Enhance and Broaden your Communication and Interview Skills

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It’s never too early to start thinking about the next career stage

Explore your interests
Know your strengths
Prepare your documents
Develop your networks

To get us started:
Introduce yourself and describe one of your best attributes.

Communication
If you want to be heard, you must:

Project your voice
Use good breathing techniques
View your whole body as an instrument of sound:
- the larynx and pharynx, the mouth, and the nose

Effective communication includes body language
Up to 93% of communication is non-verbal.
The eyes communicate more than any other part of the human anatomy.
An effective speaker looks like this:

- Tall, open posture and gestures
- Head up
- Eye contact with the room

An ineffective speaker looks like this:

- Gestures small, close to body, or hands in pockets or on face
- Eyes avoiding the audience
- Standing small with stooped posture

What image are these people projecting?

Be careful not to use words that undercut your power

- I'd just like to say something
- I'm a bit concerned
- Perhaps we should
- I may not be right but what if we....

Ending most sentences as a question.

Others?

Don’t diminish your message

- “You may already know this but…”
- “I could be wrong…”
- “It’s just my opinion but…”
- “This is probably a stupid question…”
- “Your probably know more about this than I do but…
- “It’s like…it’s like…..

From Loden, Marilyn. *Feminine Leadership or How to Succeed in Business Without Becoming One of the Boys*, 1985

Use powerful and strong statements

<table>
<thead>
<tr>
<th>Use</th>
<th>Instead of</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’m confident</td>
<td>I think</td>
</tr>
<tr>
<td>I know</td>
<td>I hope</td>
</tr>
<tr>
<td>I believe</td>
<td>I feel</td>
</tr>
<tr>
<td>I will do</td>
<td>I’ll try</td>
</tr>
<tr>
<td>I’m certain</td>
<td>I’m not sure</td>
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</tbody>
</table>

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Communicating with confidence requires thinking of yourself as a leader.

Be aware of gender stereotypes

- When things go well
  - Women often attribute success to luck
  - Men often take credit for the success
- When things go wrong
  - Women tend to see it as their personal responsibility
  - Men tend to put it on external factors

Research shows that you can summon a surge of power and confidence with simple exercises

- Holding a “power body pose” for 2 minutes
  - increases feelings of power
  - increases tolerance for risk

The powerful postures allowed subjects to gain confidence due to psychological, physiological, and behavioral changes

Self-Promotion is not a bad thing

Lean in (Sheryl Sandberg)

Raise your hand and keep it raised

Be expansive with your body to show and build confidence

Exercise 2:

Reintroduce yourself to the group
Making the most of your interview

Develop good interview skills

There are many interview options

In person
By phone
On-line

Make the most of your interview

- Develop strong, clear and concise answers to the most common questions
- Do your homework about your potential employer and be ready to ask questions
- Learn to speak in a strong and authoritative tone
- Practice eye contact, a firm hand shake, positive body language and careful listening

Practice common interview questions

1. So, tell me a little about yourself.
2. Why do you want to work for this institution/company?
3. What type of a job are you looking for? Why?
4. What do your consider your strengths? Weaknesses?
5. Why should we hire you?
6. What will you bring to our institution/company?

Practice common interview questions

6. How do you work under pressure?
7. Where else have you applied?
8. Do you have any questions you want to ask me?
9. Tell me about a time you faced a difficult situation and how you handled it.
Avoid Meltdowns

Preparing for a phone interview
- Keep your resume in clear view
- Have a short list of your accomplishments
- Use a reliable phone line
- Be ready to jot down any notes, names

Preparing for the online interview
- Use a hard-wired internet connection
- Arrange the camera for your eye level
- Prepare as for an in-person interview
- Dress professionally
- Choose a professional environment
- IT troubleshoot and practice

During the phone interview
- Speak slowly and enunciate clearly
- Use the person’s title
- Give short and concise answers; respect time constraints
- Avoid simple yes and no; provide concrete and varied examples
- Avoid silence - if you need to think, say so
- Have an upbeat attitude

During the online interview
- Sign on early; have a backup plan
- Display confidence as much as possible
- Speak directly into the webcam
- Relax and show your personality