
UNIT 1: PREPARING FOR INTERVIEWS

Structure

- 1.0 Objectives
- 1.1 Warm Up
- 1.2 Listening Comprehension
- 1.3 Reading Comprehension
- 1.4 Speaking
- 1.5 Writing
- 1.6 Vocabulary
- 1.7 Grammar: Modals Indicating Obligation
- 1.8 Let Us Sum Up
- 1.9 Answers

1.0 OBJECTIVES

In this unit you will learn what all steps one ought to take to prepare to face interviews skillfully and confidently. You will also learn about:

- two different types of interview in the business world
- various steps you must take after receiving the call letter
- why and how you can know about the company; and
- what a *mock interview* is and how to plan and practice it.

1.1 WARM UP

Activity 1

- 1 Make a list of steps you would take if you receive a letter to appear after two weeks for an interview for a job you had applied for some time back.
- 2 Discuss your list with your partner/someone at home and add more steps if you want to.

1.2 LISTENING COMPREHENSION

Check your progress 1

You are going to listen to a class lecture (tape script-1). Before listening to the audio recording read the following questions that you have to answer on the basis of the lecture.

- 1 The main aim of the speaker in this lecture is to:
(Tick off the most suitable answer)
 - a Talk about interviews given by actors and politicians.
 - b Describe two types of interview in the business context.
 - c Explain how to face interviews for jobs.
 - d Suggest how to face journalists' interviews.
- 2 The following 5 steps summarize the structure of this talk. Put these steps in the order in which the talk is structured by marking them 1, 2, 3, 4 and 5).

The speaker:

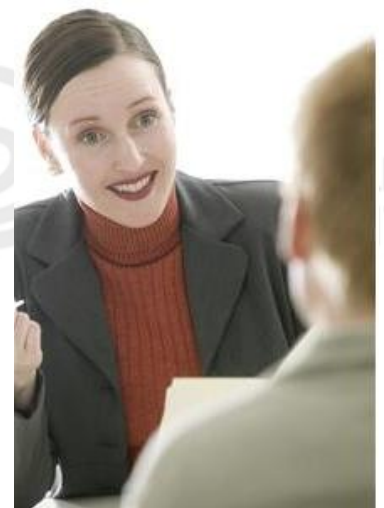
- a describes the purpose of interviews given by celebrities and important persons.
- b talks of two types of interviews.
- c talks of the nature and purpose of interviews for selecting employees.
- d explains the purpose of interviews given by business people.
- e says that the art of interviewing and being interviewed requires training.

1.3 READING COMPREHENSION

Read the text given below and answer the questions that follow. (Read fast; do not stop at words/phrases you do not understand. Keep reading guessing the meanings of difficult words/phrases from their shape, form, and context and try to get the gist of what the writer has to say).

Reading text

- 1 When you receive an interview call letter/email, read it carefully to note down the venue of the interview, date and time and mark these in your calendar or diary including the nature and type of interview, for example whether it is face-to-face interview/walk-in or telephone interview. You ought to send a letter/e-mail confirming that you would be available for the interview even if the sender of the letter has not asked you to do so. Courtesy demands that you must inform him/her even if you are not able to make it.
- 2 If you decide to appear for the interview then send a letter/e-mail of confirmation. Also if you have to travel to another town/city to attend the interview then plan your journey and immediately make travel arrangements both for forward and return journey to ensure that there are no last minute problems.
- 3 Next, dig out the original advertisement for the post and the CV you sent to the company to see what qualifications, skills, competencies and experience the company demanded and how your CV claims to meet them. Obviously, the employer has found some merit in your CV and hence you have been short-listed for this interview. So collect all evidence – certificates, degrees, testimonials, photographs and other relevant documents to support your claims and arrange them properly in your portfolio. (See unit 2: Preparing a Portfolio of Block 1). Keep all the relevant documents in your Portfolio and update/improve upon it to suit this particular interview and take it along with you. A well-managed and neatly arranged portfolio makes a good impression on the selectors if it happens to be a face-to-face/walk-in interview. You must also carry with you photocopies of your degrees, certificates and testimonials.



- 4 Next try to know as much as you can about your prospective employer, the products they make and the services they render in the country and abroad. It is also necessary to know about their competitors in the field and their areas of business operations. All these make good sense to understand the standing and requirements and expectations of the employer from its employees.
- 5 One needs to hone one's communication skills that include the ability to use certain words and expressions to perform diverse functions appropriate to the interview. In addition, communication if done using appropriate pronunciation leaves a good impression on the interviewers. This suggests speaking in a neutral accent without mother tongue interference. Spoken English skills cannot be learnt in a few days or even few weeks but take time to be mastered and hence guidance, patience, and practice are required over a long period.
- 6 Many join some sort of coaching institutes to receive training in communication skills and preparing for interviews. It is a good idea if you can afford them. But even then you need to rehearse for each call. So what you can do before the interview is to anticipate likely questions that can be asked on the basis of your CV sent to this company and also on the basis of the competencies and generic skills we have described in Block 1 Unit 1. The mock interview can be designed in four stages: Stage 1 should be designed to 'greetings and seating' and checking personal details regarding general and technical qualifications. Parts 2 and 3 ought to focus on finding out competencies and generic skills, past and present employments and duties and responsibilities, and other traits of personality beneficial to the company.

You can then seek the help of a friend or colleague or someone at home to conduct a mock interview to sharpen your skills and gain confidence to face the real event. Remember, interviews conducted by experts are structured (see unit 2: Facing interviews) and a similar structure can be framed for mock interviews to give you practice. This mock interview must require you to perform the following communicative functions:

narrate, justify, support, describe, evaluate, identify, assess, explain, agree/disagree; speculate, comment, suggest, compare, outline, predict, justify, consider, explain, and others.

- 7 Finally, plan when and how you would leave your place for the venue. Ensure that you have kept all the documents you possess in support of your candidature/application ready in your portfolio – originals and one photocopy of each – along with passport size photographs of yours and the interview letter that contains the company's address and telephone number. If you do not know exactly the venue of the interview, then it is better to locate it one day in advance so that you do not have to look for it at the last moment. You can telephone the company's enquiry office and seek directions about its location if you want. Dress nicely and appropriately for the occasion, start well in time as there can be traffic jams or break downs on the way. Take it easy and go through your usual chores. If you do all these, you would feel confident and relaxed and free from anxiety and fear and are sure to stand out from the rest.



Check your progress 2

- 1 Which of the following do you think is the most suitable title for this text?
- How to face interviews
 - Dressing nicely for the occasion
 - Preparing for the interview
 - Sharpen your communication skills

- 2 Read the text once again, slowly this time and attempt the following:-

The following can be suitable sub-headings for the reading text. Write these sub-headings at their appropriate places within the text.

- Hone your communication skills.
- Know the Prospective Employer
- Plan and Practice Mock interviews
- Collect documents and up-date your portfolio

- 3 Complete the following sentences in your own words:-

- We should inform the company even if we cannot attend the interview because
- We should book our tickets well in advance if the venue of the interview is in another town/city
- It is desirable to read the original ad and the CV we sent to the company when we receive an interview call from it. It helps us to

1.4 SPEAKING

Activity 2

Speak for about two to three minutes on the following topic. You can have two minutes to prepare for this topic and make notes if you want to before you start speaking. (Speak in front of a mirror/someone at home or a friend).

Describe what the reading text means by 'mock interview'. You should say:

- What a mock interview is?
- How one can plan a mock interview
- The advantages of a mock interview.

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1.5 WRITING

Activity 3

You have received a call letter from a company to appear for the interview for a post you applied for some time back. Unfortunately, you are unable to attend on this particular date. Write a letter/email to the Manager HR of the company. In your letter/email:

- Describe the purpose of writing
- Explain reasons for your inability to appear for the interview
- Enquire if phone interview/another date is possible.

1.6 VOCABULARY

English has a large number of prefixes of foreign origin (from Greek, Latin, French or Old English) that are very useful in forming words or understanding meanings of various words commonly used in speech and writing. Some of these are:

- anti- (Gr.): opposite to, against (e.g. anti-party; anti-govt.)
- arch- (Gr.): first, chief. (e.g. arch-enemy; arch-rival; arch-angel).
- auto- (Gr.): self. (e.g. automobile; auto-starter).
- bi- (L): twice. (e.g. bi-weekly; bicycle).
- demi- (Fr.): half (as demi-god; demi-official (D.O.))
- dis- (L): in two, asunder. (E.g. dislodge; dis-respect).
- en-, em- (Fr. – L): in, into. (E.g. enlarge; enlist; embolden).
- ex- (L): late, former. (e.g. ex-king; ex-minister).
- fore- (O.E.): before. (E.g. foretell; forewarn).
- hemi- (Gr.): half. E.g. Hemisphere.
- homo - (Gr.): same, (as in homonym; homo-sapiens; homo-sexual).
- hyper- (Gr.): over, above: (e.g. hyper-sensitive hyper-active).
- in- (L): not: (as insensitive; insane; inconvenience; infirm).
- in- (O.E.): in, into (as inland).
- inter- (L): in the midst of; between (as inter-state; inter-caste).
- intra- (L): within (as intra-departmental enquiry).
- male- (L); mal- (Fr.): badly; ill (as malefactor, maladjustment).

Activity 4

Add prefixes to the following words:

able	code	bearable	national	lateral
sponsor	compose	colonial	allow	noon
connect	legal	associate	calculation	

1.7 GRAMMAR: MODALS INDICATING OBLIGATION

Modals are auxiliary verbs that indicate the functions of the language. They express functions such as suggestions, advice, capability, possibility and so on.

In this Unit we will look at the modals which express “suggestions” and “obligations”

The modals are *should*, *must*, *have to*, *have got to*, *ought to*, *need to*. Examples:

- You *ought to* send a letter/email confirming that you would be available for the interview even if the sender of the letter has not asked you to do so.

- Courtesy demands that you *should* inform him/her even if you are not able to make it.
- You *must* also carry with you photocopies of your degrees, certificates and testimonials.

Suggestion	Obligation	No obligation	Prohibition
should	must	needn't	mustn't
ought to (strong)	have to	don't have to	can't
need to			shouldn't

Activity 5

Fill in the gaps in the following sentences using the words given below:

should	shouldn't	have to/has to	don't have to
must	mustn't	need(s)	

- Although you make a portfolio to apply for a job, it helps to represent your skills and competencies better.
- You mail your portfolio to the organization, and also take it with you to the interview.
- One preserve and file all records and proofs of achievement in all fields in order to create an impressive portfolio.
- The first document in the portfolio be the resume.
- The candidate make adjustments in the portfolio for each position sought.
- One try to dress up the portfolio with unnecessary frills. It look professional.
- It be put in a proper binder as this allows you to add and delete documents when needed.

Activity 6

Choose the correct phrase /words in italics to complete each of the following sentences:

- Applicant *must /need to* include the names of two referees.
- You *needn't/mustn't* stay back late, we have cancelled the meeting.
- You *needn't/mustn't* send that reminder to Khalid and Sons; they paid their dues this morning.
- Airline pilots *should/have to* have excellent eyesight.
- You *should/must* save the file before you turn the computer off, or you will lose the data.
- Employees are reminded that they *mustn't/needn't* use the office phone to make personal calls.
- You *must not/don't have to* come to the meeting if you have more important things to do.
- University teachers *must/should* be graduates in their respective areas.
- They *must/should* have a Ph. D if possible.
- They *need/should* have several publications in referred journals.

1.8 LET US SUM UP

In this unit we have told you of some important steps one ought to take to prepare to face interviews skillfully and confidently. While giving you these tips we have described the two different types of interview in the business world, their purpose and functions and how they differ from each other. We have also explained why it is desirable to know as much about the prospective company as you can and

how you can do so. You have also learnt what ‘mock interview’ is and how to plan and practice it so that you can face the live interview confidently. While you are learning the competencies of preparing for interview, you have also been given training and practice in the four skills of English language viz. listening, speaking, reading, and writing; vocabulary and grammar.

1.9 ANSWERS

1.2 Listening comprehension (tape script-1)

Today I'll talk to you about two different types of interview in the business world. You might have come across this word ‘interview’ quite often in journalism. Journalists often interview politicians, actors, sports persons and other celebrities, and publish their interviews in the print media – newspapers, magazines and journals or telecast them on the electronic media. These important personalities also give interviews on their own to newspapers and television channels. The aim of this form of ‘interview’ is to seek or give information, views, news or comments for their benefit and for the benefit of the people at large and the media become the tool through which their views are conveyed to the people. These kinds of interviews are also common in the world of business where businessmen and companies’ CEOs do give interviews to reporters and journalists on such matters and issues that might benefit their business e.g. some important clarification, new venture, foreign collaboration, mergers or new product and so on.

There is another sense in which the word ‘interview’ is used – a process of screening and selecting the best - and it is in this sense that the word is understood by young students and job seekers. We are living in a world where there is stiff competition for almost everything everywhere. When there is more supply and less demand, we resort to ‘pick and choose’ and, in order to select the best, we must choose the best that meets our needs. There are different ways of making this selection and one of these is called ‘interview’ particularly when we are choosing human resource. In a way it is a process of filtering out and picking up the best to serve our purpose. Both the interviewers and the interviewee therefore need to be thoroughly trained if the job is to be executed professionally.

In the world of business the art of interviewing and being interviewed is important and hence the task requires training and professional competence.

Check your progress 1

1- b, 2- (b – a – d – c – e)

Check your progress 2

- 1 iii
- 2 Collect documents: at the beginning of Paragraph 3
Know your Employer: at the beginning of paragraph 4
Hone your Communication Skills: at the beginning of paragraph 5
Practice Mock interviews: at the beginning of paragraph 6
- 3 i-courtesy demands it. ii-to avoid last minute hassles. iii-see what qualifications, skills, competencies & experiences the company demands.

Activity 2

Mock interview

Good Morning Ladies and Gentlemen.

All of us must have at some stage faced interviews and may have to do so at some point in life. This requires one to be well prepared. Many a time people opt for professional training to enhance communication skills and preparation for the interview. But if one doesn't have the time and finances to support that what does one do?

Herein lays the importance of mock interviews. They simulate an interview setting and train the person in facing the actual interview with confidence. There is a predictable structure to most interviews which can be followed in the mock interview. The interviewer in the mock interview could be a friend or relative who could ask the anticipated questions and one can practice suitable responses to that and improvise based on the feedback received....

Activity 3

To: swethasharma@glcibank.org

Dear Ma'am,

I, Rohan Baxla, have received a call letter (Ref no: gcil/fghd/2.../344 dated 23/09/2.... from your organization to appear for an interview for the post of Relationship Manager which was advertised on Monster.com. I feel privileged to have been called for the interview. However due to some domestic urgency I will not be able to attend the interview scheduled on 10th December. I have to be in Ranchi and cannot travel to Delhi on the scheduled date due to certain unforeseen domestic commitments.

I would like to know if there is a possibility of a change of date for the interview or would you like to hold a phone interview on 10th October.

It is a golden opportunity to work in an organization like yours and I do not want to miss this chance.

I would be really obliged if you could do the needful.

Thank You.

Yours sincerely,

Rohan Baxla

Activity 4

Unable, disable	Encode	Unbearable
International, Multinational	Unilateral, bi-lateral	Co-sponsor
Decompose	Post-colonial	Disallow
Forenoon, Afternoon	Disconnect	Illegal
Disassociate	Miscalculation	

Activity 5

i- don't have to, ii- have to, iii- must, iv- must, v-ought to, vi-should not, must, vii- needs to,

Activity 6

i- must, ii- needn't iii- mustn't iv- have to
v- should vi-mustn't vii- don't have to viii- must
ix- should x- should

UNIT 2: FACING INTERVIEWS

Structure

- 2.0 Objectives
- 2.1 Warm Up
- 2.2 Reading Comprehension
- 2.3 Listening Comprehension:
How to Face Interviews
- 2.4 Speaking: STAR Structure
- 2.5 Writing
- 2.6 Vocabulary
- 2.7 Grammar: The Passive
- 2.8 Let Us Sum Up
- 2.9 Answers



2.0 OBJECTIVES

In this unit we will tell you what we mean by ‘interview’, what normally its structure is, and what skills and strategies you need in order to face an interview successfully and stand out from others. We will also give you examples of some competencies, skills and knowledge that are common across jobs and that companies often require from their employees. We will also suggest some tips on how to face interviews particularly on how to organize your thoughts and ideas.

2.1 WARM UP

Activity 1

Answer the following questions:

- 1 Have you ever faced an interview? When and why and with what result?
- 2 How did you prepare for this interview?
- 3 Did you face any difficulty in facing this interview? What was the difficulty?
- 4 Was this interview structured? If so how? Give examples to describe the different stages of this interview.

2.2 READING COMPREHENSION

Read the text given below and answer the questions that follow. (Read fast; do not stop at words/phrases you do not understand. Keep reading and guessing the meanings of difficult words/phrases from their shape, form, and context and try to get the gist of what the writer has to say).

- 1 It should be clear to you by now that an interview is a sort of oral test (whether face to face or on telephone) arranged to screen candidates and select the best possible ones. In almost all cases before an interview is held, the interviewer advertises his/her needs and requirements mentioning duties and responsibilities of the prospective candidates, qualifications, skills and competencies both essential and preferred required of the applicant and draws up an application format to elicit necessary information from the applicants. Only those applicants who meet these requirements are then short-listed for an oral interview to select the most suitable one(s) for the job. Sometimes the interview can be preceded by a written test as the first stage of screening and elimination.

- 2 Interview as a kind of oral test is a structured event. A well-designed interview is a problem solving exercise and there are rules, or unwritten conventions, of carrying out this event. Like a dialogue or conversation, it has a beginning, middle and an end and we can see that there are ways of opening an interview, continuing it, foreclosing and closing this process which both the interviewer and the interviewee has to follow.
- 3 Normally there is only one interviewee at a time but there can be one or more interviewers seated opposite the candidate with a table in between. All the members of the interview board have a copy of the resume of each of the candidates called for the interview. The event is chaired by the chairperson or by his/her nominee in his/her absence.
- 4 Generally all interviews run through four stages. Stage 1 is warming up or making the candidate feel relaxed. Stage 2 tests the candidate's level of suitability. Stage 3 tests the upper limit of the candidate after which it begins to wind down before closing the interview in Stage 4.
- 5 The candidate is ushered in, and after the initial formalities – welcoming, greetings, and seating – the interaction begins. Generally it is the chairperson or his nominee who begins the interview by asking for general personal information that, in fact, is already given in the application form. Certain questions may also be put to make the candidate feel at ease. For example, if the candidate is from another town or city, the questions can be:

When did you arrive here?

Did you have a nice journey? and so on

The aim of these initial exchanges is to help the candidate settle comfortably and feel relaxed.

- 6 Once the candidate is introduced and settled, stages 2 and 3 begin with the Chairperson requesting experts in the field to take over. These stages are longer interactions as these are designed to cross check what the candidate has claimed in the CV. The interviewers' questions try to probe in depth the candidate's proficiency, past achievements, strengths and weaknesses, aptitude, confidence and personality, dedication, devotion to duty, sense of responsibility, leadership qualities and willingness to work at odd hours or on week ends, and so on. The salary and other perks are also discussed. In fact, it tries to cover directly and indirectly all the requirements and needs the interviewer demands of the candidate. The probing questioning is done by experts belonging to the candidate's professional field and also by other members on the board from HRD and Finance before the winding down begins. Stage 4 is the actual end of the interview with words like:

O.K. Thank you for coming. Wish you good luck. We'll soon let you know about the outcome, etc.

Activity 2

- 1 Select from the following the most suitable title for this passage:
 - i How to face interviews
 - ii Nature and structure of interviews
 - iii Composition of the interview Board
 - iv Questions asked in interviews

- 2 The writer talks of two things about interviews in this passage. Write these two sub-titles where these would occur in the given passage.

i Structure of interviews ii Interviews as a testing technique

- 3 According to this passage how many stages are there in a common interview? Use short phrases to describe these stages. Example: Checking personal details.

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- 4 What is the importance of probing questions? What kinds of questions are asked in this stage?

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- 5 What do you think is the importance of the initial stage in an interview?

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2.3 LISTENING COMPREHENSION: HOW TO FACE INTERVIEWS

You are going to listen to a recorded talk on 'How to Face Interviews' (tape script-1). Read the questions given below before you listen to the recording. You may listen to it twice.



Activity 3

- 1 What is the importance of interaction during the interview?

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- 2 What are the skills required to face an interview?

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- 3 In what way do you think your command over English will help you in facing interviews?

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4 What aspects of communication are to be kept in mind in order to create a good impression on the interview panel?

PEOPLE'S UNIVERSITY THE PEOPLE'S UNIVERSITY

2.4 SPEAKING: STAR STRUCTURE

Activity 4

Speak for about two minutes on the following topic. You can have one minute to prepare for this topic and make notes if you want to before you start speaking. (Speak in front of a mirror/someone at home or a classmate at the study center).

You are going for a job interview. How have you prepared for it? You can use ‘STAR’ structure to organize your thoughts.

“S – T – A - R” structuring device is used for logical development of thoughts. The four letters of ‘STAR’ stand for the following:

S: stands for ‘Situation’: A brief sentence or two to set the scene and give the context.

T: stands for ‘Target/Task’: The specific aspect you focused on and why.

A: stands for ‘Action’: What you actually did, how and when, and the rationale for your choices.

R: stands for 'Result': What the outcome was and the difference it made.

Candidates find this technique of structuring their ideas very useful and we've no doubt that you too can learn to make use of this technique with some practice.

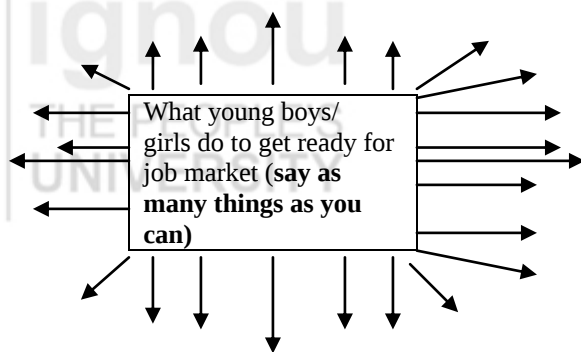
2.5 WRITING

Activity 5

Some people think that promotions within the company should be by seniority while others believe that merit alone should be counted.

Discuss **both** the views and give your own opinion. Write about 250 words.

THE PEOPLE'S UNIVERSITY



Activity 6

- 1 Write down as many sentences as you can 'about what young boys/girls do to get ready for the job market. Example:

They try to *acquire* educational and professional qualifications.

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- 2 Make a list of all the adjectives you would associate with an ideal candidate.

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2.7 GRAMMAR: THE PASSIVE

Rules for changing active voice into passive voice.

- The object of the verb becomes the subject, and the subject becomes the object.
- If the subject or object in the sentence in the active voice is a pronoun, it changes its form as shown in the table below:

From Subject to Object	
Subject position	Object position
I	Me
We	Us
You	You
He	Him
She	Her
They	Them
It	It

- The verb in the active voice is changed to its passive form. The table below shows how the verb is changed into its passive voice form in the different tenses.

Tense	Active voice	Passive voice
The simple present	He loves bananas.	Bananas are loved by him.
The present continuous	He is eating a banana.	A banana is being eaten by him.

The present perfect	He has eaten a banana.	A banana has been eaten by him.
The simple past	He ate a banana.	A banana was eaten by him.
The past continuous	He was eating a banana.	A banana was being eaten by him.
The past perfect	He had eaten a banana.	A banana had been eaten by him.
The simple future	He will eat a banana.	A banana will be eaten by him.

Compare the following sentences:

The event *is chaired* by the Chairperson. (passive sentence)

The Chairperson *chairs* the event. (active sentence)

The two sentences have the same meaning, but the emphasis is different.

In an active sentence, we are more interested in the person or thing doing the action (the agent).

In a passive sentence, we are more interested in the person or thing affected by the action. If we want to mention the agent we use *by*.

But often the agent is not important. Example:

The candidate *is ushered* in.....

The salary and other perks *are also discussed*.

Activity 7

1 Put the verbs in brackets into the passive voice in the following sentences:

- i You'll hardly recognize our college. It (redo) in the Summer vacations.
- ii Two students (send) out of class for copying during the test.
- iii The computer room which (complete) only last year, (equip) with the latest computers.
- iv Applications (invite) for the post of a Mathematics lecturer. Preference (give) to applicants with teaching experience.
- v The retiring teacher (give) a fond farewell by the students and teachers.
- vi The four students (scold) for disturbing the class.
- vii The ancient language Pali (speak) only by a few scholars.
- viii The students who secured very high marks in Science (interview) by the Committee for a scholarship.

2 A person who works in the Human Resource Department is explaining how they select candidates in her company.

Write at least ten sentences in the passive voice, describing the recruitment process. The process is given below in the active voice. You may have to add a sentence or two of your own.

If there's a vacancy in any department of our company, we usually advertise it in-house first of all. If we don't find any suitable candidates, then we advertise the job in papers or on the Internet. We ask the applicants to send in their CVs. We short list the suitable applications and invite the short listed candidates for an interview. After that, we ask some of the applicants back for a second interview. Then we call them for a group discussion. We choose the best candidate. After this we check his or her references, and then we offer the applicant the job.

Example: If there is a vacancy in our company, it is advertised in-house.

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2.8 LET US SUM UP

In this unit you have learnt what we mean by 'interview', what normally its structure is, and what skills and strategies you need to face an interview successfully. You have also learnt what behaviour competencies, skills and knowledge are common across jobs that companies often require from their employees these days and we have also offered you some tips on how to face interviews. Besides we have described in detail on how to organize your thoughts and ideas to achieve logical development of thoughts.

2.9 ANSWERS

Activity 2

- 1 ii -Nature and structure of interviews
- 2 Structure of interviews: at the beginning of paragraph 2.
Interview as a Testing Technique: at the beginning of paragraph 1.
- 3 Stage 2: Cross-checking candidate's claims;
Stage 3: Assessing candidate's competencies;
Stage 4: Closing the interview. (You may get other similar phrases).
- 4 Probing questions are important as these questions try to probe in detail all the relevant facts about the candidate. They try to understand the candidate's proficiency, past achievement, strengths and weaknesses, aptitude, confidence and personality, dedication, etc.

- 5 The initial stage sets the mood for the interview. The initial formalities like welcoming, greetings, and seating is intended to make the candidate comfortable and at ease and prepares him/her for the more formal questions.

2.3 Listening comprehension: How to face interviews (tape script-1)

- 1 Interviews and tests of any kind are quite taxing and nerve wracking even for experienced people and hence one needs to keep one's cool and be prepared to face them with full confidence. Fortunately, most of the interviews in modern times are conducted by experts in the field, particularly in big organizations and by professionally managed companies recruiting personnel for their clients. However, exceptions are there and one ought to learn the technique of facing interviews.
- 2 What are these techniques and how can you apply them? We have said that interviews are a kind of oral testing. The company has obviously called you for an interview because it has found that your CV, among a few others, appears to meet their needs and requirements. Interaction during the interview would now enable the organization to cross check the statements and claims made by you in your CV and also judge other traits of your character and personality necessary to carry out the duties and responsibilities attached to the job. Hence, what helps you now on this occasion is your command of the English language, particularly your oral communication skills that you can put to use effectively to convince the members of the selection committee that you are the best candidate of the lot for the particular vacancy.
- 3 You will particularly need socializing skills and conversational skills soon after entering the venue and the interview room; functional skills to make enquiries about the waiting room and so on. In the first phase of the interview you will have to talk about yourself before the interview enters the second and the third phases which we have outlined.
- 4 Parts 2 and 3 of the interview are designed to confirm and cross check what you have stated and claimed in your CV, that is, about your general and professional qualifications, behavioural competencies, generic skills, knowledge, experience and other qualities of your character and personality vis-à-vis company's requirements for the job such as ability to work under pressure, meet targets, work at odd hours and so on. For example, you can be asked questions such as the following to find out your behavioural competencies and attitudes to them:
- Do you enjoy working in a group? Why/Why not?
 - Tell us about a problem you faced in completing an assigned work in your last job/at college. Could you complete the work? Why/Why not?
 - Do you think it is good to go prepared for a scheduled meeting, or should you be spontaneous?
- 5 It is here that your command of English, training in facing interviews, ability to anticipate what can be asked and give relevant responses, and knowledge and experience will come to your aid in facing the interview successfully. This is the occasion when the portfolio you have made must be passed on to the Chairperson since this becomes a visual evidence of what you say and claim.

- 6 You must also keep in mind aspects such as: speed of talking; organizing your thoughts; accuracy of grammar and structure; and pronunciation. The tips we have already described will leave a lasting impression on the members of the interview board.
- 7 Let us sum up what all these mean. Pay full attention to the person who is asking the question so that you know exactly what the question is. Do not interrupt the interviewer when s/he is still speaking; let him/her complete his question before you reply. Be relevant and answer to the point; do not speak too fast or too slow; too low or too loud but loud enough so that everyone on the other side of the table can hear what you say. This is the occasion when the portfolio you have prepared proves very useful to you to support your claims. Hand it gracefully to the Chairperson for perusal while giving evidence of your behavioural competencies, skills and experience and so on. Emphasize your strong points that are relevant and support your candidature but do not tell a lie or try to bluff or hide your weak points as being aware of one's weaknesses itself is one's strength. Be polite and do not lose your temper even when you are provoked; being patient and keeping one's head are also a candidate's strong points. Finally, use appropriate words/phrases to thank the interview board at the end of the interview.
-

Activity 3

- 1 Interaction during the interview would enable the organization to cross check the statements and claims made by you in your CV and also judge other traits of your character and personality necessary to carry out the duties and responsibilities attached to the job.
- 2 Important skills required for an interview include socializing skills, conversational skills and functional skills.
- 3 A good command over the English language will give the candidate an edge over the others. Such a candidate will be able to convince the members of the selection committee of his/her suitability for the job in terms of his/her qualifications, personality traits and so on.
- 4 We need to keep in mind aspects like speed of talking; organizing our thoughts; accuracy of grammar and structure; and pronunciation while communicating.

Activity 5

Argument for seniority:

A senior person would be quite experienced and adept at the job which a junior lacks. A senior person's perspective would be mature and balanced.

Argument for merit:

A meritorious person comes with the assurance of potential to perform well. Also merit would include technological knowledge and subject skills.

You could add more reasons.

Activity 6

- 1 They prepare an effective CV highlighting their skills and knowledge. They try to polish their spoken English skills by joining classes.

They approach recruitment agencies and register themselves for a suitable job.

You could add more in a similar manner.

- 2 Confident, responsible, skilled, able, knowledgeable, goal-oriented, problem-solving, etc.

Activity 7

- 1
 - i You'll hardly recognize our college. It **was redone** in the Summer vacations.
 - ii Two students **were sent** (send) out of class for copying during the test.
 - iii The computer room which **was completed** (complete) only last year, **is equipped** (equip) with the latest computers.
 - iv Applications **are invited** (invite) for the post of a Mathematics lecturer. Preference **will be given** (give) to applicants with teaching experience.
 - v The retiring teacher **was given** (give) a fond farewell by the students and teachers.
 - vi The four students **were scolded** (scold) for disturbing the class.
 - vii The ancient language Pali **is spoken** (speak) only by a few scholars.
 - viii The students who secured very high marks in Science **will be interviewed** (interview) by the Committee for a scholarship.
- 2 If no suitable candidates are found then the job is advertised in the papers or on the internet. The applicants are asked to send in their CVs. Suitable applications are short listed. Short listed candidates are invited for an interview. Some of the applicants are asked to come back for a second interview. They are then called for a group discussion. The best candidate is chosen. The candidate's references are then checked. Finally, the applicant is offered the job.

UNIT 3: PHONE AND WALK-IN INTERVIEWS

Structure

- 3.0 Objectives
- 3.1 Warm Up
- 3.2 Reading Comprehension-I
- 3.3 Listening Comprehension
- 3.4 Reading Comprehension-II
- 3.5 Speaking
- 3.6 Writing
- 3.7 Vocabulary: Walk-in-Interviews
- 3.8 Grammar: Articles (A/An, The)
- 3.9 Let Us Sum Up
- 3.10 Answers



3.0 OBJECTIVES

The objective of this unit is to tell you what 'walk-in' and 'phone' interviews are. First, we will describe what walk-in interview is, how it resembles and/or differs from a normal interview, and why some advertisers ask candidates to come for walk-in interviews. Next, we shall take up 'phone' interview, its emergence and need in modern times, and how to prepare to face 'phone' interviews. We will also give you practice in an aspect of grammar i.e., articles – a/an, the.

3.1 WARM UP

Activity 1

Read the following advertisement and answer the questions given below it:

WANTED a multi-skilled graduate for office and other jobs by a medium-sized manufacturing unit in West Delhi. Come for 'walk-in' interview. Phone

- 1 Have you heard of this term 'walk-in' interview? What does it mean?
- 2 Why do you think advertisers sometimes ask candidates to come for a 'walk-in' interview?
- 3 What is 'phone interview'? Why do some advertisers resort to this technique?

3.2 READING COMPREHENSION-I

Read the text given below and answer the questions that follow. (Read fast; do not stop at words/phrases you do not understand; keep reading and guessing the meanings of difficult words/phrases from their shape, form, and context and try to get the gist of what the writer wants to say).

- 1 We have so far been talking about face-to-face interviews fixed by the employers with the candidates. The normal procedure adopted by these employers or their recruiting agents involves certain stages in the process of selection of candidates. Some of these steps are: advertising the vacancy and inviting applications; sorting out candidates to be invited for the interview; preparing a brief synopsis of these candidates; deciding members of the interview panel; contacting these members and seeking

their consent and availability; fixing the venue, date and time of interview; informing the candidates of these details; conducting interviews of the candidates by the members; recommending to the HRD department certain candidates (with some on reserve valid for some time as per company's rules) for selection and appointment in order of preference; issue of appointment letters by the HRD. These types of advertisements intend to cast a wide net for recruiting candidates and are a long time-consuming process and also costs money and man power.

- 2 'Walk-in interviews', as the name suggests, by-pass all the steps involved between the advertisement and the interview. The employer advertises the situation vacant asking the candidates just to walk-in for interview on a specific date and time. For instance one may ask the candidates to walk-in with their applications/CV on a particular day at a specified time – say on Monday the 6th November between 10.00 a.m. and 1.00 p.m. All the candidates who report at the time may be interviewed the same day.
- 3 Let us think of some of the reasons for asking candidates to come for a walk-in interview. There can be many reasons for an employer for taking this short cut.
- 4 The employer may be a small businessman who does not have the secretarial staff necessary to handle the paper work involved in the long recruitment process. He may be the sole person to make a decision about the selection and does not need a panel of experts to help him here. This shortcut is an effective means of cutting costs as it saves time, money and manpower.
- 5 Another reason can be that the vacancy is for a short period and the advertiser is aware that not many will be interested or the job may be of specialized nature and not many applicants with this special qualification might be available in the job market.
- 6 We also find that some jobs require a candidate having a good personality and presentable figure and in such cases the employers may ask candidates to come for a 'walk-in' interview to judge for themselves the suitability of the candidates for the job.
- 7 However, walk-in interviews are like any other face-to-face interview and you'll require the same set of skills and documents to face it.

Activity 2

Read the text once again slowly this time and attempt the following questions:

- 1 Suggest a suitable title for this text.
.....
- 2 The writer describes the following three things in this text. Number them in the order in which these occur in the passage:
 - i Reasons for requesting for walk-in interview
 - ii Normal procedure for recruitment
 - iii What is walk-in interview?
- 3 Match these titles to paragraphs in the text.
- 4 What advantages do walk-in interviews have over regular face-to-face interviews?

- 5 What are the reasons why employers ask candidates to come for a walk-in interview?

3.3 LISTENING COMPREHENSION

Activity 3

You are going to listen to a class lecture (tape script-1). Before we play the recording read the following questions:

- 1 The main aim of the speaker is to:
 - i describe what walk-in interview is.
 - ii tell when phone interview became popular.
 - iii explain why some companies use 'phone interviews'.
 - iv how to face phone interviews.
- 2 MNCs try to recruit staff from other countries as well because they:
 - i represent many countries.
 - ii seek experts at reasonable salaries.
 - iii want to maintain their international character.
- 3 Companies arrange phone interview because it is
- 4 What is the relevance of phone interviews in this day and age?

3.4 READING COMPREHENSION-II

Read this passage suggesting some steps on how one can **face a phone interview**. Predict what you think the writer will tell you in this write up. Compare your list with your partner and see if you can add more to your list.

1 What must you do if you are to face a phone interview? You have to take certain steps to ensure that it proceeds smoothly. First, note down carefully the date and time of the telephone call and the name of the interviewer. Make sure that the date and time given are of your country or of a foreign country. If it is a foreign country then ask for their local time as well as this might be different.



2 Second, before the call comes through make sure to secure the room where the call is to be taken. It should be free from disturbance and distractions such as noisy fans or air-conditioner, another telephone/cell phone, and so on. The room ought to be comfortable, with a glass of water within your reach, adequate but not very bright lighting, and note pad and pencil handy. It is a good idea to keep a recorder nearby to replay later on what you said. A copy of your CV and portfolio should also be kept in front of you. The telephone instrument should be free from noise. If the interview is taking place in your home then make sure that there is someone else there to receive visitors or answer the door bell and ensure that nobody disturbs you in your room till the interview is over.

3 When the call comes, use the techniques of telephone conversation that we have discussed in a later block. Some of the important ones are as follows:-

- i Greet and identify yourself and ask who is calling.
- ii Listen carefully and speak clearly at a reasonable speed.
- iii Take turns; know when to speak and when to stop and listen.
- iv Mind your pronunciation, stress and tone; remember the other party cannot see you and your body language.
- v Show eagerness and enthusiasm; sound interested.
- vi Be brief and to the point.
- vii Check if you are being understood by the interviewer; repair yourself, if necessary.
- viii Ask for clarification, if desired.
- ix Take the hint for foreclosing and closing.
- x Use appropriate greetings while ending the conversation.

4 Next, you should ensure that your ideas are well organized. This is all the more essential in case of telephone interview. In the previous unit we suggested “STAR” structure as a way of organizing your thoughts to achieve logical development of ideas but there are other different ways of organizing our ideas depending upon the topic and what we want to achieve and who our audience is.

Activity 4

1 What are the steps you must take before attending a phone interview?

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.....

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.....

- 2 List some of the techniques of telephone conversation to bear in mind during a phone interview.

Phone and walk
-in interviews

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3.5 SPEAKING

Activity 5

- 1 Take a look at 10 desirable traits that most employees look for in their candidates. Think of how many of these you possess and how you would illustrate them at your job interview with examples from your education, activities, work or life experience. Practice how you would talk about these with your study partner.

- i Problem-solving skills
- ii Ability to work under pressure
- iii Ability to focus on projects
- iv Leadership skills
- v Positive attitude
- vi Definiteness of purpose...clear goals
- vii Enthusiasm...high level of motivation
- viii Sense of humor
- ix Time management

- 2 Pick up a job advertisement relating to your field of study / interest. Imagine that you have been called by the advertiser for a job interview. Make a list of at least three questions you could ask at the interview.

.....

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.....

3.6 WRITING

Activity 6

Some people believe in working for a company for a long time while others believe in changing jobs quite frequently.

Discuss the advantages and disadvantages of **both** these views and give your own opinion. Write about 250 words.

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3.7 VOCABULARY: WALK-IN INTERVIEWS

Activity 7

Listen to the teacher talking about Walk-in-Interviews (tape script-2). Fill in the blanks while listening to the talk.

Walk-in Interviews are becoming increasingly popular these days. They help companies and organizations to ¹.....to meet their ²..... In today's business world where growth and ³..... is the mantra, companies sometimes need staff ⁴..... for time bound projects. For these kind of needs they may not want to wait for the ⁵..... adopted for regular appointments.

Hence in order to tackle a projected ⁶....., to upgrade the target with a view to tap improving opportunities in the market, meet the ⁷..... in products and services, to fill the ⁸..... availability in-house due to increasing attrition, etc. companies ⁹..... walk-in interviews.

Generally candidates in marketing and sales, production and technical staff, operational staff and many other categories find ¹⁰..... walk-in interview venues. Companies advertise the interview schedule and ¹¹....., along with venue details and offers.

Usually successful walk-in candidates get an offer ¹²....., and are required to join the company immediately. There are some ¹³..... too, viz., many walk-in opportunities are temporary or short-term; or if otherwise, many times companies find it difficult to ¹⁴..... For freshers and candidates who are ¹⁵....., these opportunities help them to get employed immediately.

If you are in the process of getting ready for the job market and are ready with your profile, self assessment and all set to ¹⁶..... you have made in your CV, you stand a good chance of being able to ¹⁷..... of a walk-in interview. A lot of the questions you will be asked are similar to the regular interviews.

In order to be successful in such interviews candidates need to be in ¹⁸
at all times. The interviewers are aware of the fact that these are
 impromptu affairs and review the candidates accordingly. However, candidates
 whose basic skills are well developed and have
¹⁹and general ²⁰as well as
 suitable skill sets have a good chance of success in such interviews. Another
 important factor is your ability to ²¹ and to present yourself.
 If these are well developed, they give you the ²²and
 comfort to deal with the needs of walk-in interviews.

Phone and walk
 -in interviews

3.8 GRAMMAR: ARTICLES (A/AN, THE)

- **A** and **an** are called indefinite articles. Articles are placed at the beginning of a noun or noun phrase.
- We use *a/an* only with singular noun/noun phrase. The noun in the noun phrase can be counted, e.g. a synopsis, two synopses, a process, two processes, a candidate, two candidates.
- *A/an* is not used before uncountable nouns e.g. *money, milk, gold, sugar*, etc. However, we can count *water, sugar* by using appropriate countable nouns before them e.g. a glass of water, a bag of sugar.
- *A/an* is not used before a proper noun e.g. before Varanasi.
- **A** is used before singular countable nouns/noun phrases beginning with consonants or consonant sounds e.g. a day, a telephone.
- **An** is used before countable nouns/noun phrases beginning with vowels, or vowel sounds, e.g. an advertisement, an expert.

Use of 'the': Definite Article

We use *the* at the beginning of a noun or a noun phrase:

- The most common use of *the* is refer to a person/thing/event that has been mentioned once.
 Examples: Once upon a time there was a king
 The king was famous for his kindness.
- *The* is used to refer to things which are unique, i.e. things of which there is only *one* in the universe.
 Examples: *the* sun, *the* Earth, *the* Himalayas, *the* Ganga, etc.
- Uniqueness of the objects may also arise because of the immediate context which is specific to the speaker and the listener.
 Examples: We have so far been talking about face-to-face interviews fixed by *the* employers with *the* candidates.
- We use *the* before countable nouns when we wish to refer to the whole system,

Example: “Who invented *the* computer?”

- *The* is used before Nationality:

Examples: *the* British, *the* Irish, *the* Americans

- *The* is sometimes used with adjectives without there being a noun.

Examples: The poor (people) get poorer and *the* rich richer.
the old, *the* homeless, etc. (poor and rich are both adjectives)

- The names of regions, islands, oceans and newspapers generally have *the* before them:

Example: *the* Middle East, *the* Andaman and Nikobar islands, *the* Atlantic Ocean, *the* Times of India.

- In superlative constructions:

Example: *the* fastest, *the* most expensive, *the* best, *the* worst

No Article

- We do not use an article with certain types of nouns, such as school subjects and abstract nouns.

Example: Chemistry is my favourite subject.

Activity 8

- 1 Read the passage and insert **a/an, the** at the appropriate place.

Hina: Right, you all know why I've called this meeting. The Funtime Park has had serious drop in income over last 6 months. Liza has circulated report in which she makes it clear that she feels this is only temporary setback and she expects Park to return to profitability in first half of next year. Now, we have three options facing us: one is to close Park completely; second is to keep it open but on much reduced scale and therefore cut cost and third, is to continue as before. I think we've all had time to analyze the figures so I'd like to confine this meeting to your assessment and conclusions. Hiten, how do you see it?

Hiten: Very dimly, I'm afraid. I see no evidence that the Park will return to profitability next year or for that matter at any time in the foreseeable future...

Liza: I don't believe you have read single word...

Hina: Liza, you'll have chance to give us your point of view in second. Let Hiten finish first...

Hiten: Right, as I was saying I'm afraid Funtime islost cause. We've already lost nearly Rs. 4,00,000 in the last 4 months. We can't afford to continue absorbing those sorts of losses. I think we should close it down as soon as possible and liquidize our assets.

Hina: So, let me just summarize. Hiten is for closing park as soon as possible and selling offland and property. Is that right?

- 2 Fill in the gaps in the paragraphs with a, an, the, Ø (no article)
All meetings have something in common.most important is
..... agenda, next is the role ofChairperson.
efficient chairperson will adhere toagenda and time, and focus
only on purpose and reaching the desired objectives of
meeting.

3.9 LET US SUM UP

In this unit we have described what 'walk-in' and 'phone' interviews are; you have also learnt how these two resemble and/or differ from normal interviews as well as from each other. You have become aware why some advertisers ask candidates to come for walk-in interviews. We have also described in detail 'phone' interview, its emergence and need in modern times, and how to prepare for and interact during a 'phone' interview. Finally, we have given you some more ways of organizing your ideas so as to achieve logical development of your thoughts.

3.10 ANSWERS

Activity 2

- 1 Walk-in INTERVIEW
- 2 ii- Normal procedure for recruitment, iii- What is walk-in interview,
i- Reasons for asking for walk-in interview
- 3 i-4, 5 ii-1, iii-2
- 4 Walk-in interviews, as the name suggests, by-pass all the steps involved between the advertisement and the interview. Some of these steps are: advertising the vacancy and inviting applications; sorting out candidates to be invited for interview; preparing a brief synopsis of these candidates; deciding members of the interview panel; contacting these members and seeking their consent and availability; fixing the venue, date and time of interview; informing the candidates of these details, etc. They can be time consuming and expensive. A Walk-in interview is relatively economical and easier to conduct.
- 5 There can be many reasons for an employer asking candidates to come for a walk-in interview. The employer may be a small businessman who does not have the secretarial staff necessary to handle the paper work involved in the long recruitment process. He may be the sole person to make a decision about the selection and does not need a panel of experts to help him here. This shortcut is an effective means of cutting costs as it saves time, money and manpower. Another reason can be that the vacancy is for a short period and the advertiser is aware that not many will be interested or the job may be of specialized nature and not many applicants with this special qualification might be available in the job market. We also find that some jobs require a candidate having a good personality and presentable figure and in such cases the employers may ask candidates to

come for a 'walk-in' interview to judge for themselves the suitability of the candidates for the job.

3.3 Listening comprehension (tapescript-1)

- 1 'Phone' interview as the name suggests is conducted over the telephone. Phone interview is the gift of modern revolution in information technology, office automation; and globalization of business and trade. Satellite communication has connected us with all parts of the world and we can talk to anyone in any part by direct dialing. This is a giant stride from the days when we had to wait for hours to be connected to our people within our own country and even when connected one could hardly hear what the other party was saying.
- 2 Faster means of transport and communication and interdependence of the nations of the world has given rise to globalization of business. In recent years many multi-national companies have established offices and business centers in many parts of the world. Competition has also grown and hence need for expertise and recruitment of experts at competitive salary from all over the world too has grown. 'Head-hunting' is now not confined to the boundaries of a particular country.
- 3 MNCs cast their net wide for personnel and advertise their staff requirement on their websites and these are browsed by those looking for international exposure. Candidates apply using e-communication. Instead of face-to-face interview these companies resort to 'phone' interview. Moreover, there is only one interviewer at a time talking to the candidate on the telephone although a conference call is also a possibility these days. These employers are generally interested in the expertise of the candidate and not so much in her/his looks and appearance.
- 4 Why do these companies take recourse to interviewing candidates on the telephone? They do so as face-to-face interview may not be feasible or may not be cost effective. These days most good companies pay the candidates invited for interview the cost of travel and hotel expenses and inviting candidates to another country can really be quite expensive. Therefore they use this alternative 'phone' interview to interact with the short-listed candidates. Many employers within the same country have also started using this technique as it is convenient and is comparatively inexpensive.
- 5 How does 'phone interview' work? Simple. The interviewer fixes with the candidate the date and time to interview him/her on the land line number given by the candidate in the CV sent to the company and thus this technique is repeated with all the candidates short-listed for interview

Activity 3

- 1 iii, 2 - ii, 3 - cost effective/less expensive.
- 4 Phone interview is the gift of modern revolution in information technology, office automation; and globalization of business and trade. Satellite communication has connected us with all parts of the world and we can talk to anyone in any part by direct dialing. This is a giant stride from the days when we had to wait for hours to be connected to our people within our own country and even when connected one could hardly hear what the other party was saying.

In recent years many multi-national companies have established offices and business centers in many parts of the world 'Head-hunting' is now not confined to the boundaries of a particular country. MNCs cast their net wide for personnel and advertise their staff requirement on their websites and these are browsed by those looking for international exposure. Candidates apply using e-communication. Instead of face-to-face interview these companies resort to 'phone' interviews.

Activity 4

- 1 You have to take certain steps to ensure that a phone interview proceeds smoothly. First, note down carefully the date and time of the telephone call and the name of the interviewer. Make sure that the date and time given are of your country or of a foreign country. If it is a foreign country then ask for their local time as well as this might be different. Second, before the call comes through make sure to secure the room where the call is to be taken. It should be free from disturbance and distractions such as noisy fans or air-conditioner, another telephone/cell phone, and so on. The room ought to be comfortable, with a glass of water within your reach, adequate but not very bright lighting, and note pad and pencil handy. It is a good idea to keep a recorder nearby to replay later on what you said. A copy of your CV and portfolio should also be kept in front of you. The telephone instrument should be free from noise. If the interview is taking place in your home then make sure that there is someone else there to receive visitors or answer the door bell and ensure that nobody disturbs you in your room till the interview is over.
- 2 Some of the techniques of telephone conversation are as follows:
 - Greet and identify yourself and ask who is calling.
 - Listen carefully and speak clearly at a reasonable speed.
 - Take turns; know when to speak and when to stop and listen.
 - Mind your pronunciation, stress and tone; remember the other party cannot see you and your body language.
 - Show eagerness and enthusiasm; sound interested.
 - Be brief and to the point.
 - Ask for clarification, if desired.
 - Use appropriate greetings while ending the conversation.

Activity 5

Sample answer:

- 1 **Leadership skills-** I have been the Cultural Activities leader at school as well as the Associate Secretary of the Students Union at College. The positions have helped me understand the qualities that are required to lead people in a collaborative manner. I work well in a team and am able to infuse those working with me with energy and positivity...
- 2 In case of being called for an interview for the position of relationship manager at a private bank, the three questions that could be asked are:
 - i What is the Job profile like?
 - ii What is expected out of me in this job?
 - iii Does this job require a lot of traveling?

Activity 6

Phone and walk
-in interviews

The new age employee is a firm believer in the maxim that ‘variety is the spice of life’. This explains the increasing trend of job hopping and the high attrition rates that companies are witnessing today. We find that it is often in the public sector or government offices that people still prefer to work long term but that is not the case with private companies and the MNCs. Youngsters today are on the lookout for better exposure and better pay packs and perks. They want to have a gamut of experiences to showcase in their resumes. There is also the job security factor that colour the choices that employees make. Government jobs offer more security and this may be reason why some prefer to stay on and work for the company....

3.7 Vocabulary: Walk-in-interviews (tape script-2)

Activity 7

Walk-in Interviews are becoming increasingly popular these days. They help companies and organizations to ¹**source personnel** to meet their ²**immediate need**. In today’s business world where growth and ³**achievement of target** is the mantra, companies sometimes need staff ⁴**on short notice** for time bound projects. For these kinds of needs they may not want to wait for the ⁵**elaborate procedure** adopted for regular appointments.

Hence in order to tackle a projected ⁶**shortfall in target**, to upgrade the target with a view to tap improving opportunities in the market, meet the ⁷**unexpected demand** in products and services, to fill the ⁸**gap in human resource** availability in-house due to increasing attrition, etc. companies ⁹**resort to** walk-in interviews.

Generally candidates in marketing and sales, production and technical staff, operational staff and many other categories find ¹⁰**opportunities in** walk-in interview venues. Companies advertise the interview schedule and ¹¹**positions to be filled**, along with venue details and offers.

Usually successful walk-in candidates get an offer ¹²**instantly**, and are required to join the company immediately. There are some ¹³**disadvantages** too, viz., many walk-in opportunities are temporary or short-term; or if otherwise, many times companies find it difficult to ¹⁴**retain these employees**. For freshers and candidates who are ¹⁵**not employed currently**, these opportunities help them to get employed immediately.

If you are in the process of getting ready for the job market and are ready with your profile, self assessment and all set to ¹⁶**justify the claims** you have made in your CV, you stand a good chance of being able to ¹⁷**tackle the requirements** of a walk-in interview. A lot of the questions you will be asked are similar to the regular interviews.

In order to be successful in such interviews candidates need to be in ¹⁸**a state of preparedness** at all times. The interviewers are aware of the fact that these are impromptu affairs and review the candidates accordingly. However, candidates whose basic skills are well developed and have ¹⁹**good overall world knowledge** and general ²⁰**awareness** as well as suitable skill sets have a good chance of success in such interviews. Another important factor is your ability to ²¹**communicate** and to present yourself. If these are well developed, they give you the ²²**right amount of confidence** and comfort to deal with the needs of walk-in interviews.

Activity 8

- 1 Completed paragraph with **a/an, the** at the appropriate place.
- Hina:** Right, you all know why I've called this meeting. The Funtime Park has had **a** serious drop in income over **the** last 6 months. Liza has circulated **the** report in which she makes it clear that she feels this is only **a** temporary setback and she expects **the** Park to return to profitability in **the** first half of next year. Now, we have three options facing us: one is to close **the** Park completely; **the** second is to keep it open but on **a** much reduced scale and therefore cut cost and **the** third, is to continue as before. I think we've all had time to analyze the figures so I'd like to confine this meeting to your assessment and conclusions. Hiten, how do you see it?
- Hiten:** Very dimly, I'm afraid. I see no evidence that the park will return to profitability next year or for that matter at any time in the foreseeable future...
- Liza:** I don't believe you have read **a** single word...
- Hina:** Liza, you'll have **a** chance to give us your point of view in **a** second. Let Hiten finish first...
- Hiten:** Right, as I was saying I'm afraid Funtime is **a** lost cause. We've already lost nearly Rs. 4,00,000 in the last 4 months. We can't afford to continue absorbing those sorts of losses. I think we should close it down as soon as possible and liquidize our assets.
- Hina:** So, let me just summarize. Hiten is for closing **the** Park as soon as possible and selling off **the** land and property. Is that right?

- 2 Completed paragraphs with a, an, the, Ø (no article) in bold:
- All meetings have something in common. Ø most important is **the** agenda, Ø next is the role of **the** Chairperson. **An** efficient chairperson will adhere to **the** agenda and time, and focus only on **the** purpose and reaching the desired objectives of **the** meeting.

UNIT 4: GROUP DISCUSSIONS

Structure

- 4.0 Objectives
- 4.1 Warm Up
- 4.2 Listening Comprehension
- 4.3 Reading Comprehension-I
- 4.4 Reading Comprehension-II
- 4.5 Language Focus
- 4.6 Speaking
- 4.7 Writing
- 4.8 Vocabulary
- 4.9 Grammar: Non-Finite Verbs (The Participle)
- 4.10 Let Us Sum Up
- 4.11 Answers



4.0 OBJECTIVES

In this unit you will learn what Group Discussion (GD) means and what its importance is in life in general and business world in particular and also for recruiting employees. You will also learn:

- how GD differs from conversation and debates;
- what the essential requirements are for a successful GD;
- what you need to do and must not do to be a successful participant in GD; and
- certain useful language expressions for participating in and leading a GD.

4.1 WARM UP

Activity 1

Work alone and then discuss with your partner/others in your group the following questions:

- 1 What is group discussion?
- 2 How and why is it arranged?
- 3 How does group discussion differ from other similar activities e.g. conversation and debates?
- 4 Write down your answers in 'note form' in your notebook.

4.2 LISTENING COMPREHENSION

Activity 2

You are going to listen to a recording of a talk. Before listening to it, read the following questions that you have to answer while listening to the recording.

- 1 The focus of the talk is:
 - i Oral communication tasks in the business world
 - ii Group discussion and its importance in business
 - iii Conversation, discussion and debates
 - iv Complexity of modern business

- 2 In this talk the speaker makes the following four points. Number them 1, 2, 3 and 4 in the order in which these occur in the text:
- A Reasons for emergence of 'group discussion'
 - B Importance of 'group discussion' in modern business
 - C Various types of oral communication activities in business
 - D What group discussion means
- 3 Are the following statements true or false? (Write 'T' or 'F'). If false, rewrite the true version/form.
- i Group Discussion members do not come with an open mind to participate in the discussion.
 - ii Group discussion is a democratic form of decision-making process.
 - iii Group discussion leads to development of employees.
 - iv Group discussion benefits the employees but not the management.

4.3 READING COMPREHENSION-I

Read the text given below and attempt the questions that follow. (Read fast; do not stop at words/phrases you do not understand; keep reading and **guessing** the meanings of words/phrases you do not know from their shape, form, and context and try to get the gist of what the writer wants to say).

- 1 'Conversation' like Group Discussion can take place between two or more persons in a reasonable group. But it differs from Group Discussion in many respects. First, Conversation is a pastime. People often enter into conversation just to 'kill time'. Next, there are no hard and fast rules for participating in a conversation. Moreover, it is not a very disciplined and concerted talk; there is no fixed topic for discussion. The conversation may shift from topic to topic and no one particular topic may be focused upon, developed or closed properly; no foreclosing or closing may be done and no conclusions may be drawn. Finally, the conversation comes to an end when it is time to disperse or when the participants lose interest or their attention is distracted.
- 2 Debates and arguments differ from group discussion in many respects. No doubt there is a topic for debate but the participants come to take part with pre-formed positions; their views and opinions are pre-determined and they fiercely defend them one against the other. In fact the participants are virtually divided into two parties or groups: one those who are in favour of the subject and the others who are against the topic. They have no intention to enter into a joint enquiry and there is no scope for free and open discussion. The session may end in victory/defeat or in a stand off where the two sides still maintain their original positions on the topic/subject.
- 3 Students are trained to participate in debates in schools and colleges and you may be quite familiar with what these are and how they are organized and made orderly in school or college environment. But in reality, these can be quite disorderly and disorganized in spite of best efforts, and can get quite acrimonious and bitter on some occasions.



Activity 3

- 1 What is the main focus of the writer?
.....
- 2 By now we have described to you what Group Discussions, Debates and Conversations are. List as many similarities and differences as you can find among these three activities.

GD	Debate	Conversation

4.4 READING COMPREHENSION-II

4.4.1 Pre-reading

You are going to read a text on Group Discussion (GD). What do you already know about this topic? What more would you want to know? Write these down in note form in your notebook.

Now discuss your points with your partners. Would you like to add more points to your notes? Why/Why not?

Now read the text given below and attempt the tasks that follow. (Read fast; do not stop at words/phrases you do not understand; keep reading and guessing the meanings of words/phrases you do not know from their shape, form, and context and try to get the gist of what the writer wants to say).

- 1 In recent times group discussion has emerged as an important and potent tool for testing candidates for recruitment as this technique at one go analyzes almost all the behaviour competencies and some of the generic skills we have already described in earlier units. Therefore your awareness of what this technique is, how it works and how to participate in GD becomes essential for a successful performance.
- 2 There are certain conditions that must be met for a group discussion to be successful. Some of these conditions are dictated by the nature of the task, but there are some general points you must remember in order to be a successful participant. These are:
 - a There is only one topic for discussion
 - b All the members must express their views only on **this topic** under discussion.
 - c Members must take turns to talk; they must listen to one another, talk to one another and respond to one another.
 - d They must put forward more than one point of view on the topic.
- 3 Members of the group must also follow certain rules for the success of the group discussion. These are:
 - a **Equality, freedom to express, and respect for participating members.**

The participants are all treated as equals and must have regard for the opinions of each member of the group. The participants are free to offer their opinions without fear or anxiety, pressure, ridicule or embarrassment.
 - b **Reasonableness, orderliness and truthfulness**

All the participants must come to the group discussion with an open mind; they are not to be dogmatic or have pre-determined opinions; they all must be willing to listen to reason and to accommodate others' views on the subject. The participants must observe order and take turns to talk; must listen to others and not shout down opinions they do not like. The participants must speak what they believe to be true; they must not remain silent, be reticent or vague in their views.
- 4 Anything that violates the spirit of free and open discussion or joint enquiry breaches the spirit of GD and one must guard against this. Some examples of breach of rules are –
 - i interrupting the speaker or not allowing the speaker to complete his/her contribution.
 - ii shouting down people whose views one does not like.
 - iii refusing to listen to reason and/or evidence.
 - iv dogmatic in one's own opinion even in the face of evidence to the contrary.
 - v agreeing to a point without believing in it or under duress or threat.

This does not mean that you cannot ‘interrupt’ someone. You can do so at the appropriate moment and without causing offense.

- 5 The discussion group can take up any topic for discussion provided the topic poses a question and requires a joint enquiry. A discussion question invites joint enquiry whereas other forms of discussion e.g. debates discourage it. Hence a discussion question has to be an interrogative sentence, not a word or phrase. It must **not** be framed as a ‘yes/no’ or ‘either/or’ question and must **not** be broad or ambiguous.

Activity 4

Read the text once again a bit slowly this time and attempt the following:-

- 1 Suggest a suitable title for the text.
.....
- 2 Which of your points noted under Pre-reading are confirmed?
.....
.....
- 3 What new things about GD do you learn from this text?
.....
.....
- 4 Are the following statements true or false according to the text? If false, rewrite the true version.
 - i You must not question what the Manager says in GD.
 - ii All GD members, juniors and seniors, are treated equal.
 - iii In GD, it is better not to say anything that may offend the management.
 - iv You should stick to your point of view even if you feel that you are wrong.
 - v In GD, there is only one topic for discussion.
- 5 Are the following topics suitable for Group Discussion? Why/Why not?
 - i Higher education
 - ii Should we develop rural or urban areas in India?
 - iii Tourism
 - iv How can India Become self-sufficient in energy resources?
 - v Research in health issues should be left to the private sector.

4.5 LANGUAGE FOCUS

Here is some helpful language for group discussions:

- **Stating an opinion**
 - It seems to me...
 - In my view...
 - I tend to think...

- It's obvious that...
- I believe....
- Clearly ...

■ **Interrupting**

- Excuse me, may I ask for a clarification on this...
- If I may interrupt...
- Sorry to interrupt but.....
-

■ **Handling Interruptions**

- Sorry, please let me finish.....
- If I may finish what I am saying.....
- Could you please allow me to complete what I'm saying.....?

■ **Moving the discussion on**

- Can we go on to think about.....?
- I think we should now move on to consider.....

■ **Expressing Agreement**

- I totally agree
- I agree entirely
- I quite agree
- I couldn't agree more
- Absolutely / precisely / exactly
- I think you're right

■ **Expressing disagreement**

- I don't agree at all
- I totally disagree
- I think quite differently on this
- I don't really think so
- I'm afraid I can't agree with you there

■ **Checking comprehension / reformulating**

- To put that another way...
- If I follow you correctly...
- So what you're saying is...
- Does that mean...?
- Are you saying...?

■ **Making a suggestion**

- I suggest that....
- We could.....
- Perhaps we should...
- It might be worth....
- What about.....?
- Why don't we.....?

4.6 SPEAKING

Practice your group discussion skills by arranging to meet with your study partners. Select any of these topics and conduct your discussion. Remember to apply the tips we have given you, the do's and don'ts as well as the formulaic language given in the unit. Ask someone to assess you on the basis of the



assessment criteria given in this section. Some excerpts of a possible model are given for the first topic.

- 1 What ails Indian sports?
- 2 Is coalition politics here to stay?
- 3 Should colas be banned for the safety of public health?
- 4 The cable TV invasion.
- 5 Education and success – is there a correlation?

Speaker 1: What ails Indian Sports?

There is no doubt about the fact that Indian sports have come a long way from what it was in the early days of Independence. However, we also cannot deny that looking at our population and potential, we Indians have not achieved much in the area of Sports. I am of the view that lack of infrastructure is the biggest problem that we face. This is particularly true of smaller towns and the countryside...

Speaker 2:

I quite agree with what you say about the lack of facilities in small places. But don't you think that a lot of the facilities available in the bigger towns are underutilized? ...

Speaker 3:

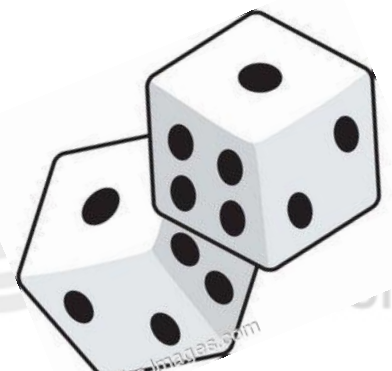
I'm afraid I don't really agree with you there. Many children wish to make use of the infrastructure but the professional sports persons and sometimes the administrators do not really allow everyone to make use of the facilities. Besides the fee for some of these stadiums is ...

Speaker 4:

If I may add here, that besides lack of infrastructure, there is also a great deal of political interference in sports. On many occasions the deserving players are not selected. For example take the case of ...

Activity 5

Play this simple game with a friend. You are player 1. Then, go through each block and write down the answer. The start up box is common for both players. Roll a dice and move the given number of blocks. Whichever block you stop at is the position you are at in a discussion. Solve that and move on...



Remember to use the language inputs given in the unit. Keep a photocopy of the input in your hand to help you. As you become familiar with these expressions, they will become a part of your language in use. However, this will take some time. Until then don't hesitate to practice with the language input kept before you to lend the necessary support to you.

1 Free education till college is the best way to empower our vast human resource... frame the initial line	2 You are the second speaker. Discuss the implications of the issue. Ask about group opinion.	3 You do not agree with the opinion of the participant who spoke just before you. Explain why.	4 You must add a point to the ideas given by the earlier speaker / participant
5 There are members in the group who have not participated. Express your view and ask for theirs.	6 Restate the existing idea and introduce a fresh aspect.	7 You are not very sure about what was just said. Ask for clarification.	8 You are in complete disagreement with what is being said. Express yourself
9 You have been interrupted twice and you need to finish what you were saying.	10 There's a disagreement between two participants and the discussion has come to a standstill.	11 You need to review what has been discussed till now.	12 You agree with the speaker. In fact you have a point that supports him/her.
13 Add a new perspective, move the discussion ahead on a fresh point.	14 Make a suggestion about what should be considered next.	15 You feel there's no consensus. Restate the differing views and move towards a conclusion.	16 There's definite consensus. Conclude the discussion.
17 The discussion was successful. Congratulations! The conclusion was...			



Assessment criteria

The participants of Group Discussions are evaluated by a panel of experts. Here are most of the areas on which they would mark you on their evaluation sheets. It would be extremely helpful to keep these in mind when you participate in Group Discussions.

- ✚ Command over spoken English – it should be logical, coherent, correct, appropriate
- ✚ Knowledge base – authentic information – genuine facts and figures
- ✚ Convincing power – cogent, decent and constructively forceful attitude
- ✚ Discourse management – coping with twists and turns of arguments
- ✚ Body Language – eye contact, body posture, attentiveness
- ✚ Maturity – candidate must not 'bully' others or take undue advantage to prove himself/herself a 'leader'.
- ✚ Listening – intelligent and analytical

- ✚ Supplementing – responding and adding to what another has said before initiating a fresh turn
- ✚ Initiative and Assertiveness

Beneficial team behaviour

- ✚ Initiate discussions
- ✚ Seek information and opinions
- ✚ Suggest procedures for reaching a goal / consensus
- ✚ Clarify or elaborate ideas
- ✚ Summarize
- ✚ Act as a gate-keeper, direct conversational traffic, avoid simultaneous conversations
- ✚ Subdue dominant talkers, make room for reserved and shy people
- ✚ Keep the discussion from digressing
- ✚ Be flexible and creative in resolving differences



4.7 WRITING

Check your progress 1

You have prepared a chart in Section 4.3 under certain headings showing similarities and differences among GD, Conversation and Debates. Develop the points you have noted in the chart to write about 250 words on your findings.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

4.8 VOCABULARY

Check your progress 2

Read the text and use the right form of the word in the bracket to form a word that fits in the numbered space. The first one is done for you as an example.

The ¹**surest** (sure) way of antagonizing others in the GD as well as the examiner is to appoint yourself as a de facto ² _____ (**chair**) of the group. Do not try to impose a system whereby everyone gets a chance to speak in turn. A GD is meant to be a free ³ _____ (**flow**) discussion. Let it proceed naturally. Do not ever try to take a vote on the topic. A vote is no substitute for discussion.

Do not address only one or two persons when ⁴ _____ (**speak**). Maintain eye contact with as many members of the group as possible. This will involve others in what you are saying and increase your ⁵ _____ (**chance**) of carrying them with you. Do this even if you are ⁶ _____ (**answer**) a specific point raised by one person.

Word Collocations: In the English language many words occur in groups or pairs naturally or habitually. These are called word collocations. Example: a quick temper. The exercise that follows has collocations with verbs. The first one is done for you as an example.

Check your progress 3

Match the words in the two columns to make word collocations. The first one is done for you.

i	Build	eye contact	(Answer: Build a consensus)
ii	Restore	arguments	
iii	Take	ideas convincingly	
iv	Resolve	contradictions	
v	Synthesize	dissenting viewpoints	
vi	Accommodate	responsibility	
vii	Maintain	a consensus	
viii	Summarize	order	
ix	Provide	decisions	
x	Convey	a fresh direction	
xi	Accept	your objective	
xii	Define	the discussion	

4.9 GRAMMAR: NON-FINITE VERBS (THE PARTICIPLE)

Read the following sentences:

- 1 There are no hard and fast rules for participating in a conversation.
- 2 Moreover, a conversation is not a very disciplined or concerted talk.
- 3 Students are trained to participate in debates in schools and colleges.
- 4 Interrupting a speaker is not a nice thing to do.

The underlined verbs are non-finite verbs, i.e. they do not change with the number and person of the subject and do not **express tense**.

The tense in the sentence is expressed by the finite verb. This finite verb functions as noun or adjective.

Activity 6

1 Underline the non-finite verbs in the following sentences/phrases:

- i Traveling in a train can be a wonderful experience.
- ii She stoops to conquer.
- iii I read the collected plays of Mahesh Dattani.
- iv It was a working lunch so we did not feel heavy and sleepy after it.
- v Mother Teresa picked up the abandoned children and the dying lepers from the streets of Kolkata.
- vi Grandmother told us an interesting story.
- vii The student had a worried look on his face.
- viii They took the injured man to the hospital.

2 Fill in the blanks with the correct participle forms of the verbs given in box:

wound	tire	fry	swell
amaze	bore	value	shock
name	break	excite	

- i The boy sat on achair by mistake.
- iipotatoes are tasty to eat.
- iii He took thechild to the hospital.
- iv Rohit found his job....., he wanted to do something more
- v We went for a long walk. It was very
- vi In South America, each community has its owncustoms.
- vii My grandmother was an storyteller.
- viii In many societies, story telling is askill.
- ix The doctor looked at theankle.
- x We could hardly believe our ears, it was indeed a news.

4.10 LET US SUM UP

In this unit you have seen how Group Discussion has emerged to become a significant tool for decision making, especially for business purposes. We have also seen how GD differs from conversations and debates. Since GD has become a popular medium for recruiting candidates this unit also incorporates tips for

preparing effectively for a successful GD. We have also given you certain words and expressions of English useful for participating in GD as well as for leading a GD.

4.11 ANSWERS

4.2 Listening Comprehension (Tape script-1)

- 1 There are different types of oral communication activities in business world such as conversations, group discussions, debates, participating in meetings and seminars, giving lectures, making presentations, negotiating business deals and so on and each one of these has its own characteristic qualities and requires training and skill to handle them. Here in today's talk we'd confine ourselves to considering only one of these that is 'group discussion'.
- 2 Group discussion has emerged as an important tool for making decisions in modern times not only in modern business settings but also in other fields as well. In the past there used to be mostly one-man enterprises and the decision-making vested in this one man and there was a general antipathy to discussion. But in modern times life has become quite complex in all spheres: political, social, economic and so on. Moreover, the spirit of democracy has been steadily gaining ground in the minds of the people.
- 3 In such a scenario, Group Discussion has become a necessity as this technique has many advantages for both the management and the employees. This technique helps the management in getting maximum ideas in minimum possible time. Group discussion is a very important and useful tool as it enhances the personal and professional growth of employees at all levels because group interaction trains them in the decision-making process. Moreover, they get a sense of participation in the management and they learn to work as a team which is very useful for the success of any modern business. The decision made becomes everybody's decision and not the one imposed upon them from above and this is a great asset for the Management since all employees will want to see that the decision made is fully implemented and thus it will enthuse them with motivation, dedication and devotion.

Activity 2

- 1 ii
- 2 1C; 2D; 3A; 4B.
- 3 i F All the members come with an open mind.
ii T
iii T
iv F GD benefits both the management and the employees.

Activity 3

- 1 The main focus of the writer is to establish how group discussions are different from conversations and debates.

Group Discussion	Debate	Conversation
Involves two or more people	Involves two or more people	Involves two or more people
It is a formal discourse	It is a formal discourse.	It is an informal discourse. More like a pastime.
There is a specific topic to be discussed about.	There is a specific topic to be debated on.	There is no specific topic for a conversation. It shifts from time to time.
Participants come with a more open mind and are receptive.	Participants come with pre-formed positions.	Participants come with a more open mind and are receptive
There are some rules to follow in a discussion.	There are some rules to follow in a debate.	There are no such rules for participating in a conversation.
A conclusion has to be drawn at the end of a discussion.	It may end in victory/defeat or in a standoff where the two sides still maintain their original position on the topic.	No conclusions may be drawn. It ends when its time for participants to disperse or they lose interest.

Activity 4

- 1 Requirements of a successful group discussion

- 4 True and False:
 - i F (You must question but using language politely and skillfully)
 - ii T
 - iii F (You must say what you feel is true but use your language skillfully to sound polite and inoffensive.)
 - iv F (You must be flexible and change your views if evidence to the contrary is given.)
 - v T

- 5 Suitability of topics for group discussion (you can have your own opinions):
 - i **Higher Education:** A topic framed and worded like this is broad and vague and hence not suitable for group discussion.
 - ii **Should we develop rural or urban areas in India?** This topic is worded as 'either/or' one and hence not suitable for group discussion.
 - iii **Tourism:** This topic is framed simply in one word and hence the topic is vague and not suitable for GD.
 - iv **How Can India Become self-sufficient in Energy Resources?** This is a suitable topic as it poses a predicament to the members and requires a joint enquiry for making a decision.
 - v **Research in Health issues should be left to the private sector:** Such a topic is good for debate and not for discussion as people can speak either 'for' or 'against' the topic and may come up with pre-determined propositions and views.

Check your progress 2

- | | | |
|-------------|---------------|-------------|
| 1-surest | 2-chairperson | 3-flowing |
| 4-speaking. | 5-chances | 6-answering |

Check your progress 3

- | | | |
|------|-------------|-----------------------|
| i | Build | a consensus |
| ii | Restore | order |
| iii | Take | decisions |
| iv | Resolve | contradictions |
| v | Synthesize | arguments |
| vi | Accommodate | dissenting viewpoints |
| vii | Maintain | eye contact |
| viii | Summarize | the discussion |
| ix | Provide | a fresh direction |
| x | Convey | ideas convincingly |
| xi | Accept | responsibility |
| xii | Define | your objective |

Activity 6

- 1 The non-finite verbs:

- i Traveling in a train can be a wonderful experience.
- ii She stoops to conquer.
- iii I read the collected plays of Mahesh Dattani.
- iv It was a working lunch so we did not feel heavy and sleepy after it.
- v Mother Teresa picked up the abandoned children and the dying lepers from the streets of Kolkata.
- vi Grandmother told us an interesting story.
- vii The student had a worried look on his face.
- viii They took the injured man to the hospital.

- 2 i- broken, ii- fried, iii- wounded, iv- boring, exciting, v- tiring,
vi- naming, vii-amazing, viii- valued, ix- swollen, x- shocking