



## **PRIME POINT Foundation**

**Workshop on "Effective Communication for successful career"**

**Date : Sunday the 30<sup>th</sup> March 2003**

**Venue : Hall of Guines 68, Anna University, Chennai**

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# PRIME POINT Foundation

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**Sunday the 30<sup>th</sup> March 2003 - Hall of Guines 68, Anna University, Chennai**

### PROGRAMME

09.30 AM	Registration	
10.00 AM	Inauguration - Dr U Srinivasa Raghavan, Chief Post Master General, Tamilnadu	Effective Communication - Dos and Don'ts
10.45 AM	Shri T S Raghavan, Former Chairman, Indian Bank	You can achieve - Develop self confidence and trust in yourself
11.30 AM	Shri B Suresh Kamath, Chairman, Laser Soft Infosystems Limited	Current trends in IT industry - Employers' expectations
12.30 PM	Lunch	
1.15 PM	Dr K M Prabhu, Reader, Govt. Arts College	Developing listening skills - Exercises
2.45 PM	Summing up and distribution of Participation Certificates	

**Programme Director :** Shri K. Srinivasan, Managing Director, Prime Point Public Relations (P) Limited, Chennai and Founder / Managing Trustee, Prime Point Foundation, Old No 8 New No 14, Wason Street, T Nagar, Chennai 600017 (Phone 2814 4285 / 2814 2005 / 98410 50273) Website : [www.primepointfoundation.org](http://www.primepointfoundation.org) E Mail : [prpoint@vsnl.com](mailto:prpoint@vsnl.com)

**Sponsors of this workshop:** Arvind Foundation, Viruddhachalam based non-profit trust incepted for promoting rural development

## PROFILES OF SPEAKERS

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**Dr U Srinivasa Raghavan** - A 1968 batch Indian Postal Service Officer is presently heading the Postal Zone of Tamilnadu and Pondicherry as Chief Post Master General. A communicator of par excellence and a doctorate in Economics, is preparing the Postal Department to face the competition of private operators. He was mainly responsible for positioning the 'Speed Post' as an effective 'brand', when it was introduced in the market few years back.. He is also greatly interested in Tamil literature.

**Mr T S Raghavan** - An able communicator and a great scholar in Tamil literature has served various Banks for nearly 40 years in different positions. He is the only Banker today who can claim to have headed three Nationalised Banks viz. Vijaya Bank, Bank of Maharashtra and Indian Bank as Chairman and Managing Director. He has written series of articles in Tamil magazines on the concept of 'self confidence'.

**Mr B Suresh Kamath** - Hailing from an ordinary middle class family at Mysore and a product of Indian Institute of Technology, Chennai decided to generate employment opportunity in India to serve the motherland. He refused the offers given by the various multinational companies and decided to set up his own banking software development company 'Laser Soft Infosystems Limited' at Chennai 17 years back.. Laser Soft is one of the leaders in that segment in India today. The company which employs more than 550 persons give preference for the physically challenged persons, widows, destitutes and other economically challenged persons in their recruitment. Indian Institute of Technology, honoured him with 'Distinguished Alumni Award 2001" for his contribution in employment generation.

**Dr K M Prabhu** - A doctorate in 'Integration of Media in language teaching'" is presently the Reader in Government Arts College and guides various students for 'Doctorate' on communication skills. He is associated with various organisations of Research and Language teaching. He is also a resource person for various NSET programmes and seminars. He has published several papers in various National and International publications on 'language teaching' and has also authored more than 25 course books for various levels. He is also the recipient of various Awards for his outstanding contributions in language teaching. He is a role model for everybody for his 'self confidence' and his ability to 'convert every challenge into an opportunity'

## Resume Preparation Do's and Don'ts

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- Katharine Hansen

Here are the keys to successfully preparing and writing a resume. Follow these simple rules and you should achieve success in this important phase of job-hunting.

- **Do** consider a bulleted style to make your resume as reader-friendly as possible.
- **Don't** get overwrought about the old "one-page resume rule." It's good to keep your resume to one page, if possible, but if you have a lot of experience, two pages may be more appropriate. If your resume spills beyond one page, but you have less than a half a page of material for the second page, it may be best to condense to one page.
- But **don't** go beyond two pages with your resume.
- **Do** consider a resume design that doesn't look like everyone else's. Many jobseekers use Microsoft Word resume templates and wizards. There's nothing wrong with them, per se, but your resume won't look distinctive if you use one; it will look like the resume of everyone else who used a Word template. These templates and wizards can also be a bit inflexible to work with.
- **Don't** use justified text blocks; they put odd little spaces between words. Instead, make your type flush left.
- **Don't** ever lie on your resume.
- **Do** include as much contact information as possible -- any information that would enable an employer to reach you during business hours.
- **Do** give your resume as sharp a focus as possible. Given that employers screen resumes for between 2.5 and 20 seconds, you need a way to show the employer at a glance what you want to do and what you're good at. One way to sharpen your focus is through an objective statement. The objective statement can be very simple and straightforward; it can be simply the title of the position you're applying for, which can be adjusted for every job you apply for. Or you can embellish the Objective statement a bit with language telling how you'll benefit the employer. Something like: "Objective: To contribute strong \_\_\_\_\_ skills and experience to your firm in a \_\_\_\_\_ capacity." In this day of being able to manage our own computer files, you could have several versions of your resume that are exactly the same except for the objective. A specific objective is always better than a vague or general one.
- **Do** consider a section such as "Summary of Qualifications," or "Profile," which can also help sharpen your focus.

- **Don't** discount the possibility of a functional format for your resume. This format can be strategic for career changers, students and others who lack experience, those with gaps in their employment, as well as those re-entering the workforce. A functional resume is organized around functional skills clusters. After listing three to four skills clusters and showing how you've demonstrated those skills, you provide a bare bones work history at the bottom.
- **Don't** use personal pronouns (I, my, me) in a resume.
- **Do** list your job information in order of importance to the reader. In listing your jobs, what's generally most important is your title/position. So list in this preferred order: Title/position, name of employer, city/state of employer, dates of employment.
- **Don't** leave out the locations of your past jobs (city and state). This information is expected, but many jobseekers unwittingly omit it.
- **Do** list your jobs in reverse chronological order.
- **Don't** mix noun and verb phrases when describing your jobs. Preferably, use concrete action verbs consistently.
- **Do** avoid the verb, "Work" because it's a weak verb. Everyone works. Be more specific. "Collaborate(d)" is often a good substitute.
- **Do** think in terms of accomplishments when preparing your resume. Accomplishments are so much more meaningful to prospective employers than run-of-the-mill litanies of job responsibilities.
- **Don't** use expressions like "Duties included," "Responsibilities included," or "Responsible for." That's job-description language, not accomplishments-oriented resume language that sells.
- **Do** emphasize transferable skills, especially if you don't have much experience or seek to change careers.
- **Do** quantify whenever possible. Use numbers to tell employers how many people you supervised, by what percentage you increased sales, how many products you represented, etc.
- **Don't** list too much experience on your resume. The rule of thumb for someone with many years of experience is to list about 15 years worth of jobs. Age discrimination, unfortunately, is a reality, and even more likely, employers may think you're too expensive if you list too much experience on your resume.
- **Don't** emphasize skills and job activities you don't want to do in the future, even if they represent great strengths for you. In fact, you may not even want to mention these activities. Why describe how great your clerical skills are if you don't want to do clerical work in the future?
- **Do** remember that education also follows the principle about presenting information in the order of importance to the reader; thus the preferred order for listing your education is: Name of degree (spelled out: Bachelor of \_\_\_\_\_ ) in name of major, name of university, city/state of university,

graduation year (unless you graduated more than about 15 years ago), followed by peripheral information, such as minor and GPA. If you haven't graduated yet, list your grad year anyway. Simply by virtue of the fact that the date's in the future, the employer will know you don't have the degree yet.

- **Don't** list high school!
- **Don't** include on your resume your height, weight, age, date of birth, place of birth, marital status, sex, ethnicity/race, health, social security number (except on an international resume), reasons for leaving previous job(s), names of former supervisors, specific street addresses or phone numbers of former employers, picture of yourself, salary information, the title "Resume," or any information that could be perceived as controversial, such as religion, church affiliations, or political affiliations.
- **Don't** include hobbies or other irrelevant information on a resume. In most cases, they are seen as superfluous and trivial. An argument can be made that hobbies are interview conversation starters or that they make you seem well-rounded, but they are generally seen as fluff or filler.
- **Do**, however, list sports if you're a college student or new grad. Many employers specifically seek out athletes because of their drive and competitiveness, as well as teamwork and leadership skills. Collegiate athletes should even consider listing their sports background in the Experience section.
- **Don't** list references right on your resume. References belong in a later stage of the job search. Keep references on a separate sheet and provide them only when they are specifically requested.
- **Do** realize that the phrase "References available upon request" is highly optional because it is a given that you will provide references upon request. If you couldn't, you would have no business looking for a job. The line can serve the purpose of signaling: "This is the end of my resume," but if you are trying to conserve space, leave it off.
- **Do** proofread carefully. Misspellings and typos are deadly on a resume.

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Courtesy : <http://www.quintcareers.com/resume-dos-donts.html>

\* Katharine Hansen is a former speechwriter and college instructor who provides content for Quintessential Careers, edits QuintZine, an electronic newsletter for jobseekers, and prepares job-search correspondence as chief writer for Quintessential Resumes and Cover Letters. She is author of Dynamic Cover Letter for New Graduates; A Foot in the Door: Networking Your Way into the Hidden Job Market; and, with Randall S. Hansen, Ph.D., Dynamic Cover Letters and Write Your Way to a Higher GPA, all published by Ten Speed Press. She can be reached by e-mail at [kathy@quintcareers.com](mailto:kathy@quintcareers.com).

## Techniques to impress the Interviewer

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The success of an interview would depend on the candidate's ability to discover needs and empathize with the interviewer. You can do this by asking questions that verify your understanding of what the interviewer has just said, without editorializing or expressing an opinion. By establishing empathy in this manner, you'll be in a better position to freely exchange ideas, and demonstrate your suitability for the job.

In addition to empathy, there are four other intangible fundamentals to a successful interview. These intangibles will influence the way the candidate's personality is perceived, and will affect the degree of rapport he shares with the employer. He should not leave any doubt as to his level of interest in the job. You may think it's unnecessary to do this, but employers often choose the more enthusiastic candidate in the case of a two-way tie.

Employers look for people who love what they do, and get excited by the prospect of tearing into the nitty-gritty of the job. No one likes a braggart, but the candidate who's sure of his or her abilities will almost certainly be more favorably received.

Most employers are aware of how stressful it can be to interview for a new position, and will do everything they can to put the candidate at ease.

There is a direct correlation between confidence and accomplishment. Personal and business success are directly linked to one's perception of ability. The cycle goes like this: our confidence ( or lack of ) determines our potential ( or at least our perception of potential ), the potential we perceive determines the action that we take, and how much conviction and certainty are carried with that action. The result we get from that action will in turn affect our confidence ( a good result will increase confidence and bad result may decrease it ).

But the cycle can be skewed in our favor. Confidence is a state of mind; it can be cultivated just like any other talent and it is a conscious decision that we make to improve the quality of our life.

There are 4 methodical steps to unlimited confidence.

### Step #1 The Body

The first and most important technique is the use of our body. Everything that comes into our mind gets filtered through our body. Notice how we breathe when we are happy, where our shoulders are when we feel powerful, and how relaxed our muscles are when we are depressed. Each is distinctive to its own emotional state. For example, if we are happy, our breathing is usually fast and deep; yet if we are depressed, it's usually slow and shallow. These are human recipes called "Condition Formulas" and every emotional state has its own. Consider the last time you felt confident, how were you breathing, was your body tense or relaxed, was your head up or down, where were your eyes, were your movements fast or slow, were you standing or sitting? The answers to these

questions depict your physical Condition Formula for confidence. So the first step toward confidence is the implementation of this formula.

### Step #2 Focus

Our brain can only truly concentrate on one thing at any given time, we cannot read this article and watch the news at the same time. So as you continue to read, you process the information according to your own experience and values; then, you determine whether the information is true or false, good or bad, implementable or not. We do this with every occurrence, every situation and every action. Like a diamond, every circumstance has many sides, some are shiny, some are brilliant, some are dull some are flawed, and when we look at one, that's all we see. We often see situations that cross our paths, from the perspective of the dull or flawed and hence destructive sides and thus fail to see the brilliant or shiny constructive sides. But it is a choice, and we must make a conscious effort to decide which side to look at.

The next two steps are the tools to establish confidence as a basic element in our subconscious. To program oneself for a spontaneous confidence that just happens in any required situation.

### Step #3 Ask the Right Question

When we evaluate any situation, we will ask ourselves a question. The feelings we create, and the actions we take ( or don't ) are determined by the answers we come up with. The more control we exercise over these questions we ask, the more control we have over our state, and thus our potential.

### Step #4 Frame the Concept

Changing the meaning of what we associate to any situation can dramatically change the results we get. Fashioning new associations into habits helps to set the foundation for a spontaneous confidence - a confidence that develops unconsciously as we continue to implement our tactics, until one day it is part of us.

### So How?

While the implementation of these techniques will definitely make a great difference in our levels of confidence and our lives in general, it's not easy. It requires us to make conscious decisions in order to develop our unconscious competency. It requires us to take consistent action until it becomes our nature. It requires us to take consistent action until it becomes our nature. It requires an uncompromising commitment to improve. And the final question is, " Is your success worth the commitment?"

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The article is an excerpt taken from Career Chronicle ( Deccan Chronicle )  
Thursday Aug 2nd, 2001

[http://www.nihar.net:8080/nihar/Interview\\_Tips.jsp](http://www.nihar.net:8080/nihar/Interview_Tips.jsp)



## How to face an interview?

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- Take a complete C.V. - It must mention your name, age, educational qualification, job experience starting with the current one, goal in life, extra curricular activities, languages known, special achievements, references, contact address.
- Know the company well before attending the interview. - About their activities, products, clients, people, culture, overall perception.
- Understand the nature of the job you have applied for. - Responsibilities, authorities, reporting structure, skills required.
- Go well dressed. - In formals preferably wearing Tie or even a neat shirt & trouser will do.
- Conduct yourself in the interview.-
- Wish the interviewer when met.
- Your voice & body language should reflect interest & enthusiasm in the job/company. Sound confident while answering.
- Never feel ashamed to say ' No' if you don't know the answer.
- Never bluff.

### **Remember**

You have a right to question. - About the nature of the job, hierarchy structure, compensation package, career path. There is no compulsion to join the organization because it is interested in you. You have a right to accept or refuse.

## **Phone interview etiquette can propel you to the next step in the hiring process**

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\* Maureen Crawford Hentz

One of the parts of my job that I love the most is conducting phone interviews with candidates. This past week I've conducted more than 50 of these interviews, with other members of the staff team conducting at least 70 more! Since this experience is so fresh in my mind, it's a great time to share phone-interviewing etiquette advice.

Phone interviews are terrifying to some job seekers and absolutely painless to others. Regardless of your feelings about phone interviews, you can develop techniques and skills that will maximize your phone interview's impact on the hiring staff. Here are some phone interviewing tips to get you going:

### Pre-contact

It's important to prepare for a successful phone contact even as you are applying for positions. I recommend that the last paragraph of every application letter include contact information in the event the recruiter needs to contact you with questions or offer an interview. When providing this information, it's important to list the number(s) at which you can be reached, indicating whether or not it is acceptable to be contacted at your current position. Also include your email address if you check it often. Even if your letter is on a letterhead that includes contact information, it never hurts to repeat the information in the last paragraph.

In certain circumstances it may be important to give additional contact information. For example, a college student going on spring break during the contact interval after submitting a letter and resume might choose to include a sentence such as "From March 17 to March 29, I will be out of the state/out of the country on spring break. During that time I can be reached at this number / I will be unreachable / I will be unreachable by phone but plan to check my email daily." An applicant who cannot be contacted during work hours might include information such as "Although I prefer to receive messages at my home number, I check messages frequently throughout the day and can usually return calls during breaks." Finally, if you will soon be moving, include "until" dates with your phone, email and mailing information.

Next, think about your answering machine message. A trend observed by many recruiters is voicemails / answering machines that treat incoming callers to a snippet of music from the resident's favorite band of the moment. When I was a 20-something myself, I felt that my three-minute Depeche Mode greeting was an

expression of my individuality and coolness; as a recruiter, I am mildly annoyed if the concert goes on too long before I can leave a message. It's important to decide what's right for you while at the same time creating a professional impression.

It is helpful if recruiters can be sure they've called the right number. For privacy and security issues, many people do not list their first names, last names, or telephone numbers on their answering-machine/voicemail greetings. My recommendation is usually to leave one of these identifiers in the message: "You've reached Amy, Cathy, and Mark. Please leave a message" or "You've reached the Sizemores. Please leave a message" or "You've reached 617-973-5235. Please leave a message." Again, each job seeker must determine what is comfortable. Don't change your message if you feel uncomfortable about having this information on your outgoing greeting.

If you have roommates, housemates, a spouse, or children it's important to work out a system of message-taking. Twice this week, I have called a candidate only to be greeted by a toddler who told me, "Daddy's in the shower" before she hung up. If you anticipate a "season" of job searching, it might be a good idea to invest in individual voicemail boxes for each member of your household. You can also instruct them not to answer the phone unless they can carefully write down the entire message and remember to give it to you (this strategy works equally well for both preschoolers and roommates!).

After you mail your applications and while you are waiting for the phone to ring is a good time to create a mini-job log to have near the phone. My advice to job-searchers without photographic memory is to make a list of the companies at which they've applied and the titles of the positions applied for. Some people even list qualifications requested for each position. (See a Sample Phone Interview Log.) Thus, if you are called by hiring staff, you will have some idea of which job they're calling about. This week of phone interviewing has really sensitized our staff to this issue. Ideally, the interviewer would like to think his or her company is the only employer to which you've applied. But this hope dies quickly when you say something to the effect of "now what job is this again; I've applied for so many....?" At best, it makes you look disorganized and at worst as if you are sending out hundreds of resumes desperately.

#### When You Miss the Contact

If the hiring staff leaves a message for you, return the call as soon as you can. As you are returning the call, remember that the recruiter may have called 10 other people that day about the same or a different position. When you return the call, give your full first name and last name and indicate that you are returning the recruiter's call regarding the xxx position. If the message was left for you at 1 pm, and you didn't get it until you returned home at 7:30, call and leave a voicemail then. In this circumstance, voicemail is your friend. Again, give your

full first name, last name, specific position and your contact information for the next business day. Caution! Be prepared in case the recruiter is still there at 7:30 and wants to do a phone interview right then!

### When You're There for the Contact

The moment comes! The phone rings, and you are there to answer! Our standard recruiting rap goes something like this "Hi Aurora, this is Bridget calling from the New England Aquarium in Boston. I'm calling regarding our water quality position and would like to spend about 10 minutes on the phone with you asking some preliminary questions. Is this a good time to talk, or could I arrange a time to call you back?"

Many interviewers like to make sure that interviewing now is convenient for the candidate. Most recruiting professionals will give candidates this courtesy, particularly when calling a candidate at her current place of employment.

Where there is less universal agreement among recruiters, however, is your answer. Many recruiters want you to talk to them when they call, and may not want to call again later. They may have only one or two clarifying questions that would take just a few minutes. Or they may want to do the full 10-60 minute phone interview with you, and they want to have you do it extemporaneously. Other recruiters want the candidate to feel composed and settled and have a quiet place to talk and think, and may not mind making a later appointment. If you are good on the phone and quick on your feet, you may want to go ahead with the interview. If you are in the middle of something, running out the door, or can't remember what the job is, it may be best to suggest an alternate time. A good way phrase is "I'm so happy you called. I have about 10 minutes before I have to run out the door. Is that enough time, or can I call you back later this afternoon?" This way, you are expressing your interest, being clear about the time you have, and suggesting a time to connect later.

While you are talking, make sure that your cordless phone battery is not about to run out, that your roommate is not about to run the vacuum, and that you will be able to concentrate. It may help to have your notes and resume in front of you, and to have a pen in your hand to take notes. If the entire hiring committee is on the other end in a conference call, you will want to write down each person's name/role down so that you can refer to it later.

It's important that you are clear about whether or not you can hear the interviewer clearly. Don't say, "can you speak up?" Do say "I'm having trouble hearing you. Can you hear me clearly?" The latter is slightly less confrontational and clarifies whether the connection between you is bad or if the problem is on the recruiter's end.

As with any interview, be prepared to ask questions at the end. You want to have the recruiter(s) hang up with a good impression of your interest in the company.

#### After the Call

Immediately after the call, write a short thank-you note. Correct phraseology for a phone interview would be something like "Thank you for spending time with me on the phone today talking about the enrollment management position. I enjoyed the conversation and have a better understanding of the job. I'd be interested in an on-site interview, and would welcome the opportunity to further discuss my candidacy."

#### For Individuals With Hearing Loss/Deafness

Phone interviews are not an impossibility. Many recruiters are quite accustomed to interviewing via relay service or TTY. Certainly, all companies should be prepared for and facile in communicating in these ways. Too often, however, they are not. For recruiters who are not, as unfair as it may be, the candidate may have to suggest alternatives to the speaking-and-hearing phone interview. A hard-of-hearing candidate may want to send a note to the recruiter before the interview indicating some basic TTY vocabulary. It is up to you whether or not you want to educate the recruiter about communicating via TTY or relay. In my opinion, the single most important vocabulary non-TTY users need to know is "GA," which is a way for both parties to indicate that they are finished with their answer/question/comment. GA means go ahead, as in go ahead it's your turn to talk.

In the computer age, another suggestion may be a real-time conversation via chat technology. Companies may have specific areas on their Web site where employees can meet in real time from different locations. Such a site would be an ideal venue in which candidates and recruiters can interview.

#### A Chance to Test the Waters

The phone interview is the second step in the process for many recruiters. During a phone interview, interviewers can check out whether you are as good as you sound on paper, if you are articulate and if you'd be a good person to have join the firm. Most importantly, a phone interview serves a way to narrow down the pool to finalists and semifinalists. Few people get hired solely on the basis of a phone interview.

The phone interview is a way for both the candidate and the interviewer to test the waters. So, relax, be professional, and be yourself! Remember, the best thing about phone interviews is that you don't have to wear a suit!

Questions about some of the terminology used in this article? Get more information (definitions and links) on key college, career, and job-search terms by going to our Job-Seeker's Glossary of Job-Hunting Terms.

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Courtesy : [http://www.quintcareers.com/phone\\_interview\\_etiquette.html](http://www.quintcareers.com/phone_interview_etiquette.html)

\* QuintZine regular contributor Maureen Crawford Hentz, an independent career and HR consultant, has been working with career seekers for nine years, and has master's degree in college student personnel from Bowling Green State University. A popular conference lecturer, she specializes in large and small specially designed workshops for professional organizations, students and environmental groups. Her most popular career workshops address topics including: Non-Verbal Techniques To Use During an Interview; Powerful Resumes; and Interviewing Etiquette You've Never Even Thought About. She has a particular interest in job searching techniques for differently-abled candidates, new grads, and career changers. Maureen's large-format lecture series will be at the Environmental Careers Conference in

Oakland, CA in mid-October. For more info about this conference, please see <http://www.eco.org/>. Proving that you never have to settle for just one career, in addition to her consulting work, Maureen is also the director of volunteer programs and Internships at the New England Aquarium, Boston and an instructor of American culture at Showa Boston Institute for Language and Culture.

## Phone Interviewing Do's and Don'ts

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Maureen Crawford Hentz

Here are the keys to successful phone interviewing. Follow these simple rules and you should achieve success in this important phase of job-hunting.

- **Do** give accurate and detailed contact information in your cover letter so your interviewers can easily connect with you.
- When in job-hunting mode, **don't** have a disproportionately silly or long greeting on your answering machine or voicemail.
- **Do** ensure that household members understand the importance of phone messages in your job search.
- **Do** know what job you are interviewing for.
- **Do** practice, if possible. Have a friend call you to do a mock phone interview so you get the feel of being interviewed over the phone.
- When being interviewed by phone, **do** make sure you are in a place where you can read notes, take notes, and concentrate.
- If you cannot devote enough time to a phone interview, **do** suggest a specific alternate time to the recruiter. It's often best to be the one who calls back so you can be mentally prepared.
- **Do** consider using a phone interview log.
- **Do** consider keeping some notecards or an outline in front of you to remind yourself of key points you want to cover with the interviewer. You don't want your responses to sound scripted, but you don't want to fumble for important points either.
- **Do** also have your resume in front of you so you can remember highlights of your experience and accomplishments.
- **Do** ensure that you can hear and are being clearly heard.
- **Do** consider standing when being interviewed on the phone. Some experts say you'll sound more professional than if you're slouching in an easy chair.
- **Do** consider dressing nicely for the phone interview. It may sound silly since the interviewer can't see you, but you really will project a more professional image if you're dressed for the part instead of wearing, for example, a ratty bathrobe.
  
- **Don't** feel you have to fill in the silences. If you've completed a response, but the interviewer hasn't asked his or her next question, don't start

babbling just to fill in airtime. Instead, ask a question of your own related to your last response.

- **Do** create a strong finish to your phone interview with thoughtful questions.
- **Don't** panic if you have special needs. If you are hearing-impaired, for example, phone interviews are still possible.
- **Don't** snuffle, sneeze or cough. If you can't avoid these behaviors, say "excuse me."
- **Don't** chew gum or food, or drink anything noisy.

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Courtesy : [http://www.quintcareers.com/phone\\_interviewing-dos-donts.html](http://www.quintcareers.com/phone_interviewing-dos-donts.html)



## Sample Phone Interview Log

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Courtesy : [http://www.quintcareers.com/phone\\_interview\\_log.html](http://www.quintcareers.com/phone_interview_log.html)

Make sure you read our article, [Phone Interview Etiquette Can Propel You to the Next Step in the Hiring Process](#) to fully understand the importance and techniques of successful phone interviews.

The following is an example of a phone interviewing log sheet that job-seekers should consider keeping near your telephone so that you are better prepared to react and respond to phone calls from potential employers.

Phone Interview Log
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Company Name:	
Contact Person:	
Position Applied for:	
Date Applied:	
Position Requirements:	
My Key Qualifications: (Don't forget my <a href="#">USP</a> .)	

## **E-mail & Chat Room netiquette**

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Most of this section of the Netiquette Guide focuses on E-mail specific netiquette. BBSs and Chat Rooms are basically the same as a publicly posted e-mail message.

### **Some E-mail Basics..**

#### **Be Polite**

Being polite doesn't just include what you say, but how you say it, and to who. If you use humor or sarcasm in your correspondence, be sure the recipient is going to appreciate your sense of humor. Never send an E-mail when you're angry or upset! If you're having a bad day, it'll probably show in your message. Remember that the internet crosses international boundaries, avoid using 'isms' - sexism, racism, ageism, religionism, homophobia, otherisms.. And most important - clarity, grammar, and spelling always count!

#### **Be Concise**

E-mail wasn't intended for carrying on long conversations, that's what the phone is for! E-mail is about convenience. Keep your messages brief and to the point. If you write long messages that drift from one subject to the next, your reader's attention will drift as well. Also, take the time to delete long header text when you're forwarding or replying to an E-mail. Use acronyms and symbols to give your messages some character.

#### **Subject Lines**

Always, always, always fill-in the subject line! When you start receiving dozens of E-mails a day (like I do), you'll come to appreciate people who use subject lines. The subject line is the only label you have to identify each of the messages in your mailbox with. Use an appropriate subject line with all your correspondence. Be sure to keep it brief as most E-mail clients only show the first 20-30 characters of the subject line anyway.

#### **Signature Files**

Signature files should be kept short, less than 10 lines. Long signature files make threads hard to read because of the extra text separating each message. Some information you might want to include in your signature file includes..

Name

E-mail Address

Homepage Address

Place of Business

Work Address

Work Phone (including international extensions)

Character Quote

The Character Quote is that cute little phrase or saying you often see at the end of a signature file. Usually it's some humorous play on words by Steven Wright, or maybe an insightful remark by Mark Twain on the human condition. It's meant to portray something deep and symbolic about the character of the individual sending the message. Say what you will, just be sure to give the true author credit!

### **Attached Files**

It's very common for files to get attached to an E-mail. It's an easy way to share programs, graphics, sounds, or any other kind of file you find on your computer. If you intend to send someone a large file (say, greater than 20K) you should contact them and ask permission first. There are two reasons for this. First of all, you don't even know if they have E-mail software that can handle attached files. Second, large files (were talking megabytes here) can completely fill someone's E-mail box making it impossible for them to receive any more E-mail. This is considered a form of bandwidth theft and should be avoided. If you don't know what bandwidth theft is, maybe you should find out if your a bandwidth bandit!

### **Quoting**

When you send a reply to an E-mail, the original message is usually quoted in the body of your reply. The quoted text is marked with the greater than symbol (>). It appears something like this..

```
>
>Hey Dave, how's it going?
>
>I can't wait till the party this weekend,
>can you?
>
>- BoB
>
```

It's not necessary to quote the entire message when you reply to an E-mail. Instead, take the time to delete irrelevant text to help keep the message short. Use quoted text to 'carry a conversation' like this..

Hey Bob, how are you?

```
>I can't wait till the party this weekend,
>can you?
Been looking forward to it all week,
see you there!
- Dave
```

It may take you a while to get used to it, but Quoting is a very useful tool. It not only helps you organize information better, but it lets your reader know exactly what you're talking about. Quoting is most useful when used in Threads.

### **Threads**

Threads are a string of responses to a single message. Rather than starting a new message, continue threads by using the 'Reply' function in your E-mail client. By maintaining threads, it's easier to follow the flow of information, especially after dozens of messages are exchanged.

### **Formatting**

Remember that not everyone uses the same software to read their E-mail. Just because you can center your text and make it green and boldface doesn't mean your recipient can too! Some E-mail clients only render your message as left justified plain text. Here's some basic formatting tips that'll keep your correspondence from looking like gibberish on other people's computers..

- If you can set your E-mail client's character width (check your help file) set it to 70 characters. This will help keep your text from getting pushed off the screen on older E-mail software that might not have any 'word wrap' feature.
- Use spaces between paragraphs. It helps break information into chunks, making it easier for your reader to understand.
- Avoid using capital letters. Writing in all capital letters is considered SHOUTING! Capitals are meant to convey great urgency and should only be used in an emergency! Rather than capital letters, you should use asterisks to add \*emphasis\* whenever possible.
- When sending a URL in the body of a message it's best to put it on its own line like this..

<http://www.darkmountain.com/>

that way, many of the more advanced E-mail clients can recognize the URL and will automatically render the text as an active link in the body of your message. Your recipient will appreciate it.

- Avoid Special Formatting. This includes centering text, using colors, bold, italics, and even using tabs. This will ensure your messages look OK in even the oldest E-mail clients where no formatting is offered. E-mail is supposed to be simple, fast, and efficient. Don't get carried away with how things look, focus on what you're saying instead.
- Turn Off the HTML Setting. Many new E-mail clients send your E-mail in the form of a web page so you can embed links, sounds, graphics, etc.. Until the rest of us get software to handle HTML E-mails, send us normal text PLEASE!

## Listening - Some important tips

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- Dr K M Prabhu

- Withhold judgment - listen - understand
  - Pay attention to content, not form
  - Listen completely and then plan your response
  - Listen for the main idea
  - Keep your mind alert - fight off distraction
  - Do not distract - give full attention with eye contact
  - Ask question to check understanding
  - Control your emotion - react to message, not the person
- 

\* Dr K M Prabhu is a Reader in Govt. Arts College, Nandanam, Chennai and is one of the experts in teaching communication skills.