

Communication and Interview Success

VERBAL COMMUNICATION

Positive	Negative
Asking questions about the job and company	Not asking questions about the job or company
Listening actively	Talking excessively
Providing specific, detailed answers; relating your strengths to the job	Giving short answers with very little detail
Showing respect and a positive attitude toward others	Criticizing past employers
Speaking articulately	Speaking inarticulately

NONVERBAL COMMUNICATION

Positive	Negative
Having a professional appearance	Having an unprofessional appearance
Using calm, self-confident body language	Using nervous mannerisms
Speaking at a comfortable volume	Speaking loudly or too quietly to be heard
Displaying enthusiasm through body language, posture, and tone of voice	Displaying lack of enthusiasm through body language, posture, and tone of voice
Maintaining eye contact	Avoiding eye contact