

COMM-2020: INTERVIEWING

Cuyahoga Community College

Viewing: COMM-2020 : Interviewing

Board of Trustees:

2018-01-25

Academic Term:

Fall 2019

Subject Code

COMM - Communication Studies

Course Number:

2020

Title:

Interviewing

Catalog Description:

This course is designed to teach you how to incorporate communication skills relating to professional interviewing including interview structures, questioning techniques and formats, and a range of interview types. Specific practice will focus on workplace interviewing in the 21st century.

Credit Hour(s):

3

Lecture Hour(s):

3

Requisites

Prerequisite and Corequisite

ENG-1010 College Composition I, or ENG-101H Honors College Composition I; and COMM-1010 Fundamentals of Speech Communication, or COMM-101H Honors Fundamentals of Speech Communication.

Outcomes

Course Outcome(s):

Examine the interviewing process for awareness and application in the twenty-first century marketplace.

Objective(s):

1. Describe appropriate dress for the interview.
2. Prepare for commonly asked interview questions.
3. Determine and list suggested questions to ask hiring managers, human resources personnel, and hiring committee members.
4. Describe techniques and tactics to study prior to your first interview.
5. Identify questions to ask before, during, and after the interview in order to evaluate your success and areas in which you can improve.
6. Recall and utilize tips to manage phone, conference, and online interviews.
7. Develop an effective strategy for negotiating salary issues.
8. Describe how to negotiate an offer wisely.

Course Outcome(s):

Identify the key concepts, principles, strategies, and best practices of the interviewing process.

Objective(s):

1. Recall and utilize critical job search skills.
2. Develop key techniques for resume writing.
3. Recognize the importance of professional etiquette during interviews.
4. Appreciate and discuss the dynamics of professional networking.
5. Convert resumes digitally using online platforms.
6. Determine and utilize appropriate and effective job search skills.

Course Outcome(s):

Showcase personality, strengths, interests, and abilities to potential employers.

Objective(s):

1. Identify and utilize the services provided by the campus Career Center.
 2. Complete the career assessment test.
 3. Develop a goal and objective document.
 4. Participate in a mock interview.
 5. Develop a professional portfolio.
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Methods of Evaluation:

1. Examinations
2. Quizzes
3. Case study evaluations
4. Practical demonstrations
5. Professional presentations
6. Peer critiques
7. Attendance & participation
8. Online research
9. Small group work
10. Display of soft-skills
11. Development of a career portfolio
12. Collaborating with Career Services

Course Content Outline:

1. Course overview
2. Interview situations, purposes, and variables
 - a. Selection interviews
 - i. As applicant
 - ii. As employer
 - b. Other workplace interviews
 - i. Exit
 - ii. Disciplinary
 - iii. Appraisal
 - c. Information-gathering interviews
 - d. Relational interviews
 - i. Problem-solving
 - ii. Counseling
 - iii. Persuasive
3. Structuring the interview
 - a. Sequences
 - b. Opening
 - c. Closing
 - d. Preparation
 - e. Evaluation
4. Types and development of questions
 - a. Open
 - b. Closed
 - c. Probes
 - d. Hypotheticals
 - e. Leading
 - f. Loaded
5. Interviewing contexts for in-depth study and practice:
 - a. Selection interviews - employer and applicant
 - b. Job-related - exit, evaluation/appraisal, disciplinary
6. Related elements

- a. Listening
- b. Non-verbal communication
- c. Gender/Culture in interviewing
- d. Legal considerations
- e. Climate
- f. Roles and etiquette

Resources

Taylor Pearson. (2015) *The End of Jobs*, Lioncrest Publishing.

Thea Kelley. (2017) *Get That Job!: The Quick and Complete Guide to a Winning Interview*, Plovercrest Press.

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