

Interviewing Part I

Techniques to
“Ace the Interview Process”

Reasonable Accommodations Available Upon Request

Arapahoe/Douglas Works! Workforce Center
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Thank you for choosing to
attend our
Interviewing
workshop brought to you by
the Arapahoe/Douglas
Works! Facilitation team.

We facilitate all our workshops as if they are in a live classroom setting. Please be respectful and mindful of your camera if your video is on.

Objectives

Understand pre-interview strategies

Demonstrate interview techniques

Recognize the different types of interviews

Post Interview etiquette



How do you get interviews?



TARGETING your resume and cover letter to **EACH** job you apply for

Choose & research 5+ potential employers or 1 to 2 industries



Research the company, learn about their culture & interview process

Visit their website, social media pages to study their mission, vision, core values & challenges the company faces

Pre-Interview Strategies



Take notes on...

Company name, caller, their title, phone #,
email &/or physical address or link

Write down date, location, time
(check time zone)

Type of interview (phone/video/in person
& will it be a 1:1/panel/group)

Ask for names of interviewer(s)

Virtual meeting link or parking location

Before The Interview



Choose an interview outfit 1 or 2 days in advance

Review the job posting, the company's website plus your cover letter & resume

Know the virtual or physical address of the interview

Don't be late – arrive or log in 10 min early

Know what 2 or 3 things you want to be remembered for

Knowing your marketable skills

Identify your **selling points**



List your **top 5 to 10 skills** or unique qualifications

Consider how your skills **relate to each job posting** or your career interests

Be prepared to **share experiences** from past jobs, volunteer work, educational or life

What are you great at doing?

PLANNING/ORGANIZATION/COMMUNICATION

Generate ideas, speak effectively, initiate projects, identify problems and offer solutions, make and keep a schedule, persuade, promote, sell products or services



INTERPERSONAL

(soft skills/essential skills)

Listen/understand others' feelings, deal with difficult people, accepting of differing opinions, negotiation, facilitation, coaching, or conflict resolution skills

LEADERSHIP/MANAGEMENT

Take initiative, mediate/negotiate, make decisions, take risks, organize others, supervise/train

Let's chat about branding



What is your personal brand?

Your personal brand is how you promote yourself.

It is the unique combination of skills, experience, & personality that you want the world to see in you.

How do you see yourself & how do others see you professionally & personally?

Branding Activity

Share 3 words describing yourself as a professional



Communication styles

Nonverbal

Body language

Facial expressions, eye contact, smile

Be alive and enthusiastic

Nod in agreement, stay positive,
gesture warmly

Relaxed posture

Don't cross arms, sit up straight, lean
slightly forward

Communication styles

Tone

Rate of speech & enunciation

Speak slowly & clearly
Do not rush or mumble

Pitch & intonation

Express confidence
Speak naturally
Use a conversational tone

Communication styles

Verbal

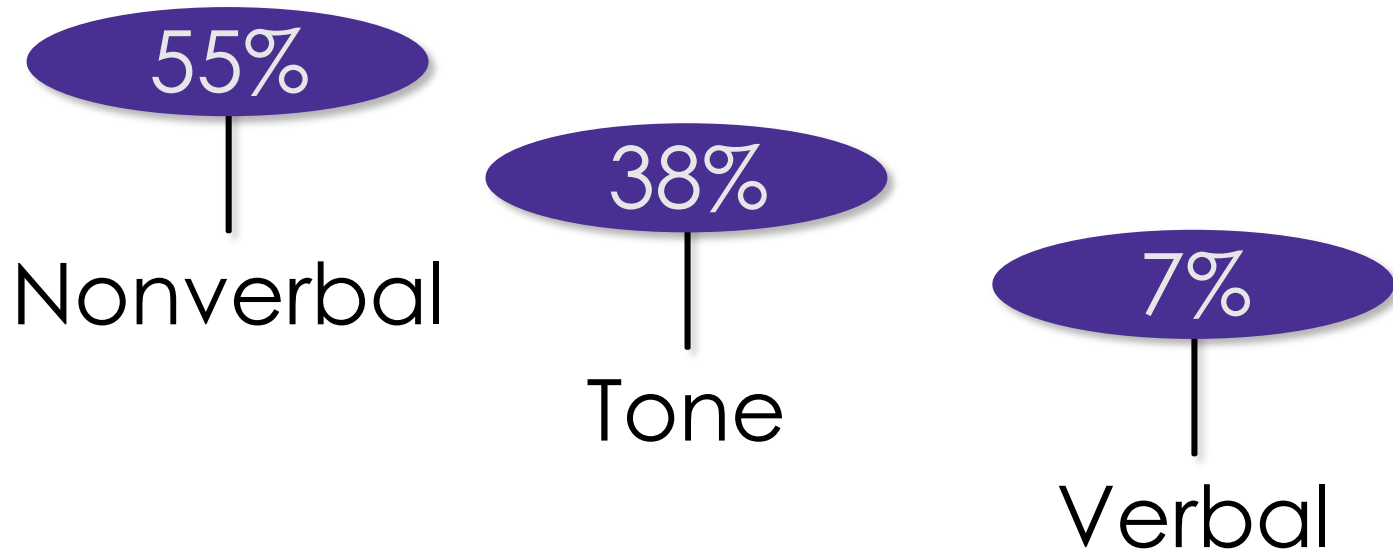
Use strategic words from the job posting

Speak directly to the employer's needs

No rambling or fluff

Avoid slang & inappropriate language

Communication %



Prepare to Sell Yourself...

Create an Intro/Elevator Speech

Create a 30 to 60 second introduction speech that shares **who you are**

Summarize what you do professionally.
Mention past experiences & how your successes relate to this employers needs

What makes you the best candidate for their job opening?

Intro/Elevator Template

Hint: Model it around your resume...

Hello, my name is (first and last). Most recently I worked at (company name) as a (insert job title). In this position I did A, B & C (name 3 to 5 skills here).

Prior to that I worked for (company name) as a (insert job title) where I did X, Y & Z (name 3 to 5 more skills here).

I'm currently looking to utilize my...

Sample Intro/Elevator Speech

Hello, my name is Kathleen Weaver. Most recently I worked at Denver Public Library as a library aide. In this position I greeted over 100 customers a day, provided them with resources & coordinated & taught 10 computer classes a week to our patrons.

Prior to that I worked for Microcenter as a Sales Professional where I determined their primary needs, educated 30+ customers on various electronics & sold 10+ phones, 5 televisions & 2 computers a day.

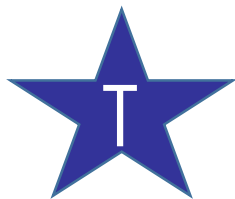
I'm currently looking to utilize my customer service and sales skills to help you grow your business.

Answer interview questions with the STAR Interview Technique



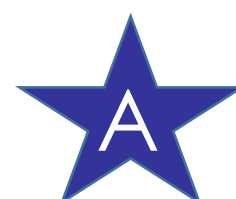
Describe the **SITUATION** you were in

Highlight
Company
Role
Setting



Describe the **TASK** you had to do

Highlight
Challenges
Constraints
Deadlines



Describe the **ACTION** you took

Highlight
Teamwork
Leadership
Initiative



Describe the **RESULT** of your actions

Highlight
Achievements
Reduced Cost
Increased Profits

Your answers should...

Be brief & **make connections**

Provide examples **for the bullets listed** in the job posting, to demonstrate your fit

Reply to interview questions using the **STAR Interview Technique**

2 STAR Examples

Share an example of when you used good judgement & logic to solve a problem

S - Customer returned an item past its warranty date

T - Talked to supervisor about upset customer

A - Calmed customer down, met them halfway

R - Received returned item & gave store credit

What's your greatest weakness?

S - My greatest weakness is public speaking

T - Joined a Toastmasters communication club

A - I've given 3 presentations & have 7 to go

R - My confidence in public speaking has greatly improved

Common Interview Questions

What do you know about our products & services?

Give us an example of how you handled a conflict with a colleague.

What are your greatest strengths/weaknesses?

Tell us about a time when you handled a situation with an angry, difficult or upset client.

What makes you the best candidate for this job?

Recognizing Interview Styles

Most Interviews have Opening, BEHAVIORAL & Closing questions

typically, a **Phone** interview is first
then **Video / Virtual**
finish with **Face-to-Face / In Person**

It could be...

1-on-1 (traditional)
with a **Panel** of interviewers
in a **Group** with multiple candidates

TYPES OF INTERVIEW



Phone Interviews

Typically **15 to 20 minutes** & 1 or 2 interviewers

Initial screening to learn basic information

Can you answer their questions & do they want to take it to the next step?

Advantages: Stay in the running, you can refer to websites or review notes (**like an open book test**)

Challenges: No visual cues, **tone can be misinterpreted**, good reception, background noise & distractions

Video/Virtual Interviews

30+ minutes with 1 or more interviewers

Dress to impress (head to toe) & **show up early**

Check your internet connection, computer audio & webcam & close unnecessary browsers

Set up in a quiet space, declutter your background, a natural light source is good

Don't sit too close or too far & **prioritize the camera**, not the screen

Treat your virtual interview **like a conversation**

Panel Interviews

30+ minutes with 3 or more interviewers

Dress the part

Read the room & **engage with everyone**
(share your eye contact)

If you have notes or stories... **only glance at them**

Group Interviews

60+ minutes with 1 or 2 interviewers

Presentation about company & often has a group activity

Multiple interviewees at one time & **questions are usually asked to each candidate**

Direct competition with other interviewees

Prepare 3 to 5 questions to ask the interviewer(s)

Can you describe the training program which new employees receive?

How is your company dealing with changes in the industry?

What do you like most about working for this company?

Can I clarify anything I said or that you read in my resume?

What are the next steps in the process & what is your timeline for making a hiring decision?

Tough Questions

Know what you will say if you...

have an **odd work history**

were **terminated** from a position

are **over qualified** for the job

have a **criminal background**

you are asked for a **salary range**

Post Interview Etiquette

Always email or hand write a Thank-you note



Hello (**Interviewer's Name**),

I wanted to take a minute to thank you for your time (**yesterday/Friday, etc...**).

I enjoyed our conversation about (**specific topic you discussed**) & enjoyed learning about the (**Insert Position Title**) position overall.

It sounds like an exciting opportunity, & an opportunity I could succeed & excel in! I'm looking forward to hearing any updates you can share, & don't hesitate to contact me if you have any questions or concerns in the meantime.

Thanks again for the great conversation (**yesterday/Friday, etc...**).

Best Regards,

(**Your Name**)

In Review

Understand pre-interview strategies

Demonstrate interview techniques

Recognize the different types
of interviews

Post Interview etiquette

Thank you for attending our workshop today.

We'd appreciate your feedback. Please click on the link below to access our workshop evaluation.

We especially enjoy your personal comments.

Workshop Evaluation, link

<https://fs8.formsite.com/adworks/Evaluations/index.html>

PowerPoint and Handout, link

<https://www.adworks.org/index.php/job-seekers/online-powerpoint-workshops/>

To reach a Career Services Advisor, link

<https://www.adworks.org/job-seekers/>

Interview Prep-Activities

1. Prepare & practice an **Intro or Elevator Pitch** for interviews or networking events.
2. Research **3 to 5 companies** that you are interested in working for, this month.
3. Create **2 STAR Stories** until you have **10+ unique stories** to share in an interview.
4. Register for a **Mock Interview** workshop or practice with a friend.
5. Why wait, **pick out your interview clothes** a few days in advance.
6. Find or prepare 3 to 5 **questions to ask the interviewer**, at the end of the interview.
7. Google “**specific interview questions**” for your job title or industry.
8. Join **2 relevant networking groups** & make **5+ connections** a week on LinkedIn.
9. Set up at least **2 informational interviews** a month (google Informational Interviews)
10. Identify your **top 5 strengths** & prepare to describe yourself in **10 distinctive** words.