

How to interview someone

In this lesson you will learn techniques and phrases for interviewing effectively.

Starter

- Match behavioural competencies (1-6) with the definitions (a-f).
 - achievement
 - creativity
 - leadership skills
 - relationship building
 - self-awareness
 - teamworking
- a having the determination to meet the required goals and targets
- b showing an understanding of your own emotions and how they impact on the behaviour of others
- c working co-operatively to achieve goals
- d being able to think beyond boundaries to create new ideas or approaches
- e seeking opportunities to contribute to positive outcomes for clients, with the aim of reaching win-win solutions
- f enabling others to develop confidence and realize potential through encouraging, inspiring, and supporting them

Expressions

- Read the advert below. Which of the competencies in Starter would be specifically relevant?

Senior PR consultant

Sage & Wise

Applicant sought for a senior consultant to join vibrant team in Manchester. The position involves working on consumer brands. You will work at a strategic level, and will maintain and build relationships with your clients and proactively look to develop those accounts. As well as day-to-day direction with key account holders, the job includes:

- project and event management
- high-level media management
- working closely with a small group of colleagues
- meeting tight deadlines.

- Sage & Wise have shortlisted two applicants for the post in 1. Listen to an extract from each interview. What relevant experience does each candidate have in relationship building?

Candidate's experience

1 George

2 Kirsten

Speaking

- You are on the interview panel at Sage & Wise. You're going to focus on achievement skills. Put your notes below into a logical order, and then, using the language from Expressions and the Language box, ask questions about the candidate's experience. (Your teacher is the candidate.)

Strategies for meeting a deadline?

How did you overcome difficulties?

A past example - to motivate yourself to complete a difficult task

Benchmarks for setting own goals?

Another time - do the same?

Did you meet the deadline? Satisfactory results?

Language box

An interviewer usually starts with open questions to put the candidate at ease and to find out general information. Further questions aim to get more detail and confirm the information the interviewer is looking for. They often finish with a hypothetical and/or reflective question.

Open questions can be *Wh-* questions or statements beginning *Tell me about / Describe ...*:

What do you admire in the way your colleagues work?

Tell me about an occasion when you came into conflict with a colleague.

Statements reflecting the candidate's experience, followed by more open questions are then used to find specific evidence, or highlight gaps in a candidate's experience:

Hint

team leader – the person who leads the team

team player – someone who is generally good at working as a member of a team, usually in their job

team-builder – the person responsible for ensuring a team can work well together, often by choosing people with different skills to complement each other

teammate – a member of the same team or group as yourself

3 Which candidate would you offer the job to? Why?

4 Listen to a short extract of the interviewers discussing their opinions. What is their choice? Why?

5 Listen again to both extracts. What expressions do the interviewers use instead of the phrases below?

- 1 according to what has been done so far
- 2 something in particular that someone gives (to a project / activity)
- 3 your job to do something
- 4 having the ability to decide on something and act alone without the help of others
- 5 the perfect person for the job
- 6 keep in touch with people on a regular basis
- 7 able to focus on more than one thing at a time
- 8 demonstrating real experience of tasks
- 9 able to look closely at small but important aspects
- 10 showing honesty and professional commitment

Writing

1 You are interviewing a candidate tomorrow for a post in your office. It's important that their teamworking skills are good. Write two questions for each category in the Language box related to teamworking.

2 Write a short advert for your own job. Include phrases from Expressions.



Look

Look at listening scripts 4.1 and 4.2 on page 123 and underline all the questions. What category in the Language box does each question belong to?

What interests us is your own involvement. What was your role in the project?

One thing you don't appear to have is experience with the latest software. How would you get yourself up to speed?

Closed (usually Yes / No) questions are used to confirm your understanding of what the candidate has said so far:

So did you get everyone involved?

Hypothetical questions probe more deeply, sometimes about the position applied for:

What would you do if someone was reluctant to join in?

Reflective questions can be used to round off a topic:

How did you feel about this decision?

Lesson record

3 new words from this lesson

3 useful phrases from this lesson

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| 1 | 1 |
| 2 | 2 |
| 3 | 3 |

Things to remember

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