COMMUNICATIVE ENGLISH

K. B.

2nd yr

SEMESTER–IV

Even if it is your first ever job interview and you really desire to make through it, don't panic. It is because you still have the time to practice with the emulating Mock Interview Questions and Answers ahead of time.

What is Mock Interview?

Mock Interview is an imitation interviewing session of an actual interview, which can be conducted by anyone who has little knowledge about the respective industry of candidate's interest.

The interview tries to emulate an actual interview as closely as possible and aims to provide the candidate with relevant experience.

With such a session, the candidate can learn and react to situations that are expected to happen during the real interview.

Generally, these sessions are videotaped, as the candidate is shown with the tape once the interview is completed.

Such interviews can be organized by career services for freshers, or by alumni, or even by friends and relatives.

The Importance of Mock Interview:

The main focus of the mock interview is to figure out self-knowledge, industry knowledge, behavioural competencies, skills proficiency, and more such aspects of the candidate.

It is an excellent tool to mock practice for an interview for freshers, due to its worth even few experienced professionals prefer a mock interview before they finally go for the genuine interview round.

Mock job interviews present the candidates with a fair idea of things and elements that they are going to experience during an actual interview round.

Being a fresher, attending such an interview program can provide you with more other benefits as follow:

Mock Interview Question and Answers for Freshers:

1. Helps in reducing anxiety and stress related to the interview:

An interview is almost similar to an exam. And, the fear of answering unknown job interview questions and meeting unfamiliar faces, normally generate lots of stress.

The mock interview offers you a great opportunity to test your responses to such common interview questions. You can even opt to hire skilled interviewer if you wish to secure feedback that is precise yet friendly.

If you have someone experienced in the same industry in which you hold interest, then hiring him as an interviewer can be really fruitful for you. You can gain good interview skills from him that help you in the long run.

2. Greatly supportive in boosting candidate's confidence:

The main aim of mock interviewers is to focus and highlight the candidate's strength and interview skills. They also focus towards correcting the candidate's weakness or weak points.

As a result to this, candidates get familiar with their strengths and skills and able to secure high confidence level.

They, therefore, perform well in their actual interview, keeping in consideration the fails during the mock interview session and few interview techniques.

3. Offers you with constructive feedback in a friendly manner:

No candidate is absolutely perfect, but a mock interview can help you to comprehend suitable responses to vital questions and also work on your weak areas.

In a real interview, there is no feedback given for your interviewing, but the mock interview can be your best opportunity to get prepared for your first ever job interview.

If you have given a couple of interviews previously, then such a session can help you understand your flaws that are coming in between of your path to your dream job.

4. Excellent way to get prepared for behavioural based interview sessions:

Even if you are a fresher, it might happen that the company outlines a behaviorally based interview session for you.

Most of the time, company judge behavioral skills of a fresher through their body language. So, as a fresher it becomes extremely vital that you learn the right way to behave and react in an interview.

Conducting a mock interview will also help you to learn basic practices and ways that are expected by the interviewer during the actual round.

1. **How do you manage stress while you are working? Or, have you ever handled a stressful situation?**

Answer: Stress is a vital element on which most freshers are tested. It is because, most of the times, freshers are not able to cope up with stress and, therefore, deliver unproductive results.

So when you are asked such a question, it is very much essential that you are prepared in advance for your own, unique stress management techniques.

A good answer can be, you speaking about your any past experience during which you effectively managed stress and deliver same or high productive end results.

2. **Have you ever worked with a team or do you always prefer to work alone?**

Answer:Being a fresher, you might not have got enough chances to work with a team but make sure you have at least one experience to share when you worked and performed well with a team.

It would be great if you were the team leader, but even if you were a resourceful team member, then it will impress the interviewer. Make sure that you portray to the interviewer that you are a good team player.You should also convey that you are equally comfortable working with a team or working alone.

3. **If the job requires travelling to distant locations, then will you be able to manage it?**

Answer: Since you are a fresher, so the possibility is that you will have fewer responsibilities to look after. For this reason, the interviewer is always expecting a 'YES' to the answer for this question.

In case you are not willing to travel due to any personal reason, so it is better that you clear this out during your interview session only.

4. **Do you think you are a successful person? If yes, then why, and if no, then also give us a reason?**

Answer: The answer to this question must always be a positive one. You should always consider yourself successful, and this is what that the interviewer is interested in listening.

A good explanation for this can be your goals that you have achieved. You can even talk about upcoming goals which you will achieve soon as you are moving on the right track.

It is because a person who is able to achieve his goal within his assigned time frame is considered successful by others.

5. **What major accomplishments did you achieve during your course study program?**

Answer: Since you are a fresher, so definitely you won't possess any prior work experience. But surely you must have some accomplishments from your course program to discuss with others.

You can speak about any successfully completed project or when you were being awarded for Excel performance in a specific field and more such events.

It is because the interviewer just wants to have an idea that whether you were a bright performer during your course study program or were you just another student in the class.

6. Are you aware of prevailing market trends in our industry, and what salary according to market situations, you are expecting?

Answer: The first portion of this question talks about current market trends.

The interviewer asks such question to understand that whether you are aware of ongoing professional and general trends or you are just interested in working and knowing within your outlined area.

The second portion of the question directly talks about your salary expectations. So as an answer to this question, you can talk about the salary amount that you are expecting from your very first job.

7. Are you willing to learn even from your job? Or, do you learn from your failures or do you forget them easily?

Answer: It is a very smart question that enables the interviewer to know that you are still open to the learning process, or you have limited your learning journey to your school days only.

Make sure you are always open to learning, even when you will become an experienced professional.

It is because learning new things will not only increase your knowledge but is also an excellent way to improve on your mistakes and to stand out of the 'non-learning' crowd.

8. What would you do if you have to work with an unsupportive and unfriendly colleague?

Answer: Be well prepared for answering this question. The question aims to understand that are you mature enough to handle cold conflicts arising within an organization.

As a fresher, you might not be expected to have much practical work experience, but this something that is genuinely expected from all individuals who are already and who are willing to become part of the professional arena.

9. What are your career goals and what is your idea of achieving them within your set time frame?

Answer: The answer to this question will solely be yours, as everyone has its own career goals to achieve.

Moreover, you should have your own well-outlined plan to make sure that you successfully achieve the goals that you have listed.

But make sure that the career goals you wish to accomplish are practical, realistic, and approachable.

10. Will you be able to work for long working hours, in case the job requires?

Answer: Last but not the least, every organization requires an employee that is flexible in his work approach. It is because there is a time when the company is under stress and when there are numerous projects that have to be finished on time.

So, during such situations, the company is expecting employees to work more. Hence, if there is no major issue, then you must be willing to work flexible for the company. Even if you are a fresher with excellent background records, still it is wise if you take advantage of mock interview opportunities. It is because everyone has few points that need improvement and can be excelled.

Turn-taking

Turn-taking is a type of organization in conversation and discourse where participants speak one at a time in alternating turns. In practice, it involves processes for constructing contributions, responding to previous comments, and transitioning to a different speaker, using a variety of linguistic and non-linguistic cues.

While the structure is generally universal, that is, overlapping talk is generally avoided and silence between turns is minimized, turn-taking conventions vary by culture and community. Conventions vary in many ways, such as how turns are distributed, how transitions are signaled, or how long is the average gap between turns.

In many contexts, conversation turns are a valuable means to participate in social life and have been subject to competition. It is often thought that turn-taking strategies differ by gender; consequently, turn-taking has been a topic of intense examination in gender studies. While early studies supported gendered stereotypes, such as men interrupting more than women and women talking more than men, recent research has found mixed evidence of gender-specific conversational strategies, and few overarching patterns have emerged.

Organization

In conversation analysis, turn-taking organization describes the sets of practices speakers use to construct and allocate turns. The organization of turn-taking was first explored as a part of conversation analysis by Harvey Sacks with Emanuel Schegloff and Gail Jefferson in the late 1960s/early 1970s, and their model is still generally accepted in the field.Turn-taking structure within a conversation has three components:

1. The *Turn-taking component* contains the main content of the utterance and is built from various unit types (Turn-Construction Units, or TCUs). The end of a TCU is a point where the turn may end and a new speaker may begin, known as a transition-relevant point or TRP.
2. The *Turn allocation component* comprises techniques that select the next speaker. There are two types of techniques: those where the current speaker selects the next speaker, and those where the next speaker selects themself.
3. *Rules* govern turn construction and give options to designate the next turn-taker in such a way as to minimize gaps and overlap. Once a Transition Relevance Place is reached, the following rules are applied in order:

1. The current speaker selects the next speaker and transfers the turn to them; or
2. One of the non-speakers self-selects, with the first person to speak claiming the next turn; or
3. No one self-selects, and the current speaker continues until the next TRP or the conversation ends

Timing

Another cue associated with turn-taking is that of timing. Within turn-taking, timing may cue the hearer to know that they have a turn to speak or make an utterance. Due to the very nature of turn-taking and that it is dependent on the context, timing varies within a turn and may be subjective within the conversation. Vocal patterns, such as pitch, specific to the individual also cue the hearer to know how the timing will play out in turn-taking.

Overlap

When more than one person is engaging in a conversation, there is potential for overlapping or interruption while both or many parties are speaking at the same time. Overlapping in turn-taking can be problematic for the people involved. There are four types of overlap including terminal overlaps, continuers, conditional access to the turn, and chordal. Terminal overlaps occur when a speaker assumes the other speaker has or is about to finish their turn and begins to speak, thus creating overlap. Continuers are a way of the hearer acknowledging or understanding what the speaker is saying. As noted by Schegloff, such examples of the continuer's phrases are "mm hm" or "uh huh." Conditional access to the turn implies that the current speaker yields their turn or invites another speaker to interject in the conversation, usually as collaborative effort.

1. A set of places where the resources are used
2. An interactional logic of the use of those resources at those places

Jefferson proposed a categorization of overlaps in conversation with three types of overlap onsets: transitional overlap, recognitional overlap and progressional overlap.

1. *Transitional overlap* occurs when a speaker enters the conversation at the possible point of completion (transition relevance place). This occurs frequently when speakers participate in the conversation enthusiastically and exchange speeches with continuity.
2. *Recognitional overlap* occurs when a speaker anticipates the possible remainder of an unfinished sentence, and attempts to finish it for the current speaker. In other words, the overlap arises because the current speaker tries to finish the sentence, when simultaneously the other speaker "think aloud" to reflect his understanding of the ongoing speech.
3. *Progressional overlap* occurs as a result of the speech dysfluency of the previous speaker when another speaker self-selects to continue with the ongoing utterance. An example would be when a speaker is retrieving an appropriate word to utter when other speakers make use of this gap to start his/her turn.

Harvey Sacks, one of the first to study conversation, found a correlation between keeping only one person speaking at a time and controlling the amount of silences between speakers. Although there is no limit or specific requirement for the number of speakers in a given conversation, the number of conversations will rise as the number of participants rise.

Overlaps can often be seen as problematic in terms of turn-taking, with the majority of research being between cooperative versus competitive overlap. One theory by Goldberg (1990) argues the dynamic relationship between overlap and power over the conversation by suggesting that two types of overlap are power interruptions and displays of rapport. During conversation, a listener has an obligation to support the speaker. However, while overlaps have the potential to be competitive, many overlaps are cooperative. Schegloff concludes that the majority of overlaps are non-problematic. Konakahara et al. explores cooperative overlap by observing 15 graduate students from 11 different lingua-cultural backgrounds in an ELF (English as a lingua franca) conversation, or an English-based conversation among individuals of multiple native languages.

Two types of overlap were observed: overlaps that were continuers or assessments and did not substantially contribute to the conversation or demand attention away from the speaker, and overlaps that were questions or statements and moved the conversation forwards. The majority of overlap during the study consisted of continuers or assessments that were non-interruptive. Overlapping questions and their interactional environment were analyzed in particular. It was found that overlapping questions demonstrate the speaker's interest in the conversation and knowledge of the content, act as clarifiers, and progress the conversation. In response, speakers who are interrupted by overlapping questions continue on to clarify their meaning. This suggests that overlapping questions, while interruptive in the fact that they demand attention away from the speaker, are cooperative in nature in that they significantly contribute to achieving mutual understanding and communication.

Eye contact

During a conversation, turn-taking may involve a cued gaze that prompts the listener that it is their turn or that the speaker is finished talking. There are two gazes that have been identified and associated with turn-taking. The two patterns associated with turn-taking are mutual-break and mutual-hold. Mutual-break is when there is a pause in the conversation and both participants use a momentary break with mutual gaze toward each other, breaking the gaze, then continuing conversation again. This type is correlated with a perceived smoothness due to a decrease in the taking of turns. Mutual-hold is when the speaker also takes a pause in the conversation with mutual gaze, but then still holds the gaze as he/she starts to speak again. Mutual-hold is associated with less successful turn-taking process, because there are more turns taken, thus more turns required to complete.

Cultural variation

Turn-taking is developed and socialized from very early on – the first instances being the interactions between parent and child – but it can still be thought of as a learned skill, rather than an innate attribute. Conversational turn-taking is greatly affected by culture. For instance, in Japanese culture social structure and norms of interaction are reflected in the negotiation of turns in Japanese discourse, specifically with the use of backchannel, or reactive tokens (*aizuchi*). *Backchannel* refers to listener responses, mostly phatic expressions, that are made to support both the speaker's flow of speech and their right to maintain the floor in conversation. *Aizuchi* is simply the Japanese term for backchannel, but some linguists make a distinction since the importance of *aizuchi* in Japanese conversation can be considered higher than in English conversation.

Additionally, turn-taking can vary in aspects such as time, overlap, and perception of silence in different cultures, but can have universal similarities as well. Stivers et al. (2009) cross-examined ten various indigenous languages across the globe to see if there were any similar underlying foundation in turn-taking. In analyzing these languages, it was discovered that all ten languages

had the same avoidance of wanting to overlap in conversation and wanting to minimize the silence between turn-taking. However, depending on the culture, there was variation in the amount of time taken between turns. Stivers claims that their evidence from examining these languages suggests that there is an underlying universal aspect to turn-taking.

Gender

Research has shown that gender is one of many factors that influence the turn-taking strategies between conversation participants. Studies of turn-taking in male-female interactions have yielded mixed results about the exact role of gender in predicting conversational patterns. Such analyses of turn-taking have analyzed conversations in various contexts ranging from verbal exchange between two romantic partners to scripted dialogue in American sitcoms. Rates of interruption are a widely researched area of turn-taking that has elicited various results that conflict with one another, reflecting inconsistencies across studies of gender and turn-taking.