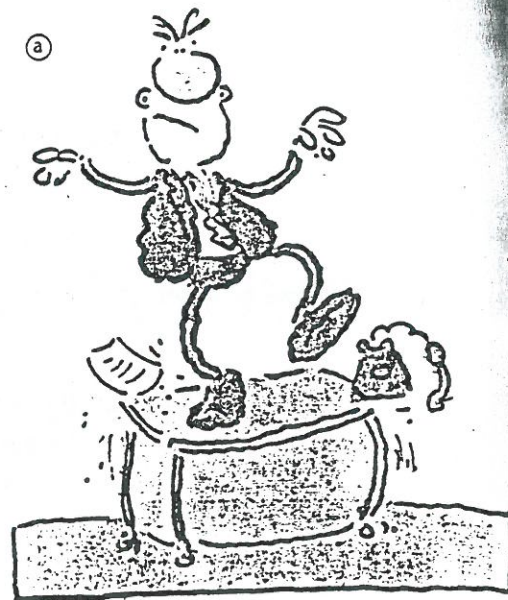


Business Communication

Interview skills

1 Read these comments about bad interview experiences and match them with the illustrations. Have you ever had a bad interview experience?

- 1 'My friend was told that on a scale of good to poor he was at the bottom end of reasonable.'
- 2 'A friend was asked to make up a song and sing it at an interview with Virgin Atlantic. She did, and got the job.'
- 3 'I was asked to get on a desk and dance.'



2 A good interview is always well-structured. Work in pairs and put the list of things that an interviewer should do into a logical sequence.

- | | | | |
|--|--------------------------|-----------------------------------|-------------------------------------|
| a answer questions | <input type="checkbox"/> | f listen | <input type="checkbox"/> |
| b ask questions about candidate's CV | <input type="checkbox"/> | g make the candidate feel at ease | <input checked="" type="checkbox"/> |
| c explain the plan of the interview | <input type="checkbox"/> | h observe | <input type="checkbox"/> |
| d explain what happens next | <input type="checkbox"/> | i summarise the main points | <input type="checkbox"/> |
| e hold a few minutes of neutral conversation | <input type="checkbox"/> | | |

3 Work in pairs and decide what the interviewer and the interviewee could say at each of the nine stages.

Example:

1 *Make the candidate feel at ease:*

Interviewer: 'Thank you for coming, I hope you had a good journey.'

Interviewee: 'Yes, thanks. It only took 40 minutes, door-to-door, and it's easy to get here from the station.'