Interviewing Skills: Formal & Social
It is safe to assume your science is excellent... but... What about the rest?
Communication Skills
Relationships
Good Manners
What’s in it for me?
Corporate Advancement

Technical ability: 15%

People Skills: 85%

Conclusions derived from Harvard, Stanford, & Carnegie Foundation Research Projects
Two Things Determine Success

1. What you know
2. How well you communicate what you know

(Of ten the second is more important than the first.)
What we say to dogs

Okay, Ginger! I've had it! You stay out of the garbage! Understand, Ginger? Stay out of the garbage, or else!

What they hear

blah blah GINGER blah blah blah GINGER blah blah blah GINGER blah...

The Far Side, by Gary Larson
Goal

Shift from content to connecting
Tactics

• Communication skills
• Interview skills
• Avoiding major business behavior mistakes
• Dining skills/Meet and greet
Effective Communications

When face to face, we communicate in 3 ways

1. What we say (language)
2. How we say/don’t say it (voice and attitude/judgments)
3. How we look (appearance and non-verbal language)
Effective Communications

And, on the other side:

1. What they hear
2. What they perceive from how it’s said or not said
3. What they see
Basis of Effective Communications

What we say: 7%
How we say it: 38%
What people see: 55%
Effective Communications

Communication is perception.

People react to you based on their perception of you.
Key Elements of Non-Verbal Communication

- Open body posture
- Eye contact
- Facial expressions
- Gestures
- Posture
- Space
Cross-Cultural Awareness

High-Context vs. Low-Context Cultures

- Edward T. Hall, Anthropologist
High-Context Cultures

- Eastern Asia
  - Japan
  - China
  - Korea

- Southern and Eastern Mediterranean
  - Spain
  - Greece
  - Turkey

- Arab World
- Latin America
What’s Important in High-Context Cultures

- Non-verbal communication
- Indirect verbal assertions
- Implicit meaning
- Rituals
- Polychronic time
Low-Context Cultures

• Switzerland
• Germany
• U.S.A.
• Canada
• Scandinavia
• The Netherlands
What’s Important in Low Context Cultures

- Specifics
- Details/Facts
- Precise schedules
- Direct assertion
- Explicit meanings
- Personal identity interaction
- Monochronic time
Interviews

I. The Mindset

II. The Mechanics
Mindset

- There is a job
- Are you the right fit for it?
- Is the job the right one for you?
- It is OK to brag a bit
- Expect surprises, delays
Mindset

- Who am I?
- Where am I?
- Who is my audience?
- What do I want from my audience?
Mechanics
Mechanics

Make your entrance
Still More Mechanics

- Don’t show up hungry!
- Name tags
- First meetings
  - Handshake
  - Smile
  - Eye contact
  - Drink in left hand
Mechanics

- Do your homework
  - Background research on your interviewer
  - Learn some specifics about work for which you are applying
  - Have three important points that you want to address
  - Bring appropriate questions
  - Turn off cell phone and Blackberry
More Mechanics

There is no such thing as neutral clothing!

• **Dress Appropriately**
  • Avoid distracting the interviewer by:
    • Overdressing/ Underdressing
    • Too much skin
    • Perfumes/ aftershaves/ colognes
    • Bad grooming
    • Displaying tattoos or body piercings
Introductions

- Introduce yourself
  - What you do > your title

- Introduce others
  - Balance the scale
  - Deference
Miserable Moments I

- Handshakes
- Clammy hands
- Names, forgotten or difficult
- Entering and breaking away from groups
- Personal space