



Interviewing Techniques

Goals of the interview:

✓ Applicant:

- To determine whether the job is suitable
- To communicate important information
- To favorably impress the employer
- To attain a job in the organization.

✓ Interviewer:

- To promote the organization and attract the best possible candidates
- To get information about the candidate
- To assess how well the candidate's qualifications match the job requirements

Types of interviews:

- ✓ One-on-One *Most common*
- ✓ Screening or Phone *Used when many applicants are expected*
- ✓ Panel *Two or more people interview you simultaneously*
- ✓ Peer group *Introduce you to potential co-workers*
- ✓ Informal *Interviews take place outside the business office i.e., restaurant*
- ✓ Second interview *Usually longer*

How to prepare:

- ✓ Research the company's profile
 - Internet – Company's webpage
 - Public libraries - Databases
 - Articles in business magazines and newspapers
 - Ask questions
- ✓ Readiness checklist
 - Practice – Mock interviews or role play
 - Be prompt and prepared – Review sample questions
 - Plan to arrive 15 minutes earlier before scheduled appointment

What to learn about the employer:

- Mission
- Products and services
- Size of company/how many employees
- Target markets/who their clients or customers are
- Major competitors
- Plans for growth
- Key challenges
- Where the offices/plants are located
- Organization's history
- How and where your position fits into the grand scheme
- Recent items in the news
- Company's annual revenue

First step: How your information is presented

- ✓ Employment application
 - Hardcopy – always read the fine print and follow directions
 - on-line – start your profile and registration with the company, proofread, attach files correctly and before closing the browser make sure you get a confirmation otherwise your data may be lost

- ✓ Resume
 - hardcopy – always carry UPDATED copies
 - on-line - double check information before sending
 - e-mail – make sure to attach a cover letter

Second step: Your appearance

✓ Men's Interview Attire

- Suit (solid color - navy or dark grey)
- Long sleeve shirt (white or coordinated with the suit)
- Belt
- Tie
- Dark socks, conservative leather shoes
- Little or no jewelry
- Neat, professional hairstyle
- Limit the aftershave
- Neatly trimmed nails



Second step: Your appearance

✓ Women's Interview Attire

- Suit (preferably dark colors: navy, black or dark grey)
- If using skirt it should be long enough so you can sit down comfortably
- Coordinated blouse
- Conservative shoes
- Limited jewelry (no dangling earrings or arms full of bracelets)
- No jewelry is better than cheap jewelry
- Professional hairstyle
- Neutral pantyhose
- Light make-up and perfume
- Neatly manicured clean nails



Second step: Your appearance

✓ What Not to Bring to the Interview

- Gum
- Cell phone
- Ipod
- Coffee or soda
- If you have lots of piercings, leave some of your rings at home (earrings only, is a good rule)
- Cover tattoos

***You begin making a first impression
before you even speak!***

Third step: Marketing yourself

- ✓ Know how to answer challenging questions
- ✓ Adopt your answers to the type of company/organization for which you are interviewing
- ✓ Adjust your answers to the personality type of the interviewer – Style of interaction
 - Open-ended questions
 - What can you tell me about yourself?
 - Closed-ended questions - Yes or no answer
 - Can you work overtime?
 - Tricky questions
 - What do you consider to be one of your job strengths and weaknesses?
 - Illegal questions - EEO (Equal Employment Opportunity)
 - How old are you?
 - Are you married?

Third step - Behavioral questions

- ✓ The employer makes assumptions about your *future* performance based on *past behaviors* and attitudes
- ✓ Employer may ask you for details about your activities
- ✓ These interviews require you to offer concrete, specific examples to reveal skills.

It is recommended that you use the "STAR" framework to structure your responses in a specific, concise way:

- What was the SITUATION? Situation – details: what, where, when, etc.
- What was your TASK? Task – the job you got done: goal/objective
- What ACTION did you take? Action – SKILLS you used
- What was the RESULT? Result – how it worked out

Third step - S T A R

Example of Behavioral Questions:

- ✓ **Describe a time when you had to sacrifice quality for a deadline, or visa versa. How did you react to this?**
- ✓ **Describe a tough problem that you have dealt with, tell me how you approached it and the outcome.**
- ✓ **Tell me about a time when your manager was unavailable and you had to solve an immediate problem. What did you do and what was the outcome?**
- ✓ **Tell me about a decision you made that your supervisor disagreed with. How did you handle it?**

Third step - S T A R

- ✓ Tell me about a time when you were late or absent to work. How did you communicate that to your supervisor? Co-workers/customers?
- ✓ Tell me about a time when a supervisor asked you to complete a task that you thought was not necessary, or could have been done another way. What steps did you take to achieve the task?
- ✓ How do you deal with difficult or demanding managers?

Remember: Employers are looking for concrete examples that validate your skills

Third step - S T A R

- ✓ How would your supervisor describe your relationship with your peers?
- ✓ Describe a customer complaint that you have resolved.
- ✓ Describe a day when you were faced with multiple interruptions and had to assist in covering an additional position. Tell me how you managed your day to accomplish your work.
- ✓ Tell me about a time when you were given high priority tasks from multiple supervisors. How did you decide which to complete first?

Third step - Advanced Interviewing Strategies

- ✓ Intuitors interviewers are individuals who place values on ideas, innovation and long – range thinking.
Answering tactic:
Discuss the company's creative work and your own initiative
- ✓ Thinkers tend to work in slow, detail-oriented fashion, are less concerned with making visionary break troughs than inaccurately and completely applying a proven course of action to past, present and future situations.
Answering tactic:
Quantify. Be precise with your answers

Third step - Advanced Interviewing Strategies continues:

- ✓ Feelers express a concern and understanding for people, and are usually quite good at “reading between the lines”

Answering tactic:

Mention your positive effect on people

- ✓ Sensors focus on action and are sought after for their energy and ability to translate ideas into products, sales and profits.

Answering tactic:

Focus on the bottom line.

Closing the interview:

- ✓ End of Interview questions
 - What aspect of your past employments did you enjoy the most?
 - Why should I hire you?
 - Do you have any questions for me?

Questions to ask interviewers:

- ✓ Always show interest on what has been presented to you by asking one or two questions, or ask questions to get clarification if something is not clear.
 - What would you consider to be the ideal experience for this job?
 - How does my position fits within the organization's mission?
 - Can you describe the corporate culture or atmosphere of your company?
 - What opportunities for advancement this position has after proven myself?

Thank you letter:

Never underestimate the power
of a Thank you letter.

- It provides you with another chance to emphasize on your qualifications
- Shows interest and emphasize your professional skills

Questions ???



**Thank you for attending
our interviewing techniques
workshop and good luck!**