

FCL - JOB INTERVIEW

STRENGTHS

- confident
- enterprising
- humorous
- ambitious
- helpful
- forceful
- competitive
- open to change
- thorough
- tolerant
- caring
- prudent
- focused
- supportive
- generous

WEAKNESSES

- arrogant
- opportunistic
- flavorless
- ruthless
- controlling
- bullying
- combative
- obsessive
- uncaring
- nosy
- indecisive
- tunnel-visioned
- interfering
- irresponsible

Ice-Breaking

- How are you today?
- Did you have any trouble finding us?
- What do you think of the weather lately?

You:

1. Tell us about the passion in your life as it relates to your work.
2. What aspects of your work do you get the most excited about?
3. What are your most outstanding qualities?
4. If you were to start your own company, what would that company do?
5. Tell me about the last book that you read.
6. What are your worst qualities?
7. What is your favorite color and what does it reflect in your personality?
8. Rate yourself from one to ten on your work ethic with ten being best.
9. Describe yourself.

Leadership:

1. Define leadership?
2. What personal qualities should a leader have?
3. What is your strongest leadership skill and how will it assist you for this job?
4. What is the importance of leadership in the organization?
5. What is the difference between a leader and a manager?
6. Tell us about a situation in which you demonstrated your leadership ability.

Team work:

1. What are the characteristics of a successful team?
2. Tell us about a successful team of which you were a member. What was the most outstanding characteristic of that team? What did you contribute?
3. What are the important qualities a person should have to become an effective team member?
4. Do you work better by yourself or as part of a team?
5. What type of people do you work best with?

Education/Experience

1. How does your experience qualify you for this job?
2. How does your education qualify you for this job?
3. What have you done outside of formal education to improve yourself?
4. What additional training will we have to provide for you if we hire you?

Creativity

1. Are you creative?
2. Give us an example of your creativity.

Language and content 4 a Look at this extract from a student's letter. Which sentences are appropriately formal, and which are too informal?

- 1 I noticed the lifeguard job in the student magazine and I want to have a go.
- 2 I am 20 years old and I live in Holland.
- 3 I'm studying at uni right now and I am pretty good at PE.
- 4 I've never done this kind of stuff before but I'm a great swimmer.
- 5 I suppose you could say I really like working with different people.
- 6 The job would give me valuable work experience during the summer holidays.
- 7 I'd do the job really well - you don't have to worry about that.
- 8 I'll drop in for a chat.
- 9 I hope you'll have a good think about it and give me the job.
- 10 I look forward to hearing from you in the near future.

b Rewrite the inappropriate sentences in a more formal style. Use phrases from the table below.

Saying why you're writing	<i>I would like to apply for the position of ... which I saw advertised ... One of my reasons for applying is ...</i>	Talking about the job	<i>I feel I would be suitable for the job ... I think I would be a suitable candidate for ... because ... The job would give me the opportunity to ... (get further work experience during the summer).</i>
Talking about yourself	<i>I am ... years old and I ... At present I am ... (working for/a student at) ... I am a good (swimmer). I regret I have had no experience of ... (this kind of work). For the last (two) years I have been ... (studying/working) ... When I was at ... I ... I very much enjoy ... (working with people/travelling).</i>	Offers	<i>I would be happy/free/able to (attend an interview/provide references). I am available to attend an interview ...</i>
		Concluding	<i>I hope you will consider my application. I look forward to hearing from you in the near future.</i>

c Which of these words or phrases could you use to open and close the letter?

Dear Sue Dear Sir or Madam Hi! Dear Ms Smith Hello
Regards Yours faithfully Yours Yours sincerely Yours truly

Write your letter 5 Now write your letter, using the ideas and some of the language above. Do not write any postal addresses. Write your answer in 120–180 words.

Check and improve your letter 6 Edit your work using this list. Check your:

- paragraph plan (Have you included all the points?)
- use of the past simple and the present perfect
- style
- number of words.

Note: There is a full checklist in the Writing reference.

1A Both sides of the argument

Children adapt to new environments much more easily than adults.	✓	X
It's more important to fit in than to stand out from the crowd.		
The desire to be accepted is one of the strongest influences on people's behaviour.		
Expats should follow the customs of the country they are living in.		
If you don't know the language, you won't be able to integrate with the people.		
A different climate is harder to get used to than different food.		
It's better to feel at home in a routine situation than feel like an outsider in a glamorous one.		
People don't miss the things they thought they'd miss. They miss the things they thought they would never miss!		

EMPHASISING

Clearly... Obviously... Frankly...
There's no doubt that... Undoubtedly

NEGATIVE

I strongly disapprove of I don't support...
I object to... I'm against...
appalling disgraceful dreadful absurd
ridiculous shocking atrocious

POSITIVE

I approve of... I favour...
I'm (all) in favour of... I support...

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Personal Point of View:-

• In my experience...	• "I believe in..."
• As far as I'm concerned...	• I'm a (great / firm) believer in
• Speaking for myself...	• "I'm convinced that..."
• In my opinion...	
• Personally, I think...	
General Point of View:-	
• I'd say that...	• Some people say that...
• I'd suggest that...	• It is thought that...
• I'd like to point out that...	• It is considered...
• I believe that...	• It is generally accepted that...
• What I mean is...	

Agreeing/disagreeing:-

• Of course.	• That's different.
• You're absolutely right.	• I don't agree with you.
• Yes, I agree.	• However...
• I think so too.	• That's not entirely true.
• That's a good point.	• On the contrary...
• Exactly.	• I'm sorry to disagree with you, but...
• I don't think so either.	• Yes, but don't you think...
• So do I.	• That's not the same thing at all.
• I'd go along with that.	• I'm afraid I have to disagree.
• That's true.	• I'm not so sure about that.
• Neither do I.	• I must take issue with you on that.
• I agree with you entirely.	• It's unjustifiable to say that...
• That's just what I was thinking.	• That's different.
• I couldn't agree more.	• I don't agree with you.

Bringing someone into a debate:-

• Wouldn't you agree?	• Don't you think so?
• What do you think?	• What would you say?
• Have you experienced something similar?	• Do you agree?
• What's your take on that?	• How do you see it?
• What's your opinion?	• What's your view?
• What's your take on it?	

BUILDING PARTIES

'Values' sheet

	Strongly agree	Neutral or uncertain	Strongly disagree
1 People are essentially good.			
2 Power corrupts.			
3 Everyone has a right to free medical attention when ill.			
4 It is more important for the law to protect the innocent than to punish the guilty.			
5 The death penalty is essential for murder and other serious crimes.			
6 It is better to tax spending than to tax earning.			
7 Property is theft.			
8 Market forces are a better regulator of the economy than government control.			
9 People who cannot find work should turn to their family and friends for help, not to the government.			
10 There's no changing human nature.			
11 The use of weapons can never be justified.			
12 Private education creates divisions in society, and should be forbidden by law.			
13 Some jobs should never be done by women.			
14 The basis of any social system should be a body of religious belief.			
15 Books, newspapers, films and TV should be free of all censorship on moral grounds.			
16 The group is more important than the individual.			
17 My highest duty is to my country.			
18 There should be a minimum wage.			
19 There should be a maximum wage.			
20 Unearned income should be taxed more heavily than earned income.			
21 Marriage should be a matter for agreement between the two people involved: it is not the responsibility of the state or any other outside body.			
22 Democracy is an illusion.			
23 Parents should be held responsible for their children's actions until the children are at least 14 years of age.			
24 Up to 18, one must have the permission of one's parents before one can leave home, enter employment, or get married.			
25 Everyone should have the right to vote at the age of 16.			
26 Passports should be abolished.			
27 The important industries of a state should be controlled by the government.			
28 Much more public money should be spent on providing theatres, concert halls and art galleries for the people.			
29 Religion should be taught compulsorily in schools			

7.16 Science and Technology

Use these words to complete the sentences. Use each item once only.

- | | | | |
|----------------|---------------------|-------------------|-----------------------|
| database | genetic engineering | computer networks | come to terms with |
| made redundant | repetitive tasks | life expectancy | labour-saving devices |
| mass-produced | safety features | locate resources | major breakthrough |
| monitor | strict safeguards | under development | taken for granted |

- As more and more of us are linked by , how soon will it be before the paperless office becomes a reality?
- This new technique is a in the treatment of cancer.
- The dish-washer and other have helped to relieve the boredom of domestic chores.
- Satellite technology can help to for extraction from the earth.
- The Model T Ford was the first car in the world.
- It is difficult for some people to the speed of change in the modern world.
- The police have access to a vast which helps them in their fight against crime.
- We need to prevent all the information stored on computers from being misused.
- Many which people found boring and tiring can now be carried out by machines.
- Many employees have been as a result of the introduction of new technology.
- Nuclear power stations have computer-controlled systems to their reactors and prevent accidents.
- This car comes with such as a collapsible steering column and a driver's airbag.
- A power station capable of producing electricity from waves is currently
- With the advances in we may be able to create a race of "perfect" human beings one day, or is that just science fiction?
- The increase in has led to problems such as how to pay for the care of the elderly.
- Many technological developments which have greatly affected the way we live are nowadays by the younger generation.

b Which verb form in the box below refers to an action:

- which will be complete by a point in the future?
- which will still be in progress at a point in the future?

- A Future continuous: will/won't be + -ing
People will be having holidays in space.
- B Future perfect: will/won't have + past participle
We will have established a permanent base ...

4 Complete these predictions for the year 2100. Put the verbs in brackets in the future continuous or the future perfect.

- We (find) life on other planets before then.
- We (travel) around in aerial vehicles, like flying saucers.
- Long before then, scientists (discover) how to make fresh food last for years.
- Many people (live) in space, which will help with the overpopulation problem.
- The internet (take over) most teachers' jobs and (provide) most of our entertainment.
- Scientists and engineers (make) parts of the body routinely. When we're sick, we (go) to mechanics, not doctors!



- 5 a Read the statements and decide which are:
- very certain
 - fairly certain
 - not very certain at all
- I am confident that in fifty years' time we will have established a permanent base on Mars.*
 - We may have found life on other planets, but I doubt it.*
 - I think it's quite likely that scientists will be making blood.*
 - There could be holidays in space.*
 - We should be travelling in aerial vehicles.*

b Use the expressions to comment on the predictions in Exercise 4.

c What other things do you think will be possible in a hundred years' time? Think about these questions.

- What will we be eating?
- What progress will have been made in medicine and technology?
- What changes will have taken place in education and entertainment?

6 Complete these sentences with information about yourself. Think about your arrangements, plans, hopes and dreams.

- At the weekend ...
- In the next few days ...
- For my next holiday ...
- On my birthday ...
- In the future I hope ...
- By this time next year ...
- Within the next ten years ...

b Discuss your arrangements, plans, hopes and dreams from Exercise 6a with other students.

7 Correct the mistakes in this piece of student's writing.

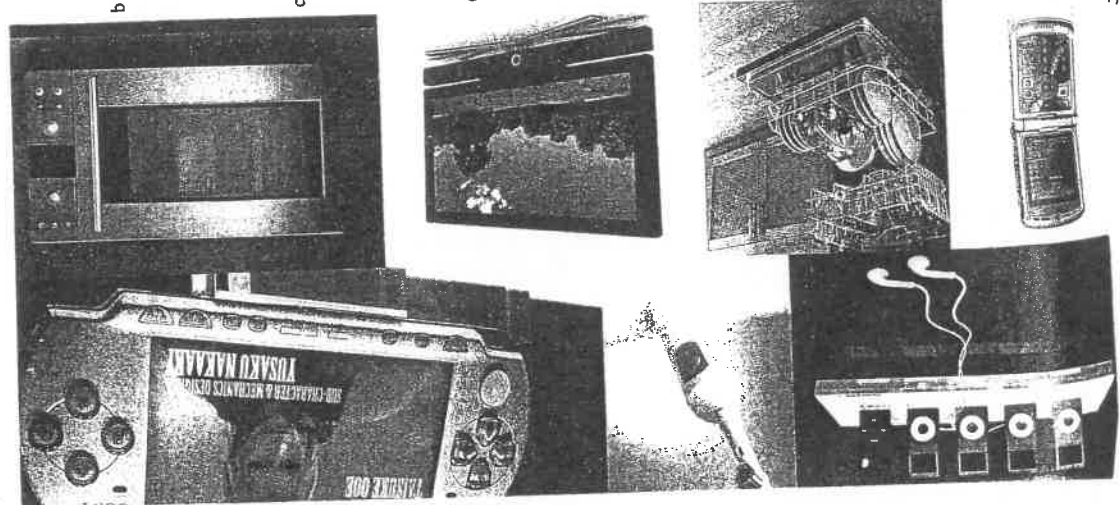
After I will finish the last year of university, I am definitely going to have a long holiday. I expect I am going with my friend, Luis, to a place where we will be doing lots of sport and relaxing in the sun to recover from all our hard work.

But before that there is a lot of work. My exams will start on the 15 June and they are lasting two weeks. The results will not have been here before the end of August, so I am having a long time to wait. For the next month I will study for two hours every evening and I am not going out during the week.

Technology

Speaking (Paper 5 Parts 3 and 4)

Vocabulary: technology



1 a Look at the pictures opposite and name the inventions. Which could you describe as

- a common household appliance
- a labour-saving device
- a useful gadget
- an important recent development
- a ground-breaking invention
- an unnecessary luxury

b Which syllable is stressed? Put each word in *italics* into the correct column. (Compound words count as one word. Don't worry about the syllables after the stressed syllable.)

HOUSEhold aPPLiance
Which word is most stressed in each phrase?

c Where is the stress in these words and phrases? Say each in a sentence (e.g. *I've just bought a.../I've got a...*) to check.

- a laptop a microwave oven a food blender
- an electric toothbrush a hairdryer a washing machine
- a mobile a dishwasher

d Answer these questions.

- Which of the above items have you got? Do they have any disadvantages?
- Which do you think is the least useful?

a Which of the items in Exercise 1c do you associate with these words or phrases?

- keyboard and mouse long-distance call e-commerce
- blogging virtual reality headphones get cut off
- social networking get the wrong number re-charge

b The words in Column A are all actions you might do on a computer. Match the verbs in A with the definitions in B.

- | | |
|--|---|
| <p>A</p> <ol style="list-style-type: none"> 1 download (music/videos) 2 log on 3 click on (an icon) 4 cut and paste (a document) 5 telework 6 back up (data) 7 wordprocess | <p>B</p> <ol style="list-style-type: none"> a make a copy of your files b produce a written document c work from home and communicate online d copy from the Internet e start using an operating system f move to a different place g perform an action by clicking the mouse |
|--|---|

c a What things are best done by computer? What things are not done well by computers at the present time?

b What do you use a computer for?

Futurologist predictions and questions:

	Futurologist predictions and questions:	Your answer/opinion
1	All the world's governments will have passed laws to limit the global population by 2025.	
2	You'll be driving an electric car or one that uses an alternative source of fuel by 2020.	
3	There will be tigers and pandas in zoos but they will have become extinct in the wild.	
4	'Space tourists' will be taking trips on special planes out of the earth's atmosphere in the next ten years.	
5	China will have become the world's number one superpower within the next twenty years.	
6	'We'll be just as obsessed with money but we'll be living in a completely 'cashless' society within ten years.	
7	The world's fastest athlete will have run 100 metres in under nine seconds by 2020.	
8	In fifty years, the older generation will be playing more computer games than the younger generation.	
9	Space exploration will continue but when will life on other planets have been conclusively proven?	
10	We'll all be watching holographic TV and cinema and reading electronic books before the end of the decade.	
11	Europe will have become completely unified by 2025.	
12	We'll be designing and personalising our own products on our home computers within the next ten years.	
13	Completely different varieties of English will have developed by 2050.	
14	People will commonly be living to 120 by the end of the 2020s.	
15	The sale of unhealthy fast food will have been banned in most countries by the mid 2020s.	
16	More people will be speaking Spanish than English in the USA in thirty years time.	
17	Climate change will continue but when will the polar ices caps have completed melted?	
18	We'll be choosing the sex and physical characteristics of our babies before they are born by 2080.	
19	Your Prediction 1:	
20	Your Prediction 2:	

Presentations 1: preparation and introduction

Types of presentation

Melanie Kay is an expert in giving presentations.

Here, she gives some examples of different presentations:

- ☑ press conference: two chief executives tell journalists why their companies have merged.
- ☑ briefing: a senior officer gives information to other officers about a police operation they are about to undertake.
- ☑ demonstration: the head of research and development tells non-technical colleagues about a new machine.
- ☑ product launch: a car company announces a new model.
- ☑ lecture: a university professor communicates information about economics to 300 students.
- ☑ talk: a member of a stamp-collecting club tells other members about 19th century British stamps.
- ☑ seminar: a financial adviser gives advice on investments to eight people.
- ☑ workshop: a yoga expert tells people how to improve their breathing techniques and gets them to practise.

Do's and don'ts: preparation

Here are some tips for a stand-up presentation (one person talking to an audience).

- a Find out about the audience: how many people there will be, who they are, why they will be there, and how much they know about the subject.
- b Find out about the venue and the facilities: the room, the seating plan, the equipment, etc.
- c Plan the content and structure, but don't write the complete text of the presentation.
- d Write notes on sheets of paper, not on cards.
- e Try to memorize the first five sentences of your talk.
- f Prepare visual aids: pictures, diagrams, etc.
- g Rehearse your presentation (practise it so that it becomes very familiar) with friends or colleagues.

Key phrases: introduction

Melanie is advising Anne-Marie Duval on giving a presentation at a conference.

- h Introduce yourself and your subject.
 - i Outline what you're going to talk about: describe the different sections of your talk.
 - j Say whether people should ask questions during the talk, or at the end.

My name's Anne-Marie Duval and I work for Gem Consultants. My talk is called 'Consultancy Skills for the 21st Century'.

If you have any questions, I'll be very happy to answer them at the end of the session.

There are three main skills areas I want to talk about today ...



A briefing

WORKING ACROSS CULTURES

1 International presentations

- A** Work in small groups. Look at these statements about presenting to an international audience. Do you agree or disagree with them? Why?
 - 1 Humour is appreciated by audiences anywhere in the world. *clean joke*
 - 2 In today's globalised business world, it's a waste of time to research your audience's cultural background. *stress code*
 - 3 A good presentation should be fast-paced and entertaining.
 - 4 The speaker's appearance is an important aspect of the talk.
 - 5 Greeting the audience by saying a few words in their language won't go down well.
 - 6 The end of a presentation is the most important part.
 - 7 The main problem for an international audience is the slang that presenters use.
 - 8 The audience should never interrupt or ask questions during a presentation.
- B** Rewrite the statements in Exercise A, adding or changing any details you like, so that everyone in your group agrees with them.
- C** CP1.24-1.26 Listen to three people talking about being an international presenter. What element of presentations do they talk about? What lesson(s) have they learned from their experiences?
- D** Complete the tips on the website below using the words in the box. Which tips are the most useful? What other non-verbal signals could a presenter look out for? Add a sentence to each section about your culture/country.

Q&A sessions self-deprecating privacy
 unnerving thumbs up hand gestures
 non-verbal signals punch lines

Know your audience

Lost in translation

Humour about situations works best across cultures – not ridiculing certain groups of people or being ... Rarely tell jokes. Many jokes are culture-bound and will not have a clear meaning to the international part of the audience. Also, some ... might have different meanings when taken literally by those for whom English is a second language.

Hands up all those who ...

Comfort levels with an audience's active participation differ greatly from culture to culture. Interaction between a presenter and the audience is appreciated and expected in the US. Some audiences are more willing to participate in ... than others. In some countries, such as Russia, it is normal for the audience to talk to each other during the presentation.

Gauging reactions

It is important to understand the ... from your audience, such as smiling and nodding. These signals are different in different cultures. For instance, an Asian person who nods and says 'Yes ... yes ... yes' is probably just telling you that they have understood you, but is not saying that they agree. It can be a little ... if an audience gives relatively few signals, such as in Finland.

It's not just what you say

Some cultures are quite animated and will appreciate it when a presenter uses ... and expresses emotion through the body. However, others are unimpressed with exaggerated hand gestures and may find them distracting. The ... may mean 'good' in the USA and many parts of Europe, but it means something very different in Iran. Eye contact can also be a major intercultural difference. Some cultures consider strong eye contact a sign of sincerity; others find it rude and an invasion of ...

Presentations 2: main part

Dos and don'ts: timing

Melanie Kray is giving more advice about presentations.



a Start on time. Don't wait for latecomers.



b Plan how long you're going to spend on each point and keep to these timings.



c Don't labour a particular point (spend too long on something).



d Don't digress (talk about things that have nothing to do with the subject), unless you have a particular purpose in mind.



e Finish on time. Don't run over. It looks bad if you don't have time to finish all your points and answer questions.

Dos and don'ts: voice

f Project your voice to the back of the room, but don't shout. Don't ask if people at the back can hear. (Check the volume (loudness) of your voice beforehand.)

g Use a microphone if you need one. Don't hold it too close to your mouth.

h Whether using a microphone or not, speak in a natural tone of voice. Don't speak in a monotone (on the same level all the time). Vary the pitch (level) of your voice.

Rapport with the audience

Experts say that you can gain the audience's attention in a presentation by:

- telling an anecdote (a story, perhaps a personal one).
- mentioning a really surprising fact or statistic.
- stating a problem.
- asking a question.

Of course, it is important to respect the cultural expectations of your audience. (See Units 45-7)

Key phrases: main part

Anne-Marie continues her presentation:

'OK. To begin, let's look at the first type of skills that consultants need: technical skills. Of course, related to technical skills is a good general knowledge of management subjects ... But I'm digressing: let's get back to the technical skills themselves ... That's all I have time for on technical skills.'

Let's move on to the second area: interpersonal skills. As you can see on this transparency, there are two key areas in relation to interpersonal skills ... I think that covers everything on interpersonal skills.

Time is moving on, so let's turn to the third area: people management issues.'

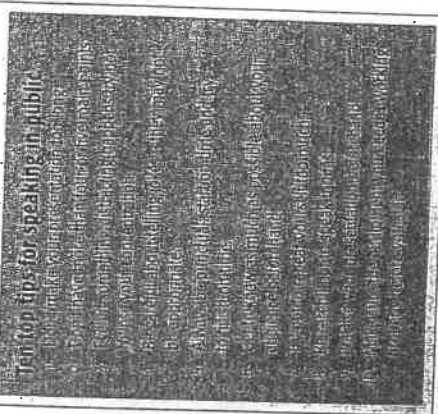
5 LISTENING

a Have you ever had to make a speech or give a talk or presentation in front of a lot of people? When? Where? How did you feel? Was it a success?

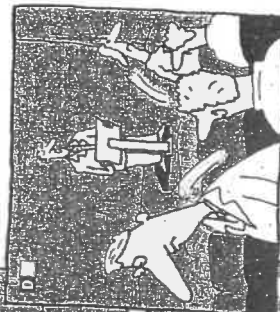
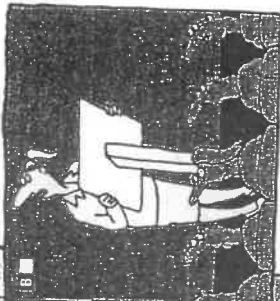
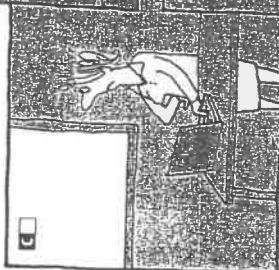
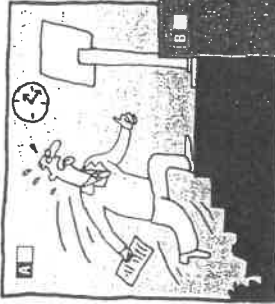
b Read part of an article about presentation disasters. Which tip from *Ten top tips* below should the speaker have remembered?

PRESENTATION DISASTERS!
However bad you think your presentation has been, take some comfort from the fact that at least it probably wasn't as bad as these true stories...

A FEW YEARS AGO I had to give a presentation to the Belgian management team of an international IT company. Not wishing to be the typical 'Brit' presenting in English, I had carefully prepared my presentation in French. I intended it as a surprise so I didn't say anything beforehand. After speaking in French for 45 minutes I was halfway through my presentation and we had a break for coffee. At this point the manager of the company came up to me and asked me if I would change to speaking in English. 'Is my French that bad?' I said. 'No,' he replied, 'it's just that we are all from the Dutch-speaking part of Belgium.'



c You're going to hear five other people talking about a disastrous presentation. Before you listen, look at pictures A-E. What do you think the problem was?



d Listen and number the pictures in the correct order. Did you guess correctly?

e Listen again and write 1-5 in the boxes. Which speaker...?

- A couldn't understand why nobody found his / her talk amusing
- B felt very relaxed before his / her presentation
- C did the last part of his / her talk very quickly
- D made the problem he / she had worse
- E didn't find out he / she had a problem until the end of the talk

f Talk to a partner.

- 1 Would any of the 'Ten top tips' have helped some of the speakers?
- 2 Which speaker do you think was the most embarrassed?
- 3 Have you ever been to a talk or presentation where something went badly wrong?