

**University of Mohamed Khider**

**Teacher:** Dr. Youcef LAALA (instructor)

**Subject:** Communicative Situation/ Grade: Master 1 LMD/ Date: May 2020/ Multiple days lesson.

**Description of the Content:** Theoretical.

**Learning Outcome:** At the end of the lesson, learners would learn about Advanced Techniques of Communication

**Curriculum Connection:** Semester 2

**Instruction:**

1. Engagement: Introductory question(s) to check students' knowledge about the subject matter / Discussion
2. Teaching Methodology: Communicative Approach
3. Practice activity: Related Terminology / Instant questions / Research Paper

**Materials & Resources:** Creating Communication, exploring and expanding your fundamental communication skills. Randy Fujishin (2009)

**Assessment Strategies:** Oral/ written tests + official tests

**Author of the lecture:** Mrs. Allouani Rima

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**Summary of chapter 12**

**Creating Successful Communication during an interview:**

An Interview is a communication transaction in which an interviewer engages in questioning and discussing with an interviewee to gather information.

**Two types of interviewing:**

**1- The informative-Gathering Interview:**

Such as an interview with an expert for a report, or those conducted by journalists for publication. As a student, you are required to interview experts for a term paper, a group presentation, or a newspaper article.

**Steps of creating a successful information – gathering interview:**

- **Locating an expert to interview:** you need to find a potential expert or individuals who may have training in or experience with the subject you are investigating in order to make an interview with him.
- **Preparing for the interview:** an effective interview has to be created, well researched and planned for the interview.
- **Request an interview well in advance:** ask for it at least one or two weeks in advance. Identify yourself and your purpose for the interview. Ask for a date, time and location that is convenient for the interviewee (not you) and ask him if you can record the interview.
- **Research the subject:** you should read about the subject so that you will have a basis for writing interview questions and will enable you to discuss the subject with some fundamental knowledge of the topic.
- **Prepare a question list:** a list of at least ten to fifteen open-ended questions from general questions to more specific questions that are related to your report and suitable for the giving time. This will encourage the interviewee to talk.
- **Prepare for a positive experience:** be of good cheer as you anticipate the interview because both you and the expert are please with the interview.

- **During the interview:**
- **Dress up:** your appearance should make a positive impression, showing respect for the interviewee.
- **Check your materials:** such as the interviewee's address, his phone number, and the list of questions, pen, note pad, or tape recorder.
- **Arrive 15 minutes early:** by arriving early, you are creating enough space in your schedule to relax and collect yourself before the meeting. You can also show respect for the expert's time by not charging into his office late.
- **Begin the interview with general questions:** begin your questions in order from general to specific ones
- **Listen carefully:** let the expert do most of the talking so that to gather as much information as you can from him.
- **Take notes:** it can be from recording the interview. If not, take notes on the important points during your thirty – minutes interview.
- **Inquire about contacts or leads:** ask the interviewee if she can direct you to any additional information or experts.
- **Ask for additional information:** in the end of the interview, ask the interviewee about anything that was not covered during the interview
- **Show your appreciation:** show how you are thankful to him
- **After the interview:**
- **Review your notes:** make any additional comments or notes as they come to mind.
- **Write a thank-you note:** send a thank-you note to show your appreciation to your interviewee.
- **Follow up leads and contacts:** look up the experts, books, or journal articles the interviewee suggested for further information.

## 2- The employment interview:

Your primary goal in a employment interview is to sell yourself, your accomplishments, and your skills. Once you make good impression, you will have a chance to get the job.

### Five necessary steps for a successful employment interview:

- **Examining yourself:** ask yourself if you really want this job and qualified enough for it. You should also complete a personal assessment sheet that includes such as your education, accomplishments and skills so that you will know your strengths and weaknesses.
- **Getting the interview:**
- **The cover letter:** it is a one-page professional brief letter stating your interest in the position for which the company is advertising. Address the cover letter to the person with the authority to hire you. You should include in the cover letter your primary reasons for being interested in the position, and how your specific qualifications (education, training, work-related experiences, and skills) meet the needs of the organization.
- **The résumé:** it is one or two-page summary of your training, skills, accomplishments, contact information (your name, address, telephone number.) In addition, the type of employment you are seeking. Above all, it should be satisfactory for the company's employment needs.
- **Preparing for the interview:** it involves researching the company, reviewing possible interview questions, and role-playing the interviewing.
- **Researching the company:** you will make a strong impression if you show familiarity with the organization you are attempting to join. It also helps you to anticipate questions the interviewer might ask and enhance your responses.
- **Reviewing possible interview questions:** such as:
  - 1- Why did you select our company for employment?

2- Do you consider yourself a “self-starter”? If so, give a recent example of a project you initiated.

Do not memorize the answers to each question. Instead, use them to stimulate your thinking as you prepare.

- **Interview role-playing:** it is mostly beneficial activity to focus on changing yourself by improving your communication skills such as video taping an interview role-playing situation as well as friend's feedback.

#### **During the interview:**

- **Bring interview materials:** bring a copy of your résumé, any additional materials and pamphlet you designed. Remember to bring the address, phone number, and name of the interviewer
- **Dress professionally:** wear your best and suitable clothes for the occasion.
- **Arrive 15 minutes early:** to avoid poor impression from the interviewer
- **Greet the interviewer:** greet him in a friendly way with a direct eye contact and pleasant smile.
- **Speak and act in a pleasant manner:** your voice should be pleasant and conversational in tone. Show kindness to him.
- **Thoughtfully consider each question:** give yourself permission to pause a moment or two before beginning your answer. If you do not understand, paraphrase the question or ask the interviewer to repeat the question.
- **Answer each question thoroughly:** Develop your responses as best as you can by citing examples for instance.
- **Listen effectively:** use your listening skills during the interview. Try to seem attentive to him by using the appropriate nonverbal language.
- **Be positive:** communicate the positive in every word that comes from your mouth.
- **Demonstrate an enthusiastic attitude:** be enthusiastic in the way you speak, move, and interact. Communicate your interests and commitments so that the interviewer knows you will energetic in your job.
- **Limit your discussions of salary and benefits:** at the conclusion of the interview, you will be allowed to ask questions about salary, getting a spacious office with a view, or the company's benefits packages. Those discussions will come if you are offered the job, yet avoid sounding greedy and make positive impression during and after the interview.
- **Thank the interviewer**

#### **After the interview:**

- **Write a thank-you letter:** write a brief, appreciative and positive thank – you letter to the interviewer because of the opportunity he gives it to you.
- **Follow-up:** it is the mostly effective if you include any follow-up material you want to send to the interviewer with your thank-you letter.
- **Call in two weeks:** if you have not received any communication from the interviewer or the company for two weeks or the timeframe specified by the interviewer, call the company's personnel department (not your interviewer) and ask for the status of hiring process.
- **Either way it is good:** if you are hired, congratulations. If not, you get a new experience in the interviewing process and this will benefit you during you next interview.

#### **Creating a Successful Interview: The W.I.N Technique**

**Work:** by examining your motivations and qualifications for a particular job, role-playing the interview and all the hours of preparation all mean that you will work harder to get the job.

**Invest:** invest in yourself as of time, money, and effort during your schooling, or professional training, workshops, seminars. This investment will enable you to qualify for positions .Also; you

should invest in your physical well-being as getting regular exercise as well as emotional investment as having good attitude.

**Navigate:** ask yourself if you want that job or not even after it is offered to you , you can tell him your refusal of the job. You are the one who determine the success and failure of the interview by your attitude, words and behaviour.

**The End**