

INTERVIEWING

TYPES OF INTERVIEWS

TRADITIONAL	BEHAVIORAL	GROUP	PANEL
<p>STRUCTURED list of questions</p> <p>First impressions, attitude and appearance are very important</p> <p>Medium length (30-40 min)</p> <p>One, maybe two interviewers</p> <p>SKILL FOCUSED</p>	<p>Much more probing: SOFT QUESTIONS are asked</p> <p>S.T.A.R. is important</p> <p>CHARACTER and FIT are most important</p> <p>Requires a trained or experienced interviewer</p> <p>Describe a Problem, and SOLVE it</p>	<p>TEAMWORK: Role playing may be involved</p> <p>Multiple interviewees competing for the SAME JOB at the SAME TIME</p> <p>Confidence, courage, patience and preparation are key</p> <p>Interviewer will likely have a presentation</p> <p>At least 1 hour long</p>	<p>Multiple interviewers</p> <p>Set group of questions that FOCUS ON FIT</p> <p>Formal and organized</p> <p>About 1 hour long</p> <p>BEHAVIORAL PANEL interviews are very common</p>

HOW TO GET AN INTERVIEW:
Have a CAREER GOAL/Sell Your MARKETABLE SKILLS/ NETWORK and RESEARCH/ TARGET Your RESUME

NAIL THE INTERVIEW:
Be on time/Firm handshake/Eye contact/Be aware of body language/be brief/show thought/make connections/Use examples and S.T.A.R. stories/Attach yourself to the work/Relax

PREPARING FOR AN INTERVIEW:
RESEARCH the Company/Know COMMUNICATION STYLES/Review Standard INTERVIEW QUESTIONS/Practice Your ELEVATOR SPEECH/Prepare S.T.A.R. Stories

What You Wish You'd Known Before Your JOB INTERVIEW

Common nonverbal mistakes made at a job interview
From a survey of 2000 bosses

In a survey of 2000 bosses **33%** claimed that they know within the first 90 seconds of an interview whether they will hire someone



The average length of an interview is approximately 40 minutes

21% — Playing with hair or touching face

47% — Having little or no knowledge of the company is the most common mistake job seekers make during interviews.

Failure to make eye contact **67%**

Lack of smile **38%**

Bad posture **33%**

Crossing arms over their chest **21%**

Using too many hand gestures **9%**

Handshake that is too weak **26%**

Fidgeting too much **33%**

Statistics show that when meeting new people the impact is:

7% From what we actually say

38% The quality of our voice grammar and overall confidence

55% The way we dress, act and walk through the door

Clothes

70% Employers claiming they don't want applicants to be fashionable or trendy.

65% Of bosses said clothes could be the deciding factor between two similar candidates.

Top Ten Most common mistakes made at a job interview

10 Over-Explaining Why You Lost Your Last Job

Conveying That You're Not Over It **9**

8 Lacking Humor, Warmth, or Personality

Not Showing Enough Interest or Enthusiasm **7**

6 Inadequate Research About a Potential Employer

Concentrating Too Much on What You Want **5**

4 Trying to Be All Things to All People

"Winging" the Interview **3**

2 Failing to Set Yourself Apart From Other Candidates

Failing to Ask For the Job 1

Most common tips about interviewing

4 Learn about the organization

Have a specific job in mind **3**

2 Review your qualifications for the job

Be ready to briefly describe your experience **1**

5 questions most likely to be asked

Tell me about your experience at _____ **5**

4 Why do you want to work for us?

What do you know about our company? **3**

2 Why did you leave your last job?

Tell me about yourself **1**

Networking/Interviewing - Know Yourself to Sell Yourself

STEP 1: Make a list of hard/soft skills and write down your professional goals

1. List your most important skills and strengths (hard/soft skills).
2. What are your professional goals (job titles you aspire to, education/training you would like to complete, projects you want to work on, internships you plan to do, etc.)?

STEP 2: Brainstorm Your Accomplishments

Ask yourself the following questions (or any other interview question about hard/soft skills) and write down your responses:

1. Did you ever take initiative, or go above and beyond? **HOW?**
2. How did you do the job better than anyone else? **HOW?**
3. Did you leave your employer better off than before you worked there? **HOW?**
4. Did you constantly receive high ratings or compliments/recognition? **WHY?**
5. List any awards you won, such as Employee of the Month.
6. What are you most proud of in your career thus far? **Be Specific!**
7. Did you help your employer(s) save money, time, or increase the quality of their product/services? **HOW?**
8. Did you attract new customers or expand the business? **How?**

STEP 3: Write Your Elevator Speech

Elevator Speech (Template)

I am a/n _____

(Occupation e.g. Carpenter or Administrative Assistant)

with the majority of my career involved in _____

(Industry e.g. Construction or Finance)

While working at _____ I _____
(Company) (Share major accomplishment(s))

I have also _____

(Briefly summarize additional relevant experience)

I find that wherever I have worked, I bring three key strengths to the table:

_____, _____ and _____

(Name three relevant hard and/or soft skills)

At this time, my future plans are to _____

(Future career objectives/goals)

STEP 4: Craft brief yet detailed stories to share in your interviews about your professional/relevant accomplishments

Tips:

- A good story has four elements, the **S**ituation, the **I**ask, the **A**ction, and **R**esult.
- Be specific and quantify results. Interviewers like results translated to #'s, %'s, \$'s.
- Use superlatives like first, only, best, most and highest.
- Demonstrate to the employer you didn't just do the job but you were great at it!

Situation (problem) and/or Task: _____

Action: _____

Result (Time, Money, and/or Increased Quality of Service/Product): _____

- Customer Service
- Conflict Resolution
- Leadership/Training
- Strong Work Ethic
- Flexibility/Adaptability
- Ability to Accept/Learn From Change
- Time Management/Scheduling
- Positive Outcome

Interviewing - Common Questions

INTRODUCTORY CONVERSATION/QUESTIONS

1. Please tell me a little bit about yourself.
2. What personal interests do you have that could be of value to this organization?
3. How would you describe yourself?

SOFT SKILLS (INTANGIBLE/PEOPLE SKILLS)

General

4. Do you have the qualifications and personal characteristics necessary for success in your chosen career? What are they? (this is a question of hard skills as well)

Communication

5. Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way?
6. Tell about a time when you built rapport quickly with someone under difficult conditions.
7. Tell of the most difficult customer service experience that you have ever had to handle.
8. What has been your experience in giving presentations?

Leadership

9. How would you describe your leadership skills?

Cooperation/Manageability

10. How would you describe yourself in terms of your ability to work as a member of a team?
11. How would you evaluate your ability to deal with conflict, and please give an example?
12. Have you ever had difficulty with a supervisor? How did you resolve the conflict?

Flexibility

13. Tell of some situations in which you have had to adjust quickly to changes over which you had no control. What was the impact of the change on you?

Stress

14. Describe an instance when you had to think on your feet to get out of a difficult situation.

Planning/Organization/Time Management

15. Describe the system you use for keeping track of multiple projects.
16. Give an example of a time you identified and solved a small problem to prevent a big one.
17. How do you determine priorities in scheduling your time? Give examples.

Problem Solving/Decision Making

18. Provide an example of a time when you used good judgment and logic to solve a problem.

Work Ethic

19. What have you accomplished that shows your initiative and willingness to work?

HARD SKILLS (LEARNED IN SCHOOL/TRAINING)

20. What software and operating systems do you specialize in?
21. What is your word-per-minute keyboarding speed?
22. What has been your most rewarding accomplishment?
23. What training have you completed and what projects are were you most proud of?

CHARACTER/MOTIVATION/GOALS

24. How do you know when you've had a good day?
25. What personal weakness has caused you the greatest difficulty on the job?
26. What specific career goals have you established?
27. Describe what you've accomplished toward reaching a recent goal for yourself.
28. What do you expect to be doing in five years?
29. What sorts of things have you done to become better qualified for your career?
30. Give an example of when you took a risk to achieve a goal. What was the outcome?
31. What quality or attribute do you feel will most contribute to your career success?
32. Which is more important to you, the job itself or your salary? Why?
33. How would you define "success" for someone in your chosen career?
34. Which is more important: creativity or efficiency? Why?
35. What was the toughest challenge you've ever faced?

36. What two or three things are most important to you in your job?
37. Give me an example of a time you had to make an important decision.
38. What is the biggest mistake you've made?
39. Everyone has made some poor decisions, give an example of when this has happened to you.
40. Tell about a time when your trustworthiness was challenged. How did you react/respond?
41. Describe a situation when you were able to have a positive influence on the actions of others.
42. Tell about a time when you were confronted by dishonesty in the workplace, how you handled it?
43. Describe a team experience you found disappointing. What could you have done to prevent it?
44. Describe a time when you had to make a difficult choice between personal and professional life.
45. What motivates you to go the extra mile on a project or job?

COMPANY CULTURAL/PERSONALITY FIT

46. What do you enjoy most about your current position?
47. Describe the characteristics of a successful manager.
48. What criteria are you using to choose companies to interview with?
49. Some people work best as part of a group-- others prefer the role of individual contributor. How would you describe yourself?
50. What are the key ingredients in guiding and maintaining successful business relationships?
51. By providing examples, what have you done in your past to adapt to a wide variety of people, situations and environments?
52. Give me a specific occasion in which you conformed to a policy with which you did not agree.
53. Sometimes it's easy to get in "over your head." Describe a situation where you had to request help or assistance on a project or assignment.
54. Describe a situation where others you were working with on a project disagreed with your ideas. What did you do?
55. Describe a situation in which you had to arrive at a compromise or guide others to a compromise.
56. What kind of supervisor do you work best for? Provide examples.
57. Give me a specific example of something you did that helped build enthusiasm in others.
58. Tell me about a time when you had to make a decision, but didn't have all the information you needed.
59. What suggestions do you have for our organization?
60. Describe a time when you got co-workers who dislike each other to work together. How did you accomplish this? What was the outcome?
61. Tell me about a time when you failed to meet a deadline. What things did you fail to do? What were the repercussions? What did you learn?
62. Describe a time when you put your needs aside to help a co-worker understand a task. How did you assist him or her? What was the result?
63. Give two examples of things you've done in previous jobs that demonstrate your willingness to work hard.
64. Some people consider themselves to be "big picture people" and others are detail oriented. Which are you? Give an example that illustrates your preference.
65. Describe a situation where you felt you had not communicated well. How did you correct the situation?
66. Give me an example of when you were able to meet the personal and professional demands in your life yet still maintained a healthy balance.
67. Before you can make a productive contribution to the company, what degree of training do you feel you will require?

CONCLUSION QUESTIONS

68. Is there anything else that we should know about you or a question we should have asked?
69. If you were offered the job are there any "deal breakers" that would prevent you from taking it?
70. Why should we hire you?
71. Why do you want to work for this industry?
72. Do you have any questions for us?