

**QUESTIONNAIRE FOR PERSONALITY DEVELOPMENT
(GROUP DISCUSSION, PERSONAL INTERVIEW & RESUME WRITING SKILL)**

1. **BUSINESS DRESS CODE AND GROOMING FOR MALES AND FEMALES:** Here are some very important tips regarding dressing up and grooming yourself before going for an Interview.

1.1. MEN:

- 1.1.1. Most authoritative colours for suits: navy blue / grey / black
- 1.1.2. Trousers straight or lapped.
- 1.1.3. Shirts should be of white or light colour to offset the suit, cotton or cotton blend. No shiny or see through material.
- 1.1.4. A Tie is must. Tip of the tie should touch the belt. It should not be longer or shorter. The thin end should not show below the broad end of the tie. If it happens, don't hide in your trouser but put inside in your shirt between the buttons. Never wear a spoilt or dirty tie (No picture on it).
- 1.1.5. No gold chains or bracelets and no finger Rings, no stone or gems.
- 1.1.6. Don't use too much or strong fragrance.
- 1.1.7. Nails should be cleaned and well shaped. Looks should be clean and well shaved.

1.2. WOMEN:

- 1.2.1. Wear according to the Organization's Work Culture. For Example, wear what an Airline has in its uniform in case of Aviation Industry.
- 1.2.2. Any coloured skirt or jacket. No pants or jeans. Don't wear too long or too short skirts. Ideally the skirt should end slightly below the knees. A Business suit should be preferred (trousers and jacket) with a light coloured shirt.
- 1.2.3. A scarf, if worn, should be brightly coloured, contradicting to suit.
- 1.2.4. Stockings is important, if wearing a skirt. It gives the legs better shape and also makes the attire look complete. Wearing such suit without stockings give a naked look.
- 1.2.5. Plain pair of pump (soft and shiny leather shoes) with heels should be polished.
- 1.2.6. Do not use torn stockings.
- 1.2.7. Feet should be cleaned with painted nails.
- 1.2.8. Hair: Short hair or blunt cut etc. Easy to manage and have a neat look to it. Long hair should be tied with clip etc.
- 1.2.9. No toe ring. Jewellery should be minimal and it should be of one metal either gold or silver.
- 1.2.10. Attend to personal cleanliness to prevent perspiration, body and breath odors, and remember you are never completely dressed unless you wear a SMILE (Earring shouldn't be long, hanging type).

2. **FIRST IMPRESSION AND BODY LANGUAGE:** It takes ten seconds to make a first Impression and a Life time to undo it. 93% of Communication is Non-Verbal. Out of this 55% is through Body Language and 38% is Tone of Voice and Balance 7% of Total Communication is Verbal.

- 2.1. When you walk into an Interview room, walk with a little bounce, showing Enthusiasm and Energy. Do not show Nervousness.
- 2.2. Stand tall and then walk into the room.
- 2.3. Keep right hand free, Interviewer may be interested to shake hand.
- 2.4. Keep your legs still and do not shake them.
- 2.5. Keep your legs together or close at ankles.
- 2.6. Men close at knees. No figure 4 posture. It depicts arrogance.
- 2.7. Do not clear your throat.
- 2.8. Try not to use "Yeah or Ya" ---- Say "Yes".
- 2.9. Prefer stomach breathing.

3. BODY GESTURES TO BE AVOIDED:

- 3.1. **NERVOUSNESS:** Clearing the throat, fidgeting (arousing body or body parts), playing with your clothes or hair, exhaling audibly, yawning etc.
- 3.2. **SUPERIORITY:** Hands on hips, looming stance.
- 3.3. **INSECURITY:** Chewing on fingernails or a pencil or pen, quick eye darts, playing with clothes etc. looking down, not making eye contact.
- 3.4. **DEFENSIVENESS:** Crossed arms, looking sideways, rubbing eyes and nose.
- 3.5. **ANGER:** Short breath, clenched fists, tense jaws.
- 3.6. **DOMINANCE:** Leaning back on a chair with a slopping body, leaning back with both hands behind the head or neck.
- 3.7. **DISBELIEF:** Raising one or both eyebrows.
- 3.8. **DISCOMFORT:** Going on one Hip, rocking, going back or forth on heels and toes.
- 3.9. **DISAGREEMENT:** Rubbing side of your neck, touching an ear and earlobe, holding back of neck with open palm.
- 3.10. **DISGUST:** Narrowed eyes and lowered eyebrows, curled upper lips.

4. **GROUP DISCUSSIONS:** It can be on Current Politics, Social Events or Situations. In Group Discussion generally, Contents of Discussion are not seen but the Leadership Qualities. Are you a discussion hogger or shy discussing in a group. Interviewers look for quite leaders not loud or pushy participants. If the group become too loud or with too many aggressive people, try raising your hand to speak instead of shouting over the group when you want to contribute your ideas to the discussion. Helping other Participants and making a valuable contribution should be done to create the right impression. If you lead the group into discussion, try to close the discussion in the specified time given.

Generally Group Discussion conducted to access the following traits as expected in the workplace:

4.1 Communication Skills:

- 4.1.1 Have grammatical correctness in language
- 4.1.2 Acceptable pronunciation
- 4.1.3 Convincing approach
- 4.1.4 Speak forcefully to create an impact
- 4.1.5 Address the group as a whole

4.2 Leadership Qualities:

- 4.2.1 Initiate the GD
- 4.2.2 Facilitate the GD
- 4.2.3 Direct and motivate the Group members
- 4.2.4 Resolve the Conflicts
- 4.2.5 Be Assertive
- 4.2.6 Listen to all
- 4.2.7 Conclude
- 4.2.8 Reasoning ability
- 4.2.9 Respect other's point of view.

4.3. Team Player:

- 4.3.1. Be good and an active team player

4.4. Flexibility:

- 4.4.1. Be open to other's ideas as well as evaluation of your ideas.
- 4.4.2. Don't start your GD with a stand or conclusion because you may have to change or alter.

4.5. Assertiveness:

- 4.5.1. Put forth your views in a confident yet polite way.

4.6 Listening:

- 4.6.1. Keep balance between expressing your ideas and listening to other's ideas.

4.7 Awareness:

- 4.7.1 Your awareness of the topic at micro and macro level is assessed.
- 4.7.2 Beside the above mentioned traits, other traits like self confidence, logical thinking and sense of responsibility are tested.

Dos & Don't of Group Discussion:-

Dos:

- ✓ Be as natural as possible. Do not try to be someone you are not. Be yourself.
- ✓ Organize your thoughts and speak effectively.
- ✓ Seek clarification if you have any doubts regarding the subject.
- ✓ Have proper initiation.
- ✓ Use positive body language.
- ✓ Be assertive not dominating.
- ✓ Try to maintain a balanced tone in analysis and discussion.
- ✓ Be objective; don't take the discussion personally.
- ✓ Be polite
- ✓ Motivate others to speak.
- ✓ Have a mock session if possible.
- ✓ Make proper Eye contact with entire group.

Don'ts:

- ✓ Use too many gestures when you speak: like finger pointing, table thumping can appear aggressive.
- ✓ Dominate the discussion.
- ✓ Draw too much on personal experience.
- ✓ Interrupt, shout, loose your temper.
- ✓ Start speaking until you have thorough understanding of the subject.
- ✓ Try to avoid extreme phrases like "I strongly object" or "I disagree". Instead try phrases like "I would like to share my views on" or "One difference between your point and mine" or "I make to differ with you."

5. WHAT INTERVIEWERS SEE AND OBSERVE:

- 5.1. The Interviewers keep watch on the candidate right from the entry to the exit of the interview room.
- 5.2. They study the candidate's Character, Intelligence, Smartness, Temperament, Alertness, Presence of Mind, Patience, Gentleness, way of Thinking, Personality and Family background.
- 5.3. Candidate's Eagerness for learning things.
- 5.4. Consistent Academic Career.
- 5.5. They try to know whether candidates are concealing Facts. Truthful candidates are liked.
- 5.6. Want Dutiful, Obedient and Soft-spoken candidate. Good health is also seen.
- 5.7. Whether ambitious through devotion to service.
- 5.8. Don't like over smartness of candidates.
- 5.9. They observe how far the candidates are dynamic and whether they have foresightedness.
- 5.10. Whether candidate becomes nervous and also has a Stable Mind.
- 5.11. Don't like shy candidate. Observe whether candidate will be able to adjust themselves in different situations, seriousness of working.
- 5.12. Sense of cleanliness and habits.
- 5.13. Interviewers study whether the candidates have the capacity of catching the words and replying instantly.
- 5.14. Interviewer dislikes the candidates who are in the habit of irrelevant and unwanted talks.
- 5.15. They study attitude and aptitude.
- 5.16. General awareness of candidates.

- 5.17. Comfortable knowledge of the spoken Language.
- 5.18. Intelligence, Self-confidence, Overall appearance, Behavioral pattern, Ability to convince, Clarity of Expression.

6. General Guidelines in Answering Interview Questions

- 6.1. Everyone is nervous on interviews. If you simply *allow* yourself to feel nervous, you'll do much better. Remember also that it's difficult for the interviewer as well.
- 6.2. In general, be upbeat and positive. Never be negative.
- 6.3. Rehearse your answers and time them. Never talk for more than 2 minutes straight.
- 6.4. Don't try to memorize answers word for word. Don't be afraid to include your own thoughts and words. To help you remember key concepts, jot down and review a few key words for each answer. Rehearse your answers frequently, and they will come to you naturally in interviews.
- 6.5. *Find out what people want, than show them how you can help them get it.* Find out what an employer wants most in his or her ideal candidate, and then show how you meet those qualifications.
- 6.6. Once you know what he wants, you can then present your qualifications as the perfect “key” that fits the “lock” of that position.
- 6.7. Other important interview strategies:
 - 6.7.1. Turn weaknesses into strengths (You'll see how to do this in a few moments.)
 - 6.7.2. Think before you answer. A pause to collect your thoughts is a hallmark of a thoughtful person.
 - 6.7.3. Be honest...never lie.
 - 6.7.4. Keep an interview diary. Right after each interview note what you did right, what could have gone a little better, and what steps you should take next with this contact. Then take those steps. Don't be like the 95% of humanity who say they will follow up on something, but never do.

7. COMMON INTERVIEW QUESTIONS:

Q1: Tell me something about yourself.

The most often asked question in interviews. You need to have a short statement prepared in your mind. Be careful that it does not sound rehearsed. Limit it to work-related items unless instructed otherwise. Talk about yourself, your family, your education, things you have done till now, your achievements, strengths. Start with the item farthest back and work up to the present.

TRAPS: Beware; about 80% of all interviews begin with this “innocent” question. Many candidates, unprepared for the question, skewer themselves by rambling, recapping their life story, delving into ancient work history or personal matters.

BEST ANSWER: Start with the present and tell why you are well qualified for the position. Remember that the key to all successful interviewing is to match your qualifications to what the interviewer is looking for. In other words *you must sell what the buyer is buying. This is the single most important strategy in job hunting.*

So, before you answer this or *any* question it's imperative that you try to uncover your interviewer's greatest need, want, problem or goal.

Q2: Why should we hire you?

Point out how your assets meet what the organization needs. Do not forget to mention your strengths likewise. Do not mention any other candidates to make a comparison.

TRAPS: Believe it or not, this is a killer question because so many candidates are unprepared for it. If you stammer or adlib you've blown it.

BEST ANSWER: By now you can see how critical it is to apply the overall strategy of uncovering the employer's needs *before* you answer questions. If you know the employer's greatest needs and

desires, this question will give you a big leg up over other candidates because you will give him better reasons for hiring you than anyone else is likely to...reasons tied directly to his needs.

Whether your interviewer asks you this question *explicitly* or not, this is the most important question of your interview because he *must* answer this question favorably in his own mind before you will be hired. *So help him out!* Walk through each of the position's requirements as you understand them, and follow each with a reason why you meet that requirement so well.

Example: "As I understand your needs, you are first and foremost looking for someone who can manage the sales and marketing of your book publishing division. As you've said you need someone with a strong background in trade book sales. This is where I've spent almost all of my career, so I've chalked up 18 years of experience exactly in this area. I believe that I know the right contacts, methods, principles, and successful management techniques as well as any person can in our industry."

"You also need someone who can expand your book distribution channels. In my prior post, my innovative promotional ideas doubled, then tripled, the number of outlets selling our books. I'm confident I can do the same for you."

"You need someone to give a new shot in the arm to your mail order sales, someone who knows how to sell in space and direct mail media. Here, too, I believe I have exactly the experience you need. In the last five years, I've increased our mail order book sales from \$600,000 to \$2,800,000, and now we're the country's second leading marketer of scientific and medical books by mail." *Etc., etc., etc.*

Every one of these selling "couplets" (his need matched by your qualifications) is a touchdown that runs up your score. IT is your best opportunity to outsell your competition.

Q3: What are your strengths?

Numerous answers are good, just stay positive. A few good examples: Your ability to prioritize, Your problem-solving skills, Your ability to work under pressure, Your ability to focus on projects, Your professional expertise, Your leadership skills, Your positive attitude.

Loyalty, Energy, Positive attitude, Leadership, Team player, Expertise, Initiative, Patience, Hard work, Creativity, Problem solver.

TRAPS: This question seems like a softball lob, but be prepared. You don't want to come across as egotistical or arrogant. Neither is this a time to be humble.

BEST ANSWER: You know that your key strategy is to first uncover your interviewer's greatest wants and needs before you answer questions. And from Question 1, you know how to do this.

Prior to any interview, you should have a list mentally prepared of your greatest strengths. You should also have, a specific example or two, which illustrates each strength, an example chosen from your most recent and most impressive achievements.

You should, have this list of your greatest strengths and corresponding examples from your achievements so well committed to memory that you can recite them cold after being shaken awake at 2:30AM.

Then, once you uncover your interviewer's greatest wants and needs, you can choose those achievements from your list that best match up.

As a general guideline, the 10 most desirable traits that all employers love to see in their employees are:

1. A proven track record as an achiever...*especially if your achievements match up with the employer's greatest wants and needs.*
2. Intelligence...management "savvy".
3. Honesty...integrity...a decent human being.
4. Good fit with corporate culture...someone to feel comfortable with...a team player who meshes well with interviewer's team.
5. Likeability...positive attitude...sense of humor.
6. Good communication skills.
7. Dedication...willingness to walk the extra mile to achieve excellence.
8. Definiteness of purpose...clear goals.

9. Enthusiasm...high level of motivation.
10. Confident...healthy...a leader.

Q 4: What are your greatest weaknesses?

TRAPS: Beware - this is an eliminator question, designed to shorten the candidate list. Any admission of a weakness or fault will earn you an “A” for honesty, but an “F” for the interview.

PASSABLE ANSWER: Disguise strength as a weakness.

Example: “I sometimes push my people too hard. I like to work with a sense of urgency and everyone is not always on the same wavelength.”

Drawback: This strategy is better than admitting a flaw, but it's so widely used, it is transparent to any experienced interviewer.

BEST ANSWER: (and another reason it's so important to get a thorough description of your interviewer's needs *before* you answer questions): Assure the interviewer that you can think of nothing that would stand in the way of your performing in this position with excellence. Then, quickly review your strongest qualifications.

Example: “Nobody's perfect, but based on what you've told me about this position, I believe I'd make an outstanding match. I know that when I hire people, I look for two things most of all. Do they have the *qualifications* to do the job well, and the *motivation* to do it well? Everything in my background shows I have both the qualifications and a strong desire to achieve excellence in whatever I take on. So I can say in all honesty that I see nothing that would cause you even a small concern about my ability or my strong desire to perform this job with excellence.”

Alternate strategy (if you don't yet know enough about the position to talk about such a perfect fit): Instead of confessing a weakness, describe what you *like most* and *like least*, making sure that what you like most matches up with the most important qualification for success in the position, and what you like least is not essential.

Example: Let's say you're applying for a teaching position. “If given a choice, I like to spend as much time as possible in front of my prospects selling, as opposed to shuffling paperwork back at the office. Of course, I long ago learned the importance of filing paperwork properly, and I do it conscientiously. But what I really love to do is sell (if your interviewer were a sales manager, this should be music to his ears).”

Q 5. Tell me about something you did – or failed to do – that you now feel a little ashamed of.

TRAPS: There are some questions your interviewer has no business asking, and this is one. But while you may feel like answering, “*none of your business*,” naturally you can't. Some interviewers ask this question on the chance you admit to something, but if not, at least they'll see how you think on your feet.

Some unprepared candidates, flustered by this question, unburden themselves of guilt from their personal life or career, perhaps expressing regrets regarding a parent, spouse, child, etc. All such answers can be disastrous.

BEST ANSWER: As with faults and weaknesses, *never confess a regret*. But don't seem as if you're stonewalling either.

Best strategy: Say you harbor no regrets, then add a principle or habit you practice regularly for healthy human relations.

Example: Pause for reflection, as if the question never occurred to you. Then say, “You know, I really can't think of anything.” (Pause again, then add): “I would add that as a general management principle, I've found that the best way to avoid regrets is to avoid causing them in the first place. I practice one habit that helps me a great deal in this regard. At the end of each day, I mentally review the day's events and conversations to take a second look at the people and developments I'm involved with and do a double-check of what they're likely to be feeling. Sometimes I'll see things that do need more follow-up, whether a pat on the back, or maybe a five minute chat in someone's office to make sure we're clear on things...whatever.”

“I also like to make each person feel like a member of an elite team, like the Boston Celtics or LA Lakers in their prime. I’ve found that if you let each team member know you expect excellence in their performance...if you work hard to set an example yourself...and if you let people know you appreciate and respect their feelings, you wind up with a highly motivated group, a team that’s having fun at work because they’re striving for excellence rather than brooding over slights or regrets.”

Q 6. Where do you see yourself five years from now?

TRAPS: One reason interviewers ask this question is to see if you’re settling for this position, using it merely as a stopover until something better comes along. Or they could be trying to gauge your level of ambition.

If you’re too specific, i.e., naming the promotions you someday hope to win, you’ll sound presumptuous. If you’re too vague, you’ll seem rudderless.

BEST ANSWER: Reassure your interviewer that you’re looking to make a long-term commitment...that this position entails exactly what you’re looking to do and what you do extremely well. As for your future, you believe that if you perform each job at hand with excellence, future opportunities will take care of themselves.

Example: “I am definitely interested in making a long-term commitment to my next position. Judging by what you’ve told me about this position, it’s exactly what I’m looking for and what I am very well qualified to do. In terms of my future career path, I’m confident that if I do my work with excellence, opportunities will inevitable open up for me. It’s always been that way in my career, and I’m confident I’ll have similar opportunities here.”

Q 7. Describe your ideal company, location and job.

TRAPS: This is often asked by an experienced interviewer who thinks you may be overqualified, but knows better than to show his hand by posing his objection directly. So he’ll use this question instead, which often gets a candidate to reveal that, indeed, he or she is looking for something other than the position at hand.

BEST ANSWER: The only right answer is to describe what this company is offering, being sure to make your answer believable with specific reasons, stated with sincerity, why each quality represented by this opportunity is attractive to you.

Remember that if you’re coming from a company that’s the leader in its field or from a glamorous or much admired company, industry, city or position, your interviewer and his company may well have an “Avis” complex. That is, they may feel a bit defensive about being “second best” to the place you’re coming from, worried that you may consider them bush league.

This anxiety could well be there even though you’ve done nothing to inspire it. You must go out of your way to assuage such anxiety, even if it’s not expressed, by putting *their* virtues high on the list of exactly what you’re looking for, providing credible reason for wanting these qualities.

If you do not express genuine enthusiasm for the firm, its culture, location, industry, etc., you may fail to answer this “Avis” complex objection and, as a result, leave the interviewer suspecting that a hot shot like you, coming from a Fortune 500 company in New York, just wouldn’t be happy at an unknown manufacturer based in Topeka, Kansas.

Q 8. Why do you want to work at our company?

TRAPS: This question tests whether you’ve done any homework about the firm. If you haven’t, you lose. If you have, you win big.

BEST ANSWER: This question is your opportunity to hit the ball out of the park, thanks to the in-depth research you should do before any interview.

Best sources for researching your target company: annual reports, the corporate newsletter, contacts you know at the company or its suppliers, advertisements, articles about the company in the trade press.

Q 9. What are your career options right now?

TRAPS: The interviewer is trying to find out, “How desperate are you?”

BEST ANSWER: Prepare for this question by thinking of how you can position yourself as a desired commodity. If you are still working, describe the possibilities at your present firm and why, though you’re greatly appreciated there, you’re looking for something more (challenge, money, responsibility, etc.). Also mention that you’re seriously exploring opportunities with one or two other firms. If you’re not working, you can talk about other employment possibilities you’re actually exploring. But do this with a light touch, speaking only in general terms. You don’t want to seem manipulative or coy.

Q 10 What good books have you read lately?

TRAPS: As in all matters of your interview, never fake familiarity you don’t have. Yet you don’t want to seem like a dullard who hasn’t read a book since Tom Sawyer.

BEST ANSWER: Unless you’re up for a position in academia or as book critic for The New York Times, you’re not expected to be a literary lion. But it wouldn’t hurt to have read a handful of the most recent and influential books in your profession and on management.

Consider it part of the work of your job search to read up on a few of these leading books. But make sure they are quality books that reflect favorably upon you, nothing that could even remotely be considered superficial. Finally, add a recently published bestselling work of fiction by a world-class author and you’ll pass this question with flying colors.

Q 11. What are your outside interests?

TRAPS: You want to be a well-rounded, not a drone. But your potential employer would be even more turned off if he suspects that your heavy extracurricular load will interfere with your commitment to your work duties.

BEST ANSWERS: Try to gauge how this company’s culture would look upon your favorite outside activities and be guided accordingly.

You can also use this question to shatter any stereotypes that could limit your chances. If you’re over 50, for example, describe your activities that demonstrate physical stamina. If you’re young, mention an activity that connotes wisdom and institutional trust, such as serving on the board of a popular charity.

But above all, remember that your employer is hiring you for what you can do for him, not your family, yourself or outside organizations, no matter how admirable those activities may be.

Q 12. How do you feel about reporting to a younger person (minority, woman, etc)?

TRAPS: It’s a shame that some interviewers feel the need to ask this question, but many understand the reality that prejudices still exist among some job candidates, and it’s better to try to flush them out beforehand.

The trap here is that in today’s politically sensitized environment, even a well-intentioned answer can result in planting your foot neatly in your mouth. Avoid anything which smacks of a patronizing or an insensitive attitude, such as “I think they make terrific bosses” or “Hey, some of my best friends are...”

Of course, since almost anyone with an IQ above room temperature will at least try to steadfastly affirm the right answer here, your interviewer will be judging your sincerity most of all. “Do you really feel that way?” is what he or she will be wondering.

So you must make your answer believable and not just automatic. If the firm is wise enough to have promoted people on the basis of ability alone, they’re likely quite proud of it, and prefer to hire others who will wholeheartedly share their strong sense of fair play.

BEST ANSWER: You greatly admire a company that hires and promotes on merit alone and you couldn't agree more with that philosophy. The age (gender, race, etc.) of the person you report to would certainly make no difference to you.

Whoever has that position has obviously earned it and knows their job well. Both the person and the position are fully deserving of respect. You believe that all people in a company, from the receptionist to the Chairman, work best when their abilities, efforts and feelings are respected and rewarded fairly, and that includes you. That's the best type of work environment you can hope to find.

Q 13. Would you lie for the company?

TRAPS: This another question that pits two values against one another, in this case loyalty against integrity.

BEST ANSWER: Try to avoid choosing between two values, giving a positive statement which covers all bases instead.

Example: "I would never do anything to hurt the company.."

If aggressively pressed to choose between two competing values, always choose personal integrity. It is the most prized of all values.

Q 14. Looking back, what would you do differently in your life?

TRAPS: This question is usually asked to uncover any life-influencing mistakes, regrets, disappointments or problems that may continue to affect your personality and performance.

You do not want to give the interviewer anything negative to remember you by, such as some great personal or career disappointment, even long ago, that you wish could have been avoided.

Nor do you wish to give any answer which may hint that your whole heart and soul will not be in your work.

BEST ANSWER: Indicate that you are a happy, fulfilled, optimistic person and that, in general, you wouldn't change a thing.

Example: "It's been a good life, rich in learning and experience, and the best it yet to come. Every experience in life is a lesson it its own way. I wouldn't change a thing."

Q 15. Can you work under pressure?

TRAPS: An easy question, but you want to make your answer believable.

BEST ANSWER: Absolutely...(then prove it with a vivid example or two of a goal or project accomplished under severe pressure.)

Q 16. What makes you angry?

TRAPS: You don't want to come across either as a hothead or a wimp.

BEST ANSWER: Give an answer that's suited to both your personality and the management style of the firm. Here, the homework you've done about the company and its style can help in your choice of words.

Examples: If you are a reserved person and/or the corporate culture is coolly professional:

"I'm an even-tempered and positive person by nature, and I believe this helps me a great deal in keeping my department running smoothly, harmoniously and with a genuine esprit de corps. I believe in communicating clearly what's expected, getting people's commitment to those goals, and then following up continuously to check progress."

"If anyone or anything is going off track, I want to know about it early. If, after that kind of open communication and follow up, someone isn't getting the job done, I'll want to know why. If there's no good reason, then I'll get impatient and angry...and take appropriate steps from there. But if you hire good people, motivate them to strive for excellence and then follow up constantly, it almost never gets to that state."

If you are feisty by nature and/or the position calls for a tough straw boss.

“You know what makes me angry? People who (the fill in the blanks with the most objectionable traits for this type of position)...people who don’t pull their own weight, who are negative, people who lie...etc.”

Q 17. Who has inspired you in your life and why?

TRAPS: The two traps here are unpreparedness and irrelevance. If you grope for an answer, it seems you’ve never been inspired. If you ramble about your high school basketball coach, you’ve wasted an opportunity to present qualities of great value to the company.

BEST ANSWER: Have a few heroes in mind, from your mental “Board of Directors” – Leaders in your industry, from history or anyone else who has been your mentor.

Be prepared to give examples of how their words, actions or teachings have helped inspire your achievements. As always, prepare an answer which highlights qualities that would be highly valuable in the position you are seeking.

Q 18. What was the toughest decision you ever had to make?

TRAPS: Giving an unprepared or irrelevant answer.

BEST ANSWER: Be prepared with a good example, explaining why the decision was difficult...the process you followed in reaching it...the courageous or effective way you carried it out...and the beneficial results.

Q 19. Tell me about the most boring job you’ve ever had.

TRAPS: You give a very memorable description of a very boring job. Result? You become associated with this boring job in the interviewer’s mind.

BEST ANSWER: You have never allowed yourself to grow bored with a job and you can’t understand it when others let themselves fall into that rut.

Example: “Perhaps I’ve been fortunate, but that I’ve never found myself bored with any job I have ever held. I’ve always enjoyed hard work. As with actors who feel there are no small parts, I also believe that in every company or department there are exciting challenges and intriguing problems crying out for energetic and enthusiastic solutions. If you’re bored, it’s probably because you’re not challenging yourself to tackle those problems right under your nose.”

Q 20: Are you willing to relocate or travel?

TRAPS: Answer with a flat “no” and you may slam the door shut on this opportunity. But what if you’d really prefer not to relocate or travel, yet wouldn’t want to lose the job offer over it?

BEST ANSWER: First find out where you may have to relocate and how much travel may be involved. Then respond to the question.

If there’s no problem, say so enthusiastically.

If you do have a reservation, there are two schools of thought on how to handle it.

One advises you to keep your options open and your reservations to yourself in the early going, by saying, “no problem”. Your strategy here is to get the best offer you can, then make a judgment whether it’s worth it to you to relocate or travel.

Also, by the time the offer comes through, you may have other offers and can make a more informed decision. Why kill of this opportunity before it has chance to blossom into something really special? And if you’re a little more desperate three months from now, you might wish you hadn’t slammed the door on relocating or traveling.

The second way to handle this question is to voice a reservation, but assert that you’d be open to relocating (or traveling) for the right opportunity.

The answering strategy you choose depends on how eager you are for the job. If you want to take no chances, choose the first approach.

If you want to play a little harder-to-get in hopes of generating a more enticing offer, choose the second.

Q 21. How could you have improved your career progress?

TRAPS: This is another variation on the question, “If you could, how would you live your life over?” Remember, you’re not going to fall for any such invitations to rewrite person history. You can’t win if you do.

BEST ANSWER: You’re generally quite happy with your career progress. Maybe, if you had known something earlier in life (impossible to know at the time, such as the booming growth in a branch in your industry...or the corporate downsizing that would phase out your last job), you might have moved in a certain direction sooner.

But all things considered, you take responsibility for where you are, how you’ve gotten there, where you are going...and you harbor no regrets.

Q 22. Give me an example of your creativity (analytical skill...managing ability, etc.)

TRAPS: The worst offense here is simply being unprepared. Your hesitation may seem as if you’re having a hard time remembering the last time you were creative, analytical, etc.

BEST ANSWER: Remember from Question 2 that you should commit to memory a list of your greatest and most recent achievements, ever ready on the tip of your tongue.

If you have such a list, it’s easy to present any of your achievements in light of the quality the interviewer is asking about. For example, the smashing success you orchestrated at last year’s trade show could be used as an example of creativity, or analytical ability, or your ability to manage.

Q 23. Where could you use some improvement?

TRAPS: Another tricky way to get you to admit weaknesses. Don’t fall for it.

BEST ANSWER: Keep this answer, like all your answers, positive. A good way to answer this question is to identify a cutting-edge branch of your profession (one that’s not essential to your employer’s needs) as an area you’re very excited about and want to explore more fully over the next six months.

Q 24. What are your goals?

TRAPS: Not having any...or having only vague generalities, not highly specific goals.

BEST ANSWER: Many executives in a position to hire you are strong believers in goal-setting. (It’s one of the reason they’ve achieved so much). They like to hire in kind.

If you’re vague about your career and personal goals, it could be a big turnoff to many people you will encounter in your job search.

Be ready to discuss your goals for each major area of your life: career, personal development and learning, family, physical (health), community service and (if your interviewer is clearly a religious person) you could briefly and generally allude to your spiritual goals (showing you are a well-rounded individual with your values in the right order).

Be prepared to describe each goal in terms of specific milestones you wish to accomplish along the way, time periods you’re allotting for accomplishment, why the goal is important to you, and the specific steps you’re taking to bring it about. But do this concisely, as you never want to talk more than two minutes straight before letting your interviewer back into the conversation.

Q 25. Sell me this stapler...(this pencil...this clock or some other object on interviewer’s desk).

TRAPS: Some interviewers, especially business owners and hard-changing executives in marketing-driven companies, feel that good salesmanship is essential for any key position and ask for an instant demonstration of your skill. Be ready.

BEST ANSWER: Of course, you already know the most important secret of all great salesmanship – “find out what people want, then show them how to get it.”

If your interviewer picks up his stapler and asks, “sell this to me,” you are going to demonstrate this proven master principle. Here’s how:

“Well, a good salesman must know both his product and his prospect before he sells anything. If I were selling this, I’d first get to know everything I could about it, all its features and benefits.”

“Then, if my goal were to sell it you, I would do some research on how you might use a fine stapler like this. The best way to do that is by asking some questions. May I ask you a few questions?”

Then ask a few questions such as, “Just out of curiosity, if you didn’t already have a stapler like this, why would you want one? And in addition to that? Any other reason? Anything else?”

“And would you want such a stapler to be reliable?...Hold a good supply of staples?” (Ask more questions that point to the features this stapler has.)

Once you’ve asked these questions, make your presentation citing all the features and benefits of this stapler and why it’s exactly what the interviewer just told you he’s looking for.

Then close with, “Just out of curiosity, what would you consider a reasonable price for a quality stapler like this...a stapler you could have right now and would (then repeat all the problems the stapler would solve for him)? Whatever he says, (unless it’s zero), say, “Okay, we’ve got a deal.”

NOTE: If your interviewer tests you by fighting every step of the way, denying that he even wants such an item, don’t fight him. Take the product away from him by saying, “Mr. Prospect, I’m delighted you’ve told me right upfront that there’s no way you’d ever want this stapler. As you well know, the first rule of the most productive salespeople in any field is to meet the needs of people who really need and want our products, and it just wastes everyone’s time if we try to force it on those who don’t. And I certainly wouldn’t want to waste your time. But we sell many items. Is there any product on this desk you would very much like to own...just one item?” When he points something out, repeat the process above. If he knows anything about selling, he may give you a standing ovation.

Q 26. How do you define success...and how do you measure up to your own definition?

TRAPS: Seems like an obvious enough question. Yet many executives, unprepared for it, fumble the ball.

BEST ANSWER: Give a well-accepted definition of success that leads right into your own stellar collection of achievements.

Example: “The best definition I’ve come across is that success is the progressive realization of a worthy goal.”

“As to how I would measure up to that definition, I would consider myself both successful and fortunate...”(Then summarize your career goals and how your achievements have indeed represented a progressive path toward realization of your goals.)

Q 27. If you won \$10 million lottery, would you still work?

TRAPS: Your totally honest response might be, “Hell, no, are you serious?” That might be so, but any answer which shows you as fleeing work if given the chance could make you seem lazy. On the other hand, if you answer, “Oh, I’d want to keep doing exactly what I am doing, only doing it for your firm,” you could easily inspire your interviewer to silently mutter to himself, “Yeah, sure. Gimme a break.”

BEST ANSWER: This type of question is aimed at getting at your bedrock attitude about work and how you feel about what you do. Your best answer will focus on your positive feelings.

Example: “After I floated down from cloud nine, I think I would still hold my basic belief that achievement and purposeful work are essential to a happy, productive life. After all, if money alone bought happiness, then all rich people would be all happy, and that’s not true.

“I love the work I do, and I think I’d always want to be involved in my career in some fashion. Winning the lottery would make it more fun because it would mean having more flexibility, more options...who knows?”

“Of course, since I can’t count on winning, I’d just as soon create my own destiny by sticking with what’s worked for me, meaning good old reliable hard work and a desire to achieve. I think those qualities have built many more fortunes than all the lotteries put together.”

Q28: What would be your Dream job?

ANSWER: Stay away from a specific job. You cannot win. If you say the job you are contending for is it, you strain credibility. If you say another job is it, you plant the suspicion that you will be dissatisfied with this position if hired. The best is to stay genetic and say something like: A job where I love the work, like the people, can contribute and can't wait to get to work.

Q29: Why do you think you will do well in this job?

ANSWER: Give several reasons and include skills, experience and interest.

Q30: What is more important to you: money or work?

ANSWER: Money is always important, but the work is the most important. There is no better answer.

Q31: What kind of a salary are you expecting?

ANSWER: A loaded question. A nasty little game that you will probably lose if you answer first. So, do not answer it. Instead, say something like, That's a tough question. Can you tell me the range for this position? In most cases, the interviewer, taken off guard, will tell you. If not, say that it can depend on the details of the job. Then give a wide range.

Q32: What is your aim in life?

ANSWER: As far as my immediate **aim in life** is, that is to become in your company, but ultimately I want to reach at the top position of your company through my hard work, dedication, commitment and loyalty. That is **my aim in life**.

Q33: What will be your reaction, if you are not selected today?

ANSWER: First and immediate reaction will be that I could not convey my point and second that you are going to miss a quality candidate.

Hint: Have a feeling of positive attitude before you come for an interview, interview is a transfer of feelings also.

Q34: What will be your reaction, if you are selected today?

ANSWER: My immediate aim is this, so I will feel that **my ambitions** have been fulfilled. My feelings will be good. But ultimately, **my ambition in life** is to rise and touch the top of the heights of the success.

Q35: What impression have you drawn from this interview?

ANSWER: I have given an opportunity to you to judge my ability and suitability for this job. Where as I learnt more. After this interview I am more experienced. I am happy that I am going to work in a good company. Now I have more regards for you and your company.

Q36: You have not been able to satisfy us properly with your answers. How is that you have got 89% in your +2 Exams?

ANSWER: In the written examinations, all the question papers have alternate questions also. We reply to the questions known to us. We perform better there.

Q37: Difference between Efficiency and Effectiveness?

ANSWER: Efficiency relates to jobs done properly, whereas effectiveness means doing the right jobs.

Q38: If You get better job elsewhere will you stay with us?

ANSWER: Firstly, I will have to know the definition of a better job. If it is for growth and better prospects then yes, I will opt for that. I suppose every one will do that, may be admitting or not.

Q39: What kind of persons you dislike?

ANSWER: I like each one, but I dislike certain bad qualities say, unethical, not true to their words, unhygienic and filthy language.

Q40: Which public figure do you admire most and why?

ANSWER: I admire Amitabh Bachhan most because he is down to earth, hard worker and true to his words.

Hint: You are to speak of that public figure whose qualities match with yours.

Q41: Do you know anyone who works with us?

ANSWER: Be aware of the policy on relatives working for the organization. This can affect your answer even though they asked about friends not relatives. Be careful to mention a friend only if they are well thought of.

Q42: What is your philosophy towards work?

ANSWER: The interviewer is not looking for a long or flowery dissertation here. Do you have strong feelings that the job gets done? Yes. That's the type of answer that works best here. Short and positive, showing a benefit to the organization.

Q43: How can you be an asset to this organization?

ANSWER: You should be anxious for this question. It gives you a chance to highlight your best points as they relate to the position being discussed. Give a little advance thought to this relationship.

Situation based Questions:-

1. **Situation:** A friend has borrowed something small, but high in sentimental value. You've asked for your friend to return the item, but your friend has failed to bring it back.

Your Response:

- You end the friendship. You don't need a friend who disrespects you and your feelings.
- You let it go. Friendship is more important than material items.
- You give your friend the cold shoulder until he or she returns your item.
- You admit to your friend how important the item is to you and why you would like it back, and ask your friend to return the item to you.

2. **Situation:** Your long-term partner has ended your relationship and you are upset because you wanted the relationship to continue.

Your Response:

- You stay home every night and cry about the breakup.
- You decide to make the best of it and find healthy outlets for your feelings.
- You get involved with someone you don't care about just to be with someone.
- You immerse yourself in many projects -- maybe you won't think about it.

3. **Situation:** Your significant other has a habit that annoys you more and more each day.

Your Response:

- You tell the person what annoys you and why.
- You try to make a joke about it so he or she might get the hint to stop.
- You threaten to leave the relationship if things don't change.
- Live with it! You have annoying habits too.

4. **Situation:** Your boss has assigned you your first big project, and the success or failure of the project could make or break your career.

Your Response:

- You spend the next week planning the project out in careful detail before telling anybody.
- You take a few minutes to relax, give yourself time to think, bounce ideas off a colleague, and decide to pursue the idea that makes you feel most confident.

- You get nervous and pace. Nervous energy helps fuel the process.
 - You push it aside, you'll get to it later.
5. **Situation:** You are walking down the street, suddenly trip, and almost land flat on your face.
Your Response:
- You regain your poise, laugh at yourself, and continue on your way.
 - You look around and give anyone who is looking at you a dirty look.
 - You turn red with embarrassment, put your head down, start walking, and hope no one noticed.
 - You get mad and curse yourself under your breath.
6. **Situation:** You are on a first date, and you notice that your date seems to be very uncomfortable.
Your Response:
- You start to obsess that there is something wrong with you.
 - You make an effort to get your date involved in a conversation and find out more about him or her.
 - You assume your date isn't interested in you -- then start flirting with someone across the room.
 - You decide that on your next date you will plan something he/she likes to do, even if you don't enjoy that activity.
7. **Situation:** You find out that the promotion you were hoping for was given to someone else.
Your Response:
- You forget about it. You didn't want the job that much anyway.
 - You lock yourself in your office and cry.
 - You obsess over what the other person had that you didn't and compare yourself to him or her unmercifully.
 - You continue to do your best; you know the next promotion is yours.
8. **Situation:** Your significant other is spending a lot of extra time at the office and acting distant.
Your Response:
- You automatically assume that your partner is having an affair with a coworker.
 - You talk to your partner about what is going on at work and see if there is anything you can do to help.
 - You have been so busy you haven't noticed.
 - You devise a plan to get your partner's attention at all costs
9. **Situation:** You are hanging out with a group of friends and one of your friends starts to make negative comments about a friend who isn't there.
Your Response:
- You tell your friend that you don't feel comfortable talking about people who aren't there, and change the subject.
 - You keep quiet and beat yourself up for not saying anything to stop it.
 - You add a few negative comments about the friend who isn't there.
 - You say nothing at the moment, and later you privately talk about your feelings to your friend who made the comment
10. **Situation:** Your best friend has recently broken up with someone and is taking it hard.
Your Response:
- You bash your friend's mate and tell your friend that he or she is better off alone.
 - You ask your friend what you can do to help him or her get through this.
 - You take him or her out for a wild night on the town to get his or her mind off the breakup.
 - You start to worry about your own relationship and if you might get dumped.

Answers of above situational questions:-

1. Situation: A friend has borrowed something small, but high in sentimental value. You've asked for your friend to return the item, but your friend has failed to bring it back.

Answer: You admit to your friend how important the item is to you and why you would like it back, and ask your friend to return the item to you.

2. Situation: Your long-term mate has ended your relationship and you are upset because you wanted the relationship to continue.

Answer: You decide to make the best of it and find healthy outlets for your feelings.

3. Situation: Your mate has a habit that annoys you more and more each day.

Answer: You tell the person what annoys you and why.

4. Situation: Your boss has assigned you your first big project, and the success or failure of the project could make or break your career.

Answer: You take a few minutes to relax, give yourself time to think, and decide to pursue the idea that makes you feel most confident.

5. Situation: You are walking down the street, suddenly trip, and almost land flat on your face.

Answer: You regain your poise, laugh at yourself, and continue on your way.

6. Situation: You are on a first date, and you notice that your date seems to be very uncomfortable.

Answer: You make an effort to get your date involved in a conversation and find out more about him or her.

7. Situation: You find out that the promotion you were hoping for was given to someone else.

Answer: You continue to do your best; you know the next promotion is yours.

8. Situation: Your significant other is spending a lot of extra time at the office and acting distant.

Answer: You talk to your partner about what is going on at work and see if there is anything you can do to help.

9. Situation: You are hanging out with a group of friends and one of your friends starts to make a negative comments about a friend who isn't there.

Answer: You tell your friend that you don't feel comfortable talking about people who aren't there, and change the subject.

10. Situation: Your best friend has recently broken up with a mate and is taking it hard.

Answer: Ask your friend what you can do to help him or her get through this rough time, and do it.

Why are these answers correct?

Each answer represents the concept of emotional intelligence. Emotional Intelligence is about having empathy for others. It is about standing up for what you believe in a tactful and respectful way. It is about not jumping to conclusions, but getting the whole picture before you react. The key to emotional intelligence is an understanding of your emotions and the emotions of others, and acting in the most appropriate way based on that understanding.

Having a healthy emotional intelligence is very important in order for human beings to live happy and successful lives. Healthy emotional intelligence helps us set our personal boundaries, make decisions about our lives, and communicate with the people we love.

Regardless of your score, keep in mind that your emotional intelligence can change. People are always

evolving. You can increase your EQ at any point in your life by learning to identify your emotions and taking responsibility for those emotions. And just as easily as you can increase your EQ, you can also decrease it. You must continue to identify and work on areas within yourself that need work.

Regardless of your emotional intelligence level, you could benefit from some of these tips to increase emotional intelligence:

- Go to the gym, take an exercise class or participate in activities that reduce your stress level.
- Take up a new hobby or sport that involves interacting with other people.
- Take a class at your local community college.
- Join a support group.
- Keep a feelings journal.
- See a counselor to help you deal with your emotions.
- Take an anger management course.
- Enroll in a communication skills course.
- Read books about emotional intelligence and social skills.
- Do emotional intelligence workbooks.
- Ask your friends and family to help you recognize the things about yourself that may need correcting.

8. RÉSUMÉ WRITING SKILLS

8.1. *What your résumé should cover:*

- 8.1.1. Your Details
- 8.1.2. Education Background: include, school and college.
- 8.1.3. Work Experiences: include internships, work experiences if any
- 8.1.4. Skills: you can mention your online research ability, your proficiency in a foreign language or any Indian languages, computer skills, cross cultural sensitivity and why, organizational skills, etc.
- 8.1.5. Credits: include all awards won, curricular and extra / co-curricular (like participation in seminar/ workshop /paper presentation etc...)

8.2. *What your résumé should leave out:* Details – a résumé should be brief and concise; leave details for the interview

- 8.2.1. Personal life stories
- 8.2.2. Bad grammar – make sure you have your résumé checked by your peers before submission
- 8.2.3. Vulgarity and abusive language
- 8.2.4. Hobbies – these can be included if you have won accolades / awards for them otherwise let them be

8.3. Make Sure:

- 8.3.1. If you have no work experience, your résumé SHOULD NOT be more than a single page
- 8.3.2. Grammar, spelling and punctuation are correct.
- 8.3.3. Send a cover letter along with your résumé
- 8.3.4. Do not attach / send photographs.

Note: Carry extra copies of your résumé with you.