

## Unit 4 Being interviewed for a job

Activity/Task	Title	Approx. Duration	Internet access necessary	Can be done offline
<b>Activity 1</b>	<b>Before the interview: Doing research and getting organised</b>			
Task 1.1	Finding job offers	30 Min		x
Task 1.2	Finding out about the company	30 Min		x
Task 1.3	Workplace culture	20 Min		x
<b>Activity 2</b>	<b>Matching your profile with the job requirements</b>			
Task 2.1	Job skills	20 Min		x
Task 2.2	Skills you have	20 Min		x
Task 2.3	Skills that you don't yet have	20 Min		x
<b>Activity 3</b>	<b>Preparing for the interview questions</b>			
Task 3.1	Different types of jobs interviews	15 Min		x
Task 3.2	Preparing for potential questions	20 Min	x	
Task 3.3	Effective answers in job interviews	30 Min		x
Task 3.4	How to handle difficult questions	20 Min		x
Task 3.5	Questions for the interviewer	30 Min		x
<b>Activity 4</b>	<b>Organization: getting ready for the interview</b>			
Task 4.1	How to dress appropriately	20 Min		x
Task 4.2	Documentation	10 Min	x	
Task 4.3	Getting to the interview	20 Min		x
<b>Activity 5</b>	<b>Verbal and nonverbal communication</b>			
Task 5.1	Greetings	20 Min		x
Task 5.2	Reflecting on nonverbal communication	15 Min	x	
Task 5.3	Body language	30 Min	x	
Task 5.4	Emotions in a job interview	15 Min	x	
Task 5.5	Saying goodbye	15 Min		x
<b>Activity 6</b>	<b>What you should do after the interview</b>			
Task 6.1	Positive thinking	20 Min		x

Task 6.2	Feedback after the interview	30 Min	x	
Task 6.3	Achievements, Improvements, Next Steps	20 Min	x	x
Task 6.4	Your Goals	15 Min		x
	Personal Evaluation			x
	Personal Reflection			x
	Worksheets			x
	Answer Key			

## Activity 1: Before the Interview – Doing Research and Getting Organised

<b>Unit B4</b>	Being interviewed for a job
<b>Name of activity</b>	Before the interview: Doing Research and getting organised
<b>Duration</b>	<b>1 hour and 20 minutes</b>
<b>Rationale</b>	Identification of your professional preferences, finding jobs to apply for, learning about a company's culture
<b>Focus</b>	Related to finding out about a job
<b>PICC skills</b>	Ability to find suitable employment opportunities
<b>Language work</b>	

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### Focus and self-reflection

Knowing what kind of job you want to do is the first step. Now you need to find job advertisements that are similar to your aims. You can use newspapers, brochures, online search-engines, and the local employment office to find suitable job opportunities. In Austria for instance, the public employment service is referred to as AMS, which stands for "Arbeitsmarktservice". In the Netherlands, it is called "Werk", in Germany "Bundesinstitut für Arbeit", in the UK "Jobcentre Plus". You can find out more about public employment services in other EU countries by clicking here: <http://ec.europa.eu/social/main.jsp?catId=105&langId=en>.

#### Step 1:

Considering your current context, think about a job that would appeal to you and write 3 options down.

#### Step 2:

Now think about the following questions:

1. How many working hours would you like to do and what salary would you be satisfied with and could manage on?
2. How far would you be willing to commute to a job?
3. How important is it for you that someone speaks your mother tongue in the company?
4. Do you prefer to work independently or in a team?
5. In what areas of a job would you be willing to make a compromise?

## Preparation

While studying this activity you should ideally have access to a pc/laptop with internet connection. You will be asked to look at online sources and/or to watch video recordings. For the tasks that follow, select a job offer – ideally, one you would truly like to apply for but if there is nothing suitable, choose any related job that you can use throughout the following activities.

This activity is broken up into 3 tasks. You can take a break in-between tasks. Ideally, the tasks should be studied in the order in which they appear but it is also possible to skip a task. There are variation and extension activities to some of the tasks, which you will find at the end.

### Task 1: Finding Job Offers

**Duration: 30 minutes**

On the next page, you can find an example of a job advertisement. Compare it with the job offer you have found. Look at the highlighted elements in the example and identify similar ones in the job offer you have found. Answer the questions in the blue boxes. The example job offer was taken and adapted from this website: <https://at.indeed.com>

What is the position?

### Regional Sales Manager

Regna - Wien, W

Where is the job situated?

What is the company's name?

Regna is looking for an experienced salesperson to sell Intella, our email search and eDiscovery tool. This is a great opportunity to work with a team selling a fantastic range of products.

What do you know about the company?

Regna, the developers of software, is an emerging forensics and eDiscovery company specializing in software to process, search, and filter email and other data. is used for Litigation Support, Electronic Discovery, Searching Email and other data, as well as Document Services and Incident Response. We are a company that is growing significantly around the world.

What are they looking for?

For our opening as a salesperson we are looking for an individual who is determined, focused and results driven. Your prime objective will be to grow sales of our products in Europe. The position is a non-managerial role and would suit a person with 5 to 10 years of experience in sales.

What are desired skills and experiences for your job?

#### Desired Skills & Experience:

- Generating leads and win clients from all countries within Europe
- Reaching and exceeding agreed revenue and sales targets
- Providing direct support to business development and marketing in your territory
- Involvement in tradeshow, presentations, and other key marketing activities

This role is suitable to an individual who is looking for career growth within their role.

#### To apply for this role you must:

- Be skilled in software or technology sales
- Be an order maker, not an order taker
- Be self-motivated and resilient
- Be energetic and confident with a can-do attitude
- Be hungry for success, charismatic, with excellent verbal skills
- Have B2B sales experience, or proven success in new customer acquisition and retention
- Have previous experience in selling software to the legal and law enforcement market
- Be able to speak English (U.S.), German and/or French are also required for EU based representatives (other languages are an advantage)

Do you have a cover letter? What should you include in both, this and in your job ...

In your cover letter please explain and demonstrate how, in your previous roles, you have reached or exceeded your sales targets or objectives.

If you are up for the challenge, please apply by sending your resume, including references, as well as a cover letter.

What do you need to send to apply for this job?

Recruiters need not reply.

Job Type: Full-time

What kind of job is it? Do you know how many working hours is a "full time" job? (see the next page for the definition)

Job Type: Full-time

Experience:

- sales: 5 years (Preferred)

How many years of experience should you have?

Education:

- Associate (Preferred)

What level of education should you have?

Location:

- Vienna (Preferred)

Where should you be situated? Is this required?

Language:

- French, German, Spanish, Polish or Italian (Required)

Which languages do you need? Are they required?

vor 5 Tagen · speichern

Jetzt bewerben

In German-speaking world, when you see the "Jetzt bewerben" button, it means that you can simply click and apply for the job on the spot.

Usually, companies ask for B2 level of foreign language competence. Common European Framework of Reference for Languages (CEFR) explains that B2 level refers to "Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialisation. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options." For more information, go to: <https://www.coe.int/en/web/common-european-framework-reference-languages/level-descriptions>

## Task 2: Finding out about the company

### **Duration: 30 minutes**

When you think about the job interview, it can help you to prepare by finding out as much as you can about the potential employer in advance. Knowing about the workplace culture, history, goals, policies, products and employees helps you to stand out among other candidates and show the interviewer(s) that you are a good fit for the employer and have taken the interview seriously. One of the first things you should look for is the company's mission statement.

Using the job advert you have found for this activity, go to the company's website. That is a good place to research the company. Try to answer the following question about that company:

1. What is the company's mission statement?
2. Who are the leading individuals in this company?
3. What do you know about the company's history? (Have a look at the section called "About us" on the company homepage)
4. What jobs do they currently offer? Have a look at the section called "Careers" on the company homepage)
5. What kind of products and services do they offer?
6. What is the latest news and updates on their social media? (See if you can find the company on Twitter, Facebook or Instagram, if you have an account with any of these platforms)

The ability to demonstrate that you identify with the company's mission can strengthen your application. Can you relate to this company's products and vision? If so, how?

### Task 3: Workplace Culture

**Duration: 20 minutes**

Typically, we spend a lot of our time in our workplace. Therefore, it is important that we feel comfortable in that setting and enjoy the work we do. Knowing about the workplace culture can help you to find out if your personal and professional perspectives match with your potential future workplace. It is important to reflect on what aspects of a workplace culture (its mission or philosophy, values, ethics, personnel, work environment, conditions and atmosphere) are important for our professional wellbeing.

Take a look at the photographs below. Think about the impressions about the company they evoke for you. The questions below will help you to clarify your personal priorities regarding workplace culture.

Picture 1



Picture 2



1. What kind of workplaces might the people in these pictures work for?
2. What aspects of the pictures create a traditional/modern work place?
  - Do you imagine that there are different languages spoken in this workplace?
  - Might there be a dress code?
3. How comfortable would you feel working in this workplace culture?
4. What kind of accommodations do you think you would have to make to fit in?

## Activity 2: Before the interview: Matching your profile with the job requirements

<b>Unit B4</b>	Being interviewed for a job
<b>Name of activity</b>	Before the interview: Matching your profile with the job requirements
<b>Duration</b>	<b>1 hour</b>
<b>Rationale</b>	To anticipate skills desired from an employer's point of view; identification of strengths, to reflect on a potential lack of relevant skills and the discussion thereof in the interview
<b>Focus</b>	Related to finding out about a job
<b>PICC skills</b>	Create awareness of the student's skills, strengths and areas of improvement

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### Focus and self-reflection

#### Step 1:

Take the job advert of your choice from the last activity, read it through and do the following:

- Underline the qualifications that you don't have yet or have only partially
- Think about your work history. Did you, at any point in your career, do something similar?

#### Step 2:

Do you believe that you can learn new skills? Watch the video to see how you can develop a positive mindset about your development and growth.

<https://www.youtube.com/watch?v=JswZaKN2Ic>

#### Step 3

Have a look at these websites about relevant skills that you should demonstrate in a job interview.

English: <https://www.thebalancecareers.com/interview-questions-about-your-abilities-2061236>

<https://www.forbes.com/sites/ashiraprossack1/2019/02/23/highlight-skills-job-interview/>



German:

[http://www.deutsch-am-arbeitsplatz.de/fileadmin/user\\_upload/PDF/Handbuch\\_bewerbungstraining\\_weg\\_e.pdf](http://www.deutsch-am-arbeitsplatz.de/fileadmin/user_upload/PDF/Handbuch_bewerbungstraining_weg_e.pdf)

<https://lernox.de/blog/2017/08/das-bewerbungsgespraech-bewerben-auf-deutsch/>

<https://www.hueber.de/im-beruf>

Dutch:

<https://werk-portal.nl/#/programmas/taal/taal-en-werk>

[https://www.werk.nl/werk\\_nl/werknemer/solliciteren/ontwikkeluzelf/nederlands](https://www.werk.nl/werk_nl/werknemer/solliciteren/ontwikkeluzelf/nederlands)

## **Preparation**

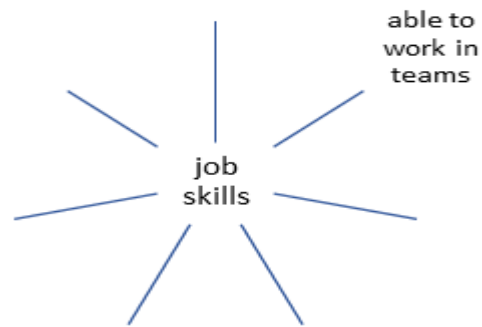
While studying this activity you should ideally have access to a pc/laptop with internet connection. You will be asked to look at online sources and/or to watch video recordings. For the tasks that follow, use the job offer you chose for the previous task, or if you weren't completely satisfied with that, choose another one. Again, this should ideally be one you would truly like to apply for.

This activity is broken up into 3 tasks. You can take a break in-between tasks. Ideally, the tasks should be studied in the order in which they appear, but it is also possible to skip a task. There are variation and extension activities to some of the tasks, which you will find at the end.

## Task 1: Job Skills

**Duration: 20 minutes**

If you were the employer of the job advert you chose, which skills would you look for in a candidate? Brainstorm using a mind map.



## Task 2: Skills you already have

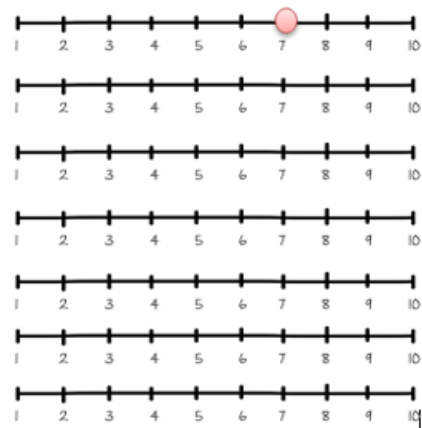
**Duration: 20 min**

Read the job advert that you have previously used again carefully and highlight the requirements or desired skills.

1. Make a list with skills that are mentioned
2. Next, think about how well your strengths match with these desired skills. Where you would position yourself on the scale from 1 "I am completely unskilled in this" to 10 "I'm a pro"?

### Skills Scale

e.g. Organizational skills



### Task 3: Skills that you do not yet have

**Duration: 20 min**

In a search for employment, you should be aware of the possibility that you might not be a 100% suitable for the advertised position. But, don't worry – that is the case for many applicants! It is rare to find a perfect fit. But the good news is that some companies may be willing to train new employees if they recognize their potential. Moreover, the invitation to a job interview is an indicator that you that the employer has an interest in you. So, the skills you already have are a great strength to build on.

To compensate for skills you don't yet have, you can also highlight your transferable skills. Transferable skills are core skills which can be applied in all kinds of job contexts. For example, interpersonal and intercultural communication, team work, organizational skills etc.

- Go back to your CV and identify your transferable skills.
- How can they be useful for the job advert at hand?

## Activity 3: Before the interview: Preparation for Interview Questions

<b>Unit B4</b>	Being interviewed for a job
<b>Name of activity</b>	Before the interview: Preparation for the Interview Questions
<b>Duration</b>	<b>2 hours</b>
<b>Rationale</b>	To anticipate and prepare effective answers for a range of job interviews; to react to difficult questions in a culturally sensitive way and to learn how to ask questions to the interviewer
<b>Focus</b>	Related to finding out about a job
<b>PICC skills</b>	Ability to communicate effectively in a formal professional setting
<b>Language work</b>	The language of job interviews – the use of positive and formal phrases and vocabulary when answering questions about one's personal and professional strengths and weaknesses.

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### Focus and self-reflection

#### Step 1:

Think about a job interview you have done before. If you have never had a job interview, perhaps watch an example or model online. See, for example:

English: <https://www.youtube.com/watch?v=Z0LiCIRtqIE>

German: <https://www.youtube.com/watch?v=-4EX-X8AXkM>

Dutch: <https://www.youtube.com/watch?v=PLcw5pIAXEw>

<https://www.youtube.com/watch?v=MFWHeOThbdw>

#### Step 2

Now think about the following questions:

- What kind of questions were asked?
- Which ones did you find easy to answer, and which were difficult?

### Preparation

While studying this activity you should ideally have access to a pc/laptop with internet connection. You will be asked to look at online sources and/or to watch video recordings.

This activity is broken up into 5 tasks. You can take a break in-between tasks. Ideally, the tasks should be studied in the order in which they appear, but it is also possible to

skip a task. There are variation and extension activities to some of the tasks, which you will find at the end.

## Task 1: Different types of job interviews

**Duration: 15 minutes**

Before you go to a job interview, make sure you know what type of interview it will be. The most typical job interview in Europe is the one-to-one interview, in which only the interviewer and interviewee are present. The other type is a group interview in which a panel of interviewers takes turns to ask you questions.

Regardless of which type of job interview you encounter, the interviewer's aim is to get to know you and find out whether you are the right fit for the employer. It is a chance for a dialogue. This means that you will also typically have the opportunity to ask questions towards the end of the interview. It is important to think about the kinds of things you might ask about.

- What are the advantages and disadvantages of the above-mentioned job interview types? Think about this from the employer's perspective.

## Task 2: Preparing for potential questions

**Duration: 20 minutes**

Visit the following website: <https://www.thebalancecareers.com/tips-for-answering-job-specific-interview-questions-2061451>.

You will find a list of different professions. Choose a profession which you most identify with and read the common interview questions related to the profession you have chosen. Make a note of the questions for which you would like to prepare answers. Feel free to add questions you have been asked in past job interviews, or questions you would expect to be asked in a future job interview not listed here. Don't write the answers to them just yet.




### Task 3: Effective Answers in Job Interviews

**Duration: 30min**

Below are some tips for how to respond to interview questions. Everyone and every job are different. As such, you might find some more important than others. Rank them in order according to which are most important for you currently (1 = most important, 8 = least important).

- Know your own work history and about the company, don't go unprepared!
- Stay calm and don't rush into answers. Feel free to ask if you have not entirely understood a question. Give yourself time to compose your thoughts, but don't let it develop into an awkward silence.
- Speak clearly.
- Give concrete examples and be sure to answer the question asked.
- Make your answers concise and to the point.
- Don't include too much unnecessary information about your personal life.
- Make sure your answers highlight your skills and suitability for the job.
- Ask questions, and don't be afraid to ask for clarification.

 You can find the answer key at the end of the module

Now, add the answers to the questions which you have collected for Task 2.

#### Task 4: How to handle difficult questions

**Duration: 20 minutes**

Some questions can be difficult to answer. Reasons why we perceive a question as difficult can depend on our past experiences, personal preferences, or cultural differences.

Sometimes, you may be asked about a topic that is uncomfortable for you. If you do not want to talk about a certain issue, it is ok to say so in a polite and respectful way. It can be helpful to give a reason, which enables the interviewer to understand your perspective. For example, you may simply explain: "This is a very emotional topic for me, so I would prefer not to talk about it if that is ok."

How could your past experiences and your current situation influence which questions you would find difficult to answer?

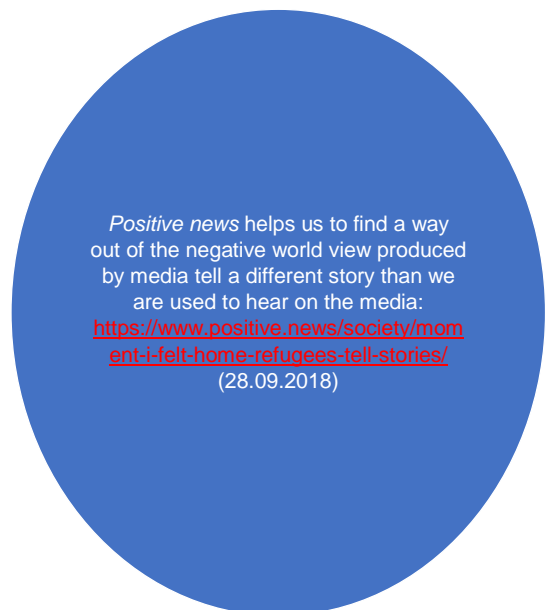
Read through the questions in the first column of the table. Then read the reasons why these questions might be difficult for some people.

Consider whether you would find the question difficult. It would be good to have a strategy of how you would respond to such questions. Note down a possible response you could give.

Typically difficult questions	Why this could be difficult to answer	Your response
1. What are your weaknesses?	You don't want to talk about weaknesses that may cost you the job, but you don't want to sound arrogant either – everyone has weaknesses. The challenge is to describe your supposed weakness in a way that also draws out how it could be useful and in what ways it may be beneficial.	
2. How would you handle it if your boss was wrong?	Telling someone they are wrong can be difficult, because they might feel embarrassed. In some cultures, you would never point out a mistake if someone higher in rank. In others, it would be good to correct the person in a polite and respectful way. It may depend on how	
3. Tell me about your dream job.	This is a question without right or wrong answers which	

	disclose a lot about you. This job may or may not be your desired career goal; however, it is advisable to connect your professional interests and the position you are being interviewed for.	
4. Why should we hire you?	This is another one without right or wrong answers. It is once again about your weaknesses. Your answer will provide the interviewers with information on how you perceive your strengths and limitations.	
5. Where do you see yourself in five years?	Your potential employers will probably want to hear that you have a long-term plan to stay in the company. If this is not the case, it is advisable to think carefully and formulate your answer suitably.	

The questions above were taken the following websites: <https://www.thebalancecareers.com/tough-interview-question-answers-2061233> and <https://www.cnbc.com/2018/01/31/7-interview-questions-that-are-difficult-to-answer-and-how-torespond.html>. Follow the links if you want to find out more.



## Task 5: Questions for the interviewer

**Duration: 30 minutes**


Often, we see job interviews as question and answer sessions with the hiring person being in charge of the conversation. However, increasingly, it is viewed in many contexts as representing more of a dialogue. Often, an interviewee who asks some respectful questions is seen as being confident and having a genuine interest in the company.

1. Read through the following situation and do the task below:

Ms. Grubinger is head of the human resource department of a broadcasting company and has interviewed six candidates for the job of a journalist on culture and arts in Vienna. From their profiles, each of them has certain strengths which qualify them for the advertised job. Next to her general interview questions, her decision was related to her final question and how they responded: "Do you have any questions?"

Read the answers of the candidates from the point of view of Ms. Grubinger. Which impression do they leave on you? Take notes about your thoughts. Which candidate do you think would be more likely to be successful? Why do you think that?

<b>Ms. Grubinger:</b>	<b>“Thank you, for the interview. Do you have any questions?”</b>
Candidate A:	“No, thank you. Everyone seems very nice in this company and thank you for the interview.”
Candidate B:	“Yes. I saw on your website that the teams are organized in so-called "clusters". Could you explain to me what these "clusters" look like and how does this affect the work of the advertised position?”
Candidate C:	“Yes, thank you. I would like to know the exact salary for this position and possible increases in salary in the coming years.”
Candidate D:	“Yes. So far, I have been working with the text-processing software "JournalWrite", is there a specific software used in your company that I could become familiar with?”
Candidate E:	“I don't think so. Actually, I am in a hurry for my next appointment.”
Candidate F:	“Yes, thank you for giving me the opportunity to ask questions. I am very interested in relating current developments in Viennese culture and arts to those in other countries. What opportunities for travel would there be with your company?”

 You can find the correct answers in the answer key at the end of the module.

2. Now, think about the job you envisioned in Activity 1 and imagine that you have been invited for an interview. Which questions could you ask your interviewer?

**Question1:** \_\_\_\_\_

\_\_\_\_\_

**Question1:** \_\_\_\_\_

\_\_\_\_\_

**Question1:** \_\_\_\_\_

\_\_\_\_\_

## Activity 4: On the day of the interview: Getting ready

<b>Unit B4</b>	Being interviewed for a job
<b>Name of activity</b>	On the day of the interview: Getting ready
<b>Duration</b>	<b>50 minutes</b>
<b>Rationale</b>	Development of an awareness of cultural differences regarding dress codes; Identification of relevant documents for an interview; organisation of timing and travelling for an interview
<b>Focus</b>	Related to finding out about a job
<b>PICC skills</b>	Creation of an awareness of potentially relevant cultural differences in the workplace
<b>Language work</b>	Awareness of appropriate nonverbal communication and behaviour during a job interview

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### Focus and self-reflection

#### Step 1:

Think about the following questions:

- What are your experiences with dress codes?
- How can you find out about dress codes at a workplace?
- How would you dress to feel both comfortable and appropriately dressed for a job interview?
- Do you expect any major differences in dress code between former and potential new workplaces?

#### Step 2:

In most EU countries, punctuality is very important and a valued quality in the workplace. What are your experiences with “being on time”? Have a look at the following article: <http://www.exactlywhatistime.com/other-aspects-of-time/time-in-different-cultures/>. Could different concepts of time play a role in the interview process?

### Preparation

While studying this activity you should ideally have access to a pc/laptop with internet connection. You will be asked to look at online sources and/or to watch video recordings.

This activity is broken up into 3 tasks. You can take a break in-between tasks. Ideally, the tasks should be studied in the order in which they appear, but it is also possible to

skip a task. There are variation and extension activities to some of the tasks, which you will find at the end.

## Task 1: How to dress appropriately

**Duration: 20 minutes**

Whether we like it or not, people are often in part judged based on the way they dress. In a job interview, you want to make an overall good impression and taking time to think about your appearance can give you an extra advantage. In general, wearing smart clothes and avoiding extremes of fashion or accessories are good tips for most jobs in the majority of European countries. It is important to also feel comfortable and confident in what you wear.

For this activity, click on the following link: <https://www.monster.co.uk/career-advice/article/whatshould-i-wear-to-my-job-interview>

1. Thinking about your specific type of career, consider whether you share their notion of “appropriate” clothing. It is possible you disagree generally or specifically in relation to your chosen profession or job. Take notes on advice you agree and disagree with and why.
2. Read the statements and write (T) if you think that the statement is true, and (F) if you think that it is false.
  1. It is ok to have a small food stain on my sleeve.
  2. I should have a shower before the interview, brush my teeth, and make sure my hair is tidy.
  3. The more jewellery the better.
  4. I cannot wear trainers to an interview.
  5. It is important to be fashionably dressed.
  6. If they say that there is no dress code, it means that I can wear anything.
  7. I should mute my phone before the meeting.

### **TIP!**

You are invited to a job interview, but you do not have the financial resources to buy yourself a suitable outfit? Dress for success is a non-profit organisation, which provides you with appropriate clothing for the job interview and helps you to improve your personal presentation skills. Their service is free of charge. For more information about Dress for Success in the Netherlands, please follow this link: <https://www.dressforsuccess.nl/>. Find out more about Dress for Success worldwide on: <https://dressforsuccess.org/>



## Task 2: Documentation

**Duration: 10 minutes**

Your documents It is advisable to bring along 5 key sets of documents to an interview. Can you name them? How can you find out about what is expected of you to bring along?

**Document 1:** \_\_\_\_\_

**Document 2:** \_\_\_\_\_

**Document 3:** \_\_\_\_\_

**Document 4:** \_\_\_\_\_

**Document 5:** \_\_\_\_\_

“A certified translation (also known as official translation) is the translation of an official document that has been certified as accurate and is therefore authorized for submission to a wide range of official bodies.”

<https://www.todaytranslations.com/certified-translation>


🔑 For the correct answers check the answer key at the end of the module

### Task 3: Getting to the interview

**Duration: 20 minutes**

Read the following pieces of advice. Do you think they are DO's () or DON'Ts ()? Circle the symbol you think applies.

1. Make a check list the night before the interview. See if you have everything: briefcase, your CV, cover letter, references, notes, materials, list of questions, etc.
2. Time yourself and plan your route ahead – check how long it takes you from your home to the company, and what means of transportation you can take. This way, you can calculate the amount of time you need and leave on time.
3. Do breathe and focus on your posture.
4. Have a cigarette before you go in to calm your nerves.
5. Arrive as early as you can.
6. Feel free to schedule other appointments or meetings directly before or after your job interview.
7. Rehearse the interview and make sure you go there completely ready.
8. Make sure to set your alarm clock early enough.
9. If your favourite shirt has a stain on it, you can still wear it. The most important thing is being comfortable.
10. Enjoy your favourite meal before the interview, also if it has ingredients such as garlic and onions – the smell of food shows that you are a good cook.
11. Your attitude does not matter. If you are in a bad mood, be honest and show it.

 For the correct answers check the answer key at the end of the module

## Activity 5: On the day of the interview: Verbal and Nonverbal Communication

<b>Unit B4</b>	Being interviewed for a job
<b>Name of activity</b>	On the day of the interview: Verbal and Nonverbal Communication
<b>Duration</b>	<b>1 hour and 45 minutes</b>
<b>Rationale</b>	To become sensitive to cultural differences with regard to social actions like greetings; To identify body-language for making a good impression; To reflect on emotional management in interviews
<b>Focus</b>	Related to finding out about a job
<b>PICC skills</b>	Creation of an awareness of potentially relevant cultural differences in the workplace
<b>Language work</b>	Appropriate language use and nonverbal communication for fundamental social actions in the workplace

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### Focus and self-reflection

#### Step 1:

**In Austria** it is common to greet a friend by saying "Hallo", "Hi", or "Grüß dich". Close friends might also give each other a hug. For addressing them, they will use the second person pronoun "du". This contrasts with greeting persons from a higher professional rank, but also for signalling social distance. Then Austrians use the second person plural "Sie" to address the person. Typically, people would shake hands and greet with "Guten Tag", or "Grüß Gott".

**In the UK** "Hello" is accepted as a greeting in formal and informal settings. When you meet someone for the first time, it is polite to add "nice to meet you", or "pleased to meet you" while you are shaking hands. You will often hear them asking "How are you", which is part of the greeting formula and most politely answered with "Thank you, I am fine and how are you?"

**In the Netherlands** it is common to shake hands when someone is introduced to you. When shaking hands you greet the person and you say your name. "Hoi" or "Hee" is a common way to greet relatives, friends and acquaintances. For addressing them, the informal "je" or "jij" is used. Just like in Austria, this contrasts with greeting persons from a higher professional rank, as well for signalling social distance. In more formal settings people would greet with "Goedendag." The more formal "u" is used to address elderly people, people you don't know (very well), and people from a higher professional rank. Often, "u" is soon replaced by "je" or "jij."

What are the rules of greetings in your native culture?

**Step 2:**

In Europe, establishing eye-contact is not only appropriate, but necessary. This is especially so in professional settings, such as job interviews, business meetings, and when you are greeting your co-workers and authorities. By making eye-contact, you can establish trust, present oneself professionally, and appear attentive and interested.

- What are your experiences with eye contact?
- Are you aware of any cultural variation across countries about when and when not to use eye contact?

**Preparation**

While studying this activity you should ideally have access to a pc/laptop with internet connection. You will be asked to look at online sources and/or to watch video recordings.

This activity is broken up into 5 tasks. You can take a break in-between tasks. Ideally, the tasks should be studied in the order in which they appear, but it is also possible to skip a task. There are variation and extension activities to some of the tasks, which you will find at the end.

## Task 1: Greetings

**Duration: 20 minutes**

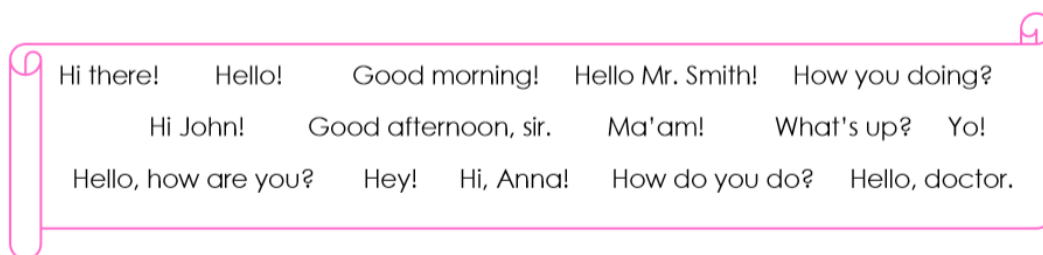
Meeting your interviewer(s) is already your first chance to make a good first impression. In business situations, formal greetings are usually used. Your greeting should be professional, yet friendly and accompanied by a smile.

Are titles important? In some countries, like Austria, it is important to use the title (university titles, honorary titles, etc.) before the person's last name, e.g., "Good morning Dr Johnson" or "Hello Magister Schmidt". If you are in doubt – it is always better to include the title.

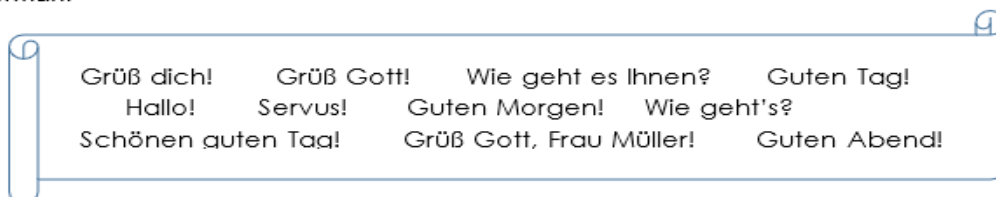
When you arrive at the interview and greet the interviewer(s), a firm, but not too firm handshake is the most common greeting in Europe. Other forms of physical contact such as kisses on cheeks or hugs are considered too informal and personal.

In Europe, it is usually considered impolite to greet someone with their first name (e.g. Hello Anna!), unless you have been told to address them in this way.

1. In the image below you can see many different types of greetings. Which are appropriate for a job interview?



German:



Dutch:



2. When you meet your interviewers and greet them, this is also the time when you introduce yourself. The actual greeting is often followed by a brief exchanged

called “small talk”. Small talk is a polite conversation about unimportant or uncontroversial matters, especially as engaged in or on social occasions. Can you think of any topics for such a situation? What questions could you be asked, or ask your interviewer before the actual interview starts?

An example is provided below:

**You:** Hello, Dr. Hesse. I’m Julia Bach, nice to meet you.

**Interviewer:** Hello, Ms. Bach, it’s my pleasure to meet you, too. Please, take a seat.

**You:** Thank you.

**Interviewer:** How was your journey here?

**You:** Very good. Thank you. There were no problems and it all went smoothly.

**Interviewer:** That’s very good. So, let’s begin. Tell me about yourself, Ms. Bach.

#### "Du" or "Sie"?

**In Austria** it is common to greet a friend by saying "Hallo", "Hi", or "Grüß dich". Close friends might also give each other a hug. For addressing them, they will use the second person pronoun "du". This contrasts with greeting persons from a higher professional rank, but also for signalling social distance. Then Austrians use the second person plural "Sie" to address the person. Typically, people would shake hands and greet with "Guten Tag", or "Grüß Gott".

#### "Hello, nice to meet you"

**In the UK** "Hello" is accepted as a greeting in formal and informal settings. When you meet someone for the first time, it is polite to add "nice to meet you", or "pleased to meet you" while you are shaking hands. You will often hear them asking "How are you", which is part of the greeting formula and most politely answered with "Thank you, I am fine and how are you?"

## "Hoi or Goedendag"

**In the Netherlands**, it is common to shake hands when someone is introduced to you. When shaking hands you greet the person and you say your name.

"Hoi" or "Hee" is a common way to greet relatives, friends and acquaintances. For addressing them, the informal "je or jij" is used. Just like in Austria, this contrasts with greeting persons from a higher professional rank, as well for signalling social distance. In more formal settings people would greet with "Goedendag." The more formal "u" is used to address elderly people, people you are not or slightly acquainted with, and people from a higher professional rank. Often, the formal "u" is soon replaced by the informal "je" or "jij."

**In the province of Friesland**, Frisian is used besides Dutch. In Frisian, you also signal social distance when addressing someone. "Jo" is used when addressing someone in formal settings and "do" in the more informal settings.

## Task 2: Reflecting on Nonverbal Communication

**Duration: 15 minutes**

"Avoiding the Resting Witch Face and Improving Initial Impressions" – This video is part of a larger series of videos by Multilingual Matters based on the book "Optimizing language learners' nonverbal behaviour". It gives an example of an activity that you can do to think about how you might be communicating nonverbally and what kind of first impression you may be making. Watch the video and take note of any information that was new to you:

[https://www.youtube.com/watch?v=Vf7IXPh7eMs&index=2&list=PLcj3CxHLR7DtOY\\_KjmVgllfeEP67aPdNm](https://www.youtube.com/watch?v=Vf7IXPh7eMs&index=2&list=PLcj3CxHLR7DtOY_KjmVgllfeEP67aPdNm).



### Task 3: Body Language

**Duration: 30 minutes**

For this activity, follow the links below on good and bad examples of job interviews and take notes on how the interviewees express themselves through their body language. Pay attention to facial expression, gesture, posture, and eye-contact. It can be useful to switch off the sound to focus your attention on the nonverbal.

1. "The good and the bad" <https://www.youtube.com/watch?v=Gww2vrlhjeU>
2. "Two sample interviews" [https://www.youtube.com/watch?v=bq\\_hQQ4uzAo](https://www.youtube.com/watch?v=bq_hQQ4uzAo)
3. "Job interview" <https://www.youtube.com/watch?v=ZOLiCIRtqIE>

#### Task 4: Emotions in a Job Interview

**Duration: 15 minutes**

Managing your emotions and nonverbal communication can play a crucial role in your job interview. Watch the following video (<https://hbr.org/video/3541641444001/take-control-of-your-nonverbalcommunication>) in which Nick Morgan, author of “Power Cues”, gives suggestions on how to take control of your nonverbal communication. Write down strategies on how you could manage your nonverbal communication.


## Task 5: Saying Goodbye

**Duration: 15 minutes**

The last impression is as important as the first one. Consider it as a souvenir for the interviewer. Using the appropriate polite "good-bye formula" (e.g., in Austria: "Auf Wiedersehen") is advisable. You could also keep eye-contact, thank the interviewer for their time, and leave with a confident handshake.

Read the statements and make a  if you think that the statement is true, and a  if you think that it is false. Think about why you feel this to be the case.

1. I don't have to say good-bye when I leave the room
2. I should shake hands with my interviewer on leaving
3. Nodding with my head is enough to leave
4. Leaving angry is totally inappropriate
5. I should not kiss my interviewer on their cheeks
6. I should not thank my interviewers for their time

 Check the answer key at the end of the module of the right answers

## Activity 6: After the interview

<b>Unit B4</b>	Being interviewed for a job
<b>Name of activity</b>	After the Interview
<b>Duration</b>	<b>1 hour and 30 minutes</b>
<b>Rationale</b>	Identification of strengths of the interviewing process; Learning resilience; and reflection on aims
<b>Focus</b>	Related to finding out about a job
<b>PICC skills</b>	Ability to reflect and learn from the job interview experience
<b>Language work</b>	

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### Focus and self-reflection

#### Step 1:

Think of your most recent job interview. Was it successful? How was it organised?

#### Step 2:

Resilience is an important skill to develop when entering the job market and trying to find a job that suits you. Unfortunately, being rejected for a job is part of the experience. A strategy used by resilient people is positive framing. This is a way of taking a positive perspective and finding positive alternatives to seemingly negative events, concepts, and emotions. Resilience can be learned and trained! The more we make this kind of thinking a habit, the easier it becomes. You can find out more about resilience on the website of this EU project: <http://www.resilience-project.eu/index.php?id=29&L=10>.

#### Preparation

While studying this activity you should ideally have access to a pc/laptop with internet connection. You will be asked to look at online sources and/or to watch video recordings.

This activity is broken up into 4 tasks. You can take a break in-between tasks. Ideally, the tasks should be studied in the order in which they appear, but it is also possible to skip a task. There are variation and extension activities to some of the tasks, which you will find at the end.

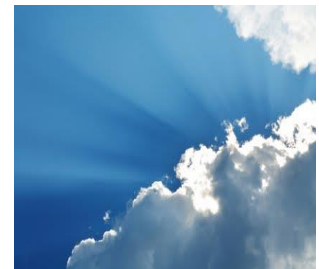
## Task 1: Positive Thinking

**Duration: 20 minutes**

Reflecting on the job interview you had, consider one thing you would want to improve and do differently if you had another interview. Consider also two things you think you did well and would want to repeat or even expand on next time. There is no doubt more positives than negatives in your experience!

One thing you want to improve	Two things you want to repeat

A “silver lining” is a metaphor for optimism in the common English-language which means a negative occurrence may have a positive aspect to it. Do you have an expression like this in your language? In German it’s called “Silberstreif am Horizont”, and in Dutch it’s called “na regen komt zonneschijn”. In Frisian you would say: “nei rein komt sinneskyn”. To do this activity, think about three things you found enjoyable and enriching in the interview, and write them down.



### What is **resilience**?

In positive psychology, **resilience** is described as ability to deal with difficulties and negativity in life and recover from backdrops. Resilient people manage stress, difficulties and challenges with help of personal qualities and strengths. They are able to ‘bounce back’ in face of adversity, and consequently become stronger than before.

You can find out more about resilience on the website of this EU-project: <http://www.resilience-project.eu/index.php?id=29&L=10>

Remember - resilience can be learned and trained! The more we make this kind of thinking a habit, the easier it becomes.

## Task 2: Feedback after the interview

**Duration: 30 minutes**

You got the job, congratulations! Think about how you will prepare for the first day at work. Consider what kind of habits and routines you can develop to help you to manage the new demands of your job. Every day is a chance to flourish at work – enjoy the challenge and opportunity to grow.

But what if you got a negative answer this time? Well, that's a real shame, and might feel like a real setback. But it is important not to be defeated. You may allow yourself some time to feel down about this. But you should also know that everyone suffers setbacks from time to time. The challenge is to look ahead, plan your next steps, and keep moving forward! See, for example, J.K. Rowling, the famous author of Harry Potter. She is talking about how much failure and adversity she faced before finally becoming successful (see <https://www.youtube.com/watch?v=gTotbiUjLxw>).

1. Think of a time in a professional context when something did not go well for you or as you had hoped.
  - What went wrong or what was an unexpected outcome you experienced?
  - How much were these factors within your control?
  - How did you respond emotionally?
  - Did you seek support or feedback from any colleagues? Why/why not?
  - What did you learn from the experience?
  - Would you do anything differently now with the gift of hindsight?

### Task 3: Achievements, Improvements, Next Steps

**Duration: 20 minutes**

Think about where you are at in your job search. Organise your answers in three categories: Achievements, Improvements and Next Steps.

1. What have you already achieved in your search for a job?

2. What have you learned from job interviews so far?

3. What have you done well in job interviews to date?

4. What would you like to improve in future interviews?

5. What could be your next steps to reach your career goals?

Task 4: Your Goals

**Duration: 15 minutes**

Think back to the job advert you worked with in Activity 1 and 2 of this Unit. Which 5 steps would you need to take in order to get this job?

**Step 1:** \_\_\_\_\_

**Step 2:** \_\_\_\_\_

**Step 3:** \_\_\_\_\_

**Step 4:** \_\_\_\_\_

**Step 5:** \_\_\_\_\_



## Personal Evaluation

This checklist is for your personal evaluation of what you have learned in this unit. Tick the boxes if you feel confident about your newly acquired knowledge. Any you are not sure about, you can either revisit or explore the additional resources section below for more online materials and ideas.

I can ...

- find a job offer that suits my wishes and qualifications
- find information about companies and use it to improve my application
- recognize my strengths and weaknesses and use this knowledge to convince the interviewer
- anticipate questions interviewers might ask
- prepare good answers
- prepare my own questions to the interviewer
- decide on appropriate clothing
- think in advance and bring along prepared documents to the interview
- find my way to the interview on time
- greet the interviewers in a professional manner
- introduce myself appropriately
- use my body-language to make a good impression
- employ strategies to improve my professional skills
- motivate myself to think positively

# Worksheet 1

## Mirror Face

Ask a friend or colleague to do this task with you. If you don't feel comfortable doing this together with someone, you could observe yourself in a mirror, or alternatively, record yourself and watch it afterwards.

Here is what you should do: Stand opposite your friend or colleague. One of you, Person A, tries out different facial expressions. The other, Person B, mirrors Person's A facial expressions. Then swap. Person A should observe how Person B changes his/her facial expression. Is it clear what you want to communicate non-verbally? What impression do you think this would have on the other person?

For example, try looking like you are:

- meeting Person B for the first time
- showing interest in what Person B is saying
- confused by what Person B is saying.
- agreeing with what Person B is saying

## Worksheet 2

### Practicing a real interview

Now imagine that you are in a real interview. For an authentic exercise, you might even want to put on the clothes you will wear for your job interview - see it as your "success outfit".

Ideally, you should carry out this activity with two other people.

Roles:       A - You will be person being interviewed

              B - The interviewer

              C - The observer.

Instructions: Persons A and B will carry out a job interview. You can use the example situation and dialogue at the end of Activity 6 or you can also make up your own context as relevant to your goals. The observer (person C) is there to give you feedback on your performance in the job interview. You can decide the kind of feedback you would like the observer to give you. You could ask them to tell you three things you did well and one thing you could work on. Or you might ask them to just focus on one specific aspect of the interview that you want more detailed feedback on. It is up to you how you utilize this opportunity for feedback on how to improve your performance or things you could reflect on.

If you cannot find two other people to do this together with you, or if you are on your own, do the following:

Use a mirror to observe yourself or, preferably, film yourself with a phone camera and watch the whole enacted interview process as you finish. Follow the next steps:

Step 1 Enter the room and greet your interviewer(s). Address the interviewer with a title, shake hands, introduce yourself, and have a short small talk.

Step 2 Have your documentation prepared and handy, and take a look at the questions you believe your interviewer could ask. Read them aloud and practice giving answers. Go back to Activity 3 and remind yourself how to give a good answer and how to deal with difficult questions.

Step 3 Now say good-bye to your interviewer. Shake hands and thank them for their time. Make sure to stay positive and polite!

Step 4 Last but not least! Watch the video you have just recorded – how did you do?

## Answer Key

### Task 3.5

#### **Most successful:**

Candidate B – shows that he/she has researched information about the company and asks for relevant information related to how the job is organized

Candidate D – shows interest and gives information about his/her skills regarding software and a willingness to learn

Candidate F – shows interest and ideas for development; however, asking about perks like travel may seem a little impolite

#### **Least successful:**

Candidate A – doesn't ask any questions and misses an opportunity to convince the interviewers with a good question

Candidate C - asking about the salary may appear too direct and might put off the interviewer

Candidate E – If you are going to an interview you should make sure to plan enough time for it. If you don't, this may signal that you don't find it very important

### Task 4.2

1. Your CV
2. A copy of your motivation letter
3. Any certificates or qualifications in the original and with translations if need be
4. Any references
5. Your own list of notes and questions
6. (A portfolio if appropriate for your professional field (see below))
7. (ID/ work permit)

Having these documents with you shows that you are well prepared and supports your professional image.

### Task 4.3

The DO's are:

1. Make a check list the night before the interview. See if you have everything: briefcase, your CV, cover letter, references, notes, materials, list of questions, etc. ☒
2. Time yourself and plan your route ahead – check how long it takes you from your home to the company, and what means of transportation you can take. This way, you can calculate the amount of time you need and leave on time. ☒
3. Do breathe and focus on your posture. ☒
7. Rehearse the interview and make sure you go there completely ready. ☒
8. Make sure to set your alarm clock early enough. ☒

The DON'Ts are:

4. Have a cigarette before you go in to calm your nerves. ☒  
→ Avoid any potentially unpleasant smells
5. Arrive as early as you can. ☒  
→ An arrival 10 -15 min. prior to the interview is absolutely fine.
6. Feel free to schedule other appointments or meetings directly before or after your job interview. ☒  
→ If you schedule other appointments, you give the impression that you do not find the interview very important
9. If your favourite shirt has a stain on it, you can still wear it. The most important thing is being comfortable. ☒  
→ It is very important that you arrive in clean (if necessary ironed) clothes
10. Enjoy your favourite meal before the interview, also if it has ingredients such as garlic and onions – the smell of food shows that you are a good cook. ☒  
→ avoid smelly foods
11. Your attitude does not matter. If you are in a bad mood, be honest and show it. ☒  
→ Actually, the opposite is the case. A positive attitude at all times throughout the interview is key to a good first impression

Task 5.5

1 F; 2 T; 3 F; 4 T; 5 T; 6 F

## Personal Reflection

What have you learnt?

Do you feel more confident concerning job interviews in your host country? If not, what else would you like to know, and where do you think could you get this information?

How important do you think is an awareness of cultural differences with regards to the expression of emotions in the workplace, and non-verbal communication?

What skills can you now communicate clearer? How can this help with your job?

