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WORKPLACE COMMUNICATION AND INTERVIEWING

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What's To Come

- » Communicating in the Workplace
- » Managing Workplace Communication Challenges
- » Interviewing Successfully

Communicating in the Workplace

- » We communicate within the workplace using internal communication
 - Formal workplace communication
 - » Upward communication
 - » Downward communication
 - » Lateral communication
 - Informal workplace communication
 - » Communication grapevine

Communicating in the Workplace

» We communicate to audiences outside the workplace using external communication

- Consumers
- Potential personnel
- Stockholders
- Media
- Lawmakers
- General public



Communicating in the Workplace

» Workplaces have their own cultures

- Workplaces have **rites**

Type	Example
Rites of passage	Party to celebrate promotion
Rites of integration	Company's annual picnic
Blaming rites	Lawyer violates client confidentiality; loses license
Enhancement rites	Top salesperson gets an award or bonus
Renewal rites	Staff retreat to boost morale; skill development
Conflict resolution rites	Labor-management meetings; mediation

Communicating in the Workplace

» Workplaces have their own cultures

- Workplaces have **rituals**

Type	Example
Personal rituals	A teacher who greets students at the classroom door every day
Social rituals	A group of employees who meet after work on Fridays for happy hour
Task rituals	When a new ER patient enters the triage area, a series of questions and tests are performed

Communicating in the Workplace



- » Workplaces have their own cultures
 - Workplaces have roles
 - » Formal roles
 - » Informal roles
 - » Positive Roles
 - » Negative Roles

Managing Workplace Communication Challenges

- » Globalization and cross-cultural challenges
- » Communication technology challenges
 - Choosing a communication channel
 - » Phone ... email ... text ... fax ... Facebook
 - Ensuring security
 - » IT departments place restrictions on web access
 - Reducing distraction
 - » Facebook at the office!



Managing Workplace Communication Challenges



Networking: E-mail is the 'new telephone'

Published: Oct. 17, 2005 at 12:17 PM

GENE J. KOPROWSKI

CHICAGO, Oct. 17 (UPI) -- CHICAGO, Oct. 17 (UPI) -- Ten years ago Mark J. Grossman's office was alive with the sound of ringing phones and chatter from account executives placing sales calls. "The prevailing sound today is 'click, click, click,'" said Grossman, who heads Grossman Strategies in Bohemia, N.Y.

E-mail is the new telephone -- the dominant communications medium for many businesses today -- as employees labor away, typing on PCs rather than dialing for dollars, experts tell UPI's Networking.

"Not only is e-mail the preferred choice of communications in business, it will soon become the driver of revenue for telcos," said Brian Bogosian, chief executive officer of Visto Corp. "If we listen to the warnings from analysts and industry pundits, the telecommunications industry is not going to make any money from what it was originally designed for -- voice services. The future of telecommunications services across the board is data services, of which e-mail is a critical element."

Managing Workplace Communication Challenges

- » Work/life conflict
 - Life interference with work
 - Work interference with life
- » Workplace diversity
 - Check your assumptions
 - Remember that being different doesn't mean being wrong
 - Help others adapt

Interviewing Successfully

- » An interview is a structured conversation that focuses on questions and answers



Interviewing Successfully

- » Types of interviews
 - Selection interview (or a "job interview")
 - Exit interview
 - Appraisal interview (or a "review")
 - Problem-solving interview (issue-based)
 - Counseling interview (often with a professional)
 - Service-oriented interview (ie. tech support)
 - Persuasive interview (ie. get-out-the-vote call)
 - Survey interview (ie. Census, phone poll)

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Interviewing Successfully

- » Landing a job interview
 - Conduct a job search
 - Prepare a cover letter and resume
 - » Cover letter: A one-page letter in which you formally apply for a specific position
 - » Resume: A short document listing your employment qualifications
 - Check your online persona
 - » Social media, web searches
 - » Email address

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 - » Email address (**NO!** LuvToSnuggle@hotmail.com)

Interviewing Successfully

- » The #1 job search pet-peeve of mine!
Let the name of your files help to market you!

Resume

Bad: resume.doc

Good: Mark_Grossman_Resume_02-16.doc

Cover Letter

Bad: cover_letter.doc

Good: M_Grossman_Cover_Letter_02-16.doc

Interviewing Successfully

- » Succeeding in a job interview
 - Research your potential employer
 - Anticipate likely questions
 - » Open-ended questions
 - » Closed-ended questions
 - » Hypothetical questions
 - » Probing questions
 - Generate questions of your own
 - Follow-up after the interview

Interviewing Successfully

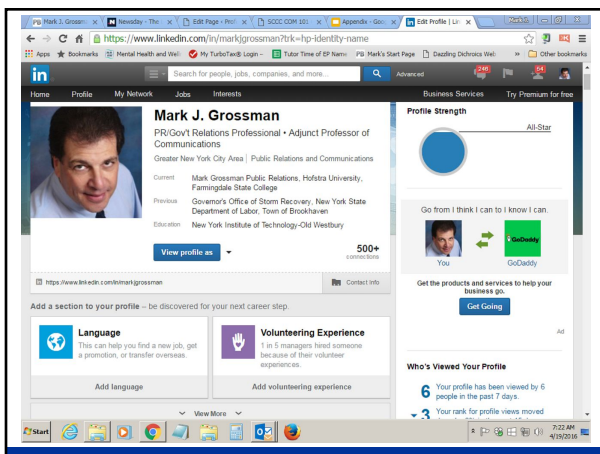


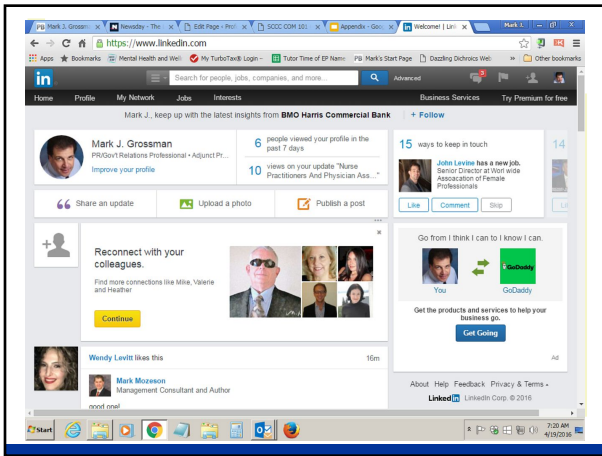
Interviewing Successfully

- » Dealing with the “money” question!
 - You have the most leverage negotiating salary **before** you are hired.
 - **Never**, ever offer how much you made in your previous job.
 - **Never**, ever answer an employer’s question about how much you made in your previous job.
 - If applying online and “salary” is a required field, try to “hack” it by entering \$99,999 or \$00,000.
 - Have “stock” answers to salary questions.

Interviewing Successfully

- » Identifying and responding to illegal questions
 - Be aware of what’s legal to ask: Only questions directly related to your ability to do the job
 - Respond tactfully to illegal questions
 - » Answer directly but briefly (sometimes)
 - » Pose a tactful inquiry
 - » Tactfully refuse to answer
 - » Neutralize the question
 - » Take advantage of the question





For Review

- » What communication processes are important in the workplace?
- » How can we engage in effective workplace communication?
- » In what ways can we improve our interviewing skills?
