

Module: Developing and Managing Individuals and Teams

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Introduction

Tata Communications is a global digital ecosystem enabler headquartered in India. The company provides network, cloud, security, and mobility solutions to businesses worldwide. Managing and developing individuals and teams effectively is a key aspect of Tata Communications' success, as the company operates with diverse teams across countries.

This presentation explores how Tata Communications recruits and manages employees through different interview types and questioning techniques. It also compares traditional and modern recruitment methods, focusing on developing strong and capable teams.

Recruitment Process

Tata Communications follows a structured recruitment process to attract skilled individuals who fit the company culture.



Panel Interview

A **panel interview** includes several interviewers from different departments.

- It gives a fair view of the candidate from many perspectives.
- It reduces bias since more than one person is involved.
- It helps test how candidates handle pressure.
- Tata Communications uses panel interviews to choose people who can work well in teams.

One-on-One Interview

A one-on-one interview is a traditional method still used by any candidate.



It allows personal and open conversation.

The interviewer can check communication and confidence.

It helps see if the candidate fits with the company culture.

Allows interviewers to observe non-verbal communication and body language.

Questioning Techniques (Probing and Leading)

- **Probing questions** help the interviewer get more details about a candidate's experience.
- These questions dig deeper, for example: Can you tell me more about how you handled that task?
- **Leading questions** guide the candidate to talk about certain areas, like teamwork or challenges faced.
- Both methods help interviewers understand how candidates think and react in real situations.
- Tata Communications uses these techniques to learn more about problem-solving and work attitude.

Questioning Techniques (Socratic)

- The **Socratic method** is used to make candidates think and explain their ideas.
- Interviewers ask open questions that don't have one right answer.
- For example: What makes good teamwork in a global company?!
Communication & management.
- It helps to see how candidates think, reason, and solve problems.
- Tata Communications uses this for roles where decision-making and creativity are important.

Face-to-Face Interview

- Conducted in person at the company office.
- Allows interviewers to see expressions and body language.
- Builds stronger personal connection.
- Good for checking confidence and communication skills.
- Used in final interview stages by Tata Communications.



Online Interview

Our Team around the world through platforms like Microsoft Teams or Zoom, especially for remote or international candidates.

- Saves time and travel costs.
- Allows global talent to participate easily.
- Interviews can be recorded for review by multiple team members.
- Online interviews are now an essential part of the recruitment process at Tata Communications, supporting flexibility and inclusivity



Comparison and Contrast Between a Face-to-Face Interview and Online Interview

- **Face-to-Face:**
 - Shows full body language and expressions.
 - Builds personal connection.
 - Needs travel and more time.
- **Online:**
 - Easier and more flexible.
 - Needs internet and technology.
 - Saves time and cost for both sides.
 - Tata Communications uses both methods to hire the best talent.



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Thank You