

# Confidence and Communication Tips

## Practical habits for a clearer interview conversation

Confidence can develop through preparation and repeated practise. You do not need to eliminate nerves or sound polished in every sentence. Aim to listen, answer clearly, and support your points with honest evidence.

### Prepare evidence rather than a perfect script

- Choose five relevant selling points and four to six examples. Knowing your evidence gives you something concrete to return to. This is your five-point agenda.
- Practise your introduction and a few answers aloud. Record a short practise answer if useful and listen for clarity, not perfection.
- Ask a partner to challenge you with follow-up questions. Repeat an answer after feedback.

### Use a simple answer structure

For a general question

1. State your main point
2. give a relevant example
3. explain the connection to the role.

For a behavioural question, use STAR. Keep background brief and make your actions clear.

### Manage the moment

- Before answering, pause and take a comfortable breath. Speak at a pace you can maintain.
  - When we are nervous, it is easy to speed up our speech. Be aware of this.
- If the question is unclear, ask: “Could you clarify which part you would like me to focus on?”
- If you need time, say: “Let me think of a relevant example.”
- If you lose your thread, say: “The main point I would like to make is...” and return to it.
  - This is why your five-point agenda is useful: it gives you a clear structure to return to if you lose your train of thought.
- If you lack experience, explain related evidence and what you would need to learn. Avoid pretending.

### Focus on the conversation

Listen to the whole question and respond to it fully. Use natural eye contact where comfortable and appropriate. You can show attention through relevant answers, clarification, and thoughtful questions. There is no need to copy or mirror another person’s gestures or speaking style.

### Your next practise step

One question I will practise and the example I will use (you can refer to the additional mock interview questions)

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One communication habit I will work on and when I will practise

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After each interview

- record one thing that went well
- one useful change
- any surprises

Apply a growth mindset. Hiring outcomes depend on more than your performance; use reflection to improve the next conversation.

Prepared as a companion to the Employment Interview Guide, drawing on Interview Skills Workbook and New Interview Skills Workshop by Matthew Laubengayer, Al Qasimi Foundation. Examples and practise questions are illustrative; follow the instructions and criteria of the relevant organisation.