

Arapahoe/Douglas Works!
Workforce Center
www.adworks.org
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Interviewing

Techniques to “Ace the Interview Process”

X @adworks303

 Arapahoe/Douglas Works!

Arapahoe/Douglas Works! is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.



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. For virtual workshops please be respectful and mindful of your camera if your video is on. "To ensure compliance with current A/D Works!

Arapahoe County IT policies for virtual platform use and information storage, attendees are asked **not to use** AI tools to capture notes during any of our workshops currently."

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

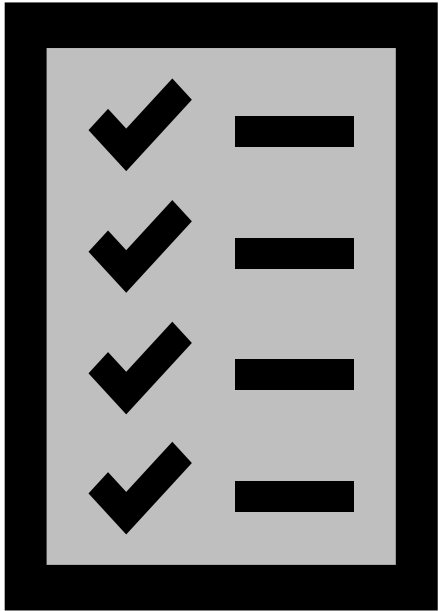


Take notes on...

- 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



Make Your Brand

What are your unique combination of skills, experience, and personality?

How do you see yourself?



How do others see you?



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



Prepare to Sell Yourself

Create an Intro –
Elevator Speech

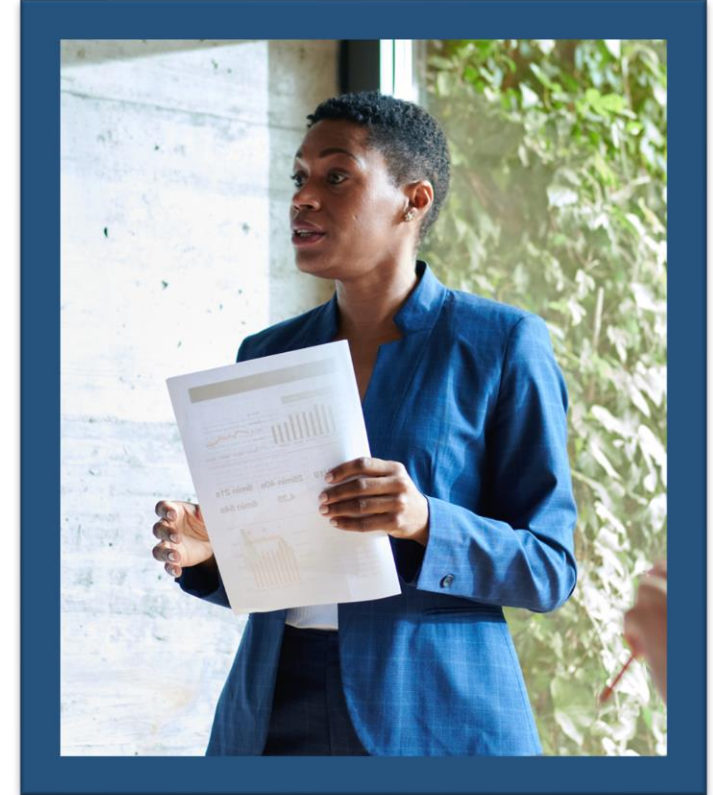


- Create a 30 to 60 second introduction speech that shares who you are
- Summarize what you do professionally. Mention past experiences & how your successes relate to this employers needs
- What makes you the best candidate for their job opening?

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.

Communication Styles: Nonverbal

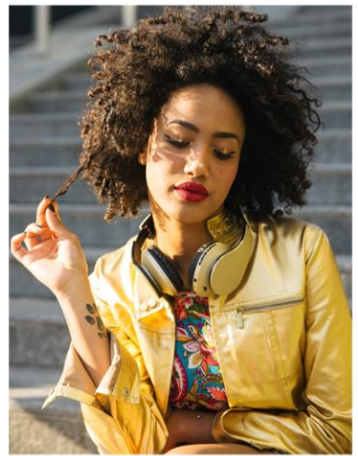


Body language

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:

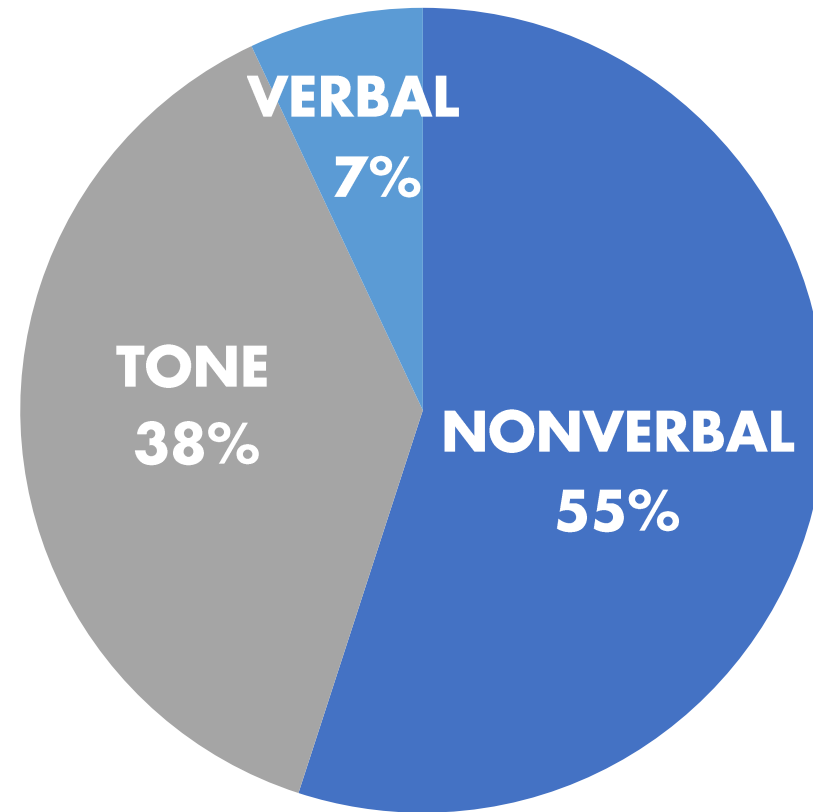
Verbal

- Use strategic words from the job posting
- Speak directly to the employer's needs
- No rambling or fluff
- Avoid slang & inappropriate language



Communication %

First Impressions Matter



STAR Stories

Highlight your skills and experiences

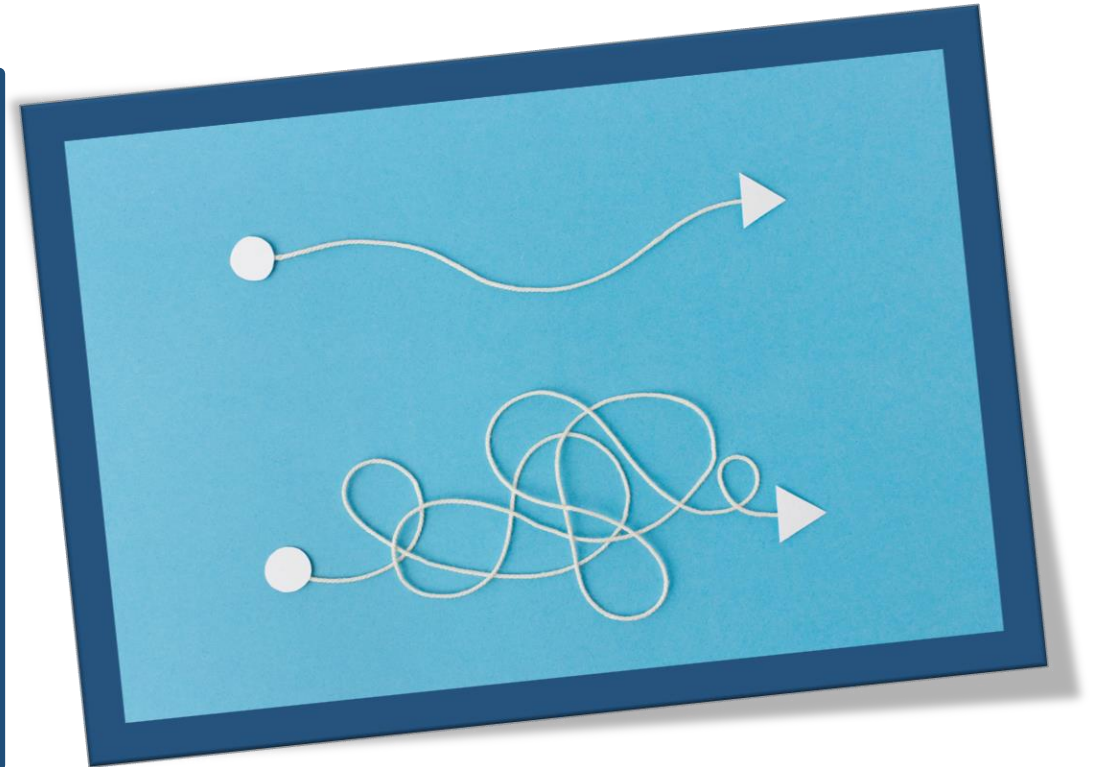


Help with the common interview questions:

- “Tell me about a time you went above and beyond.”
- “Tell me about a time when you dealt with an angry person.”
- “Tell me about a time you when you took initiative.”

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



Answer Interview Questions with 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



Recognizing Interview Styles

Most Interviews have Opening, Behavioral & Closing questions

Typically:

- 1st – Phone Interview
- 2nd – Video / Virtual
- 3rd – Face-to-Face / In Person

It could be...

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

TYPES OF INTERVIEW



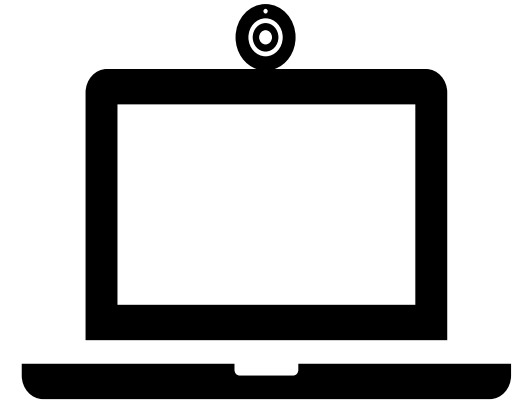
Phone Interviews



- 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

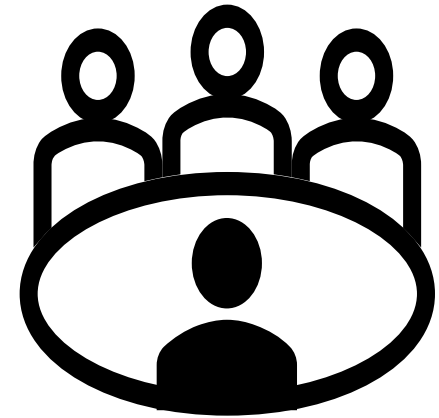
Video/Virtual Interviews

- **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

Common Interview Questions

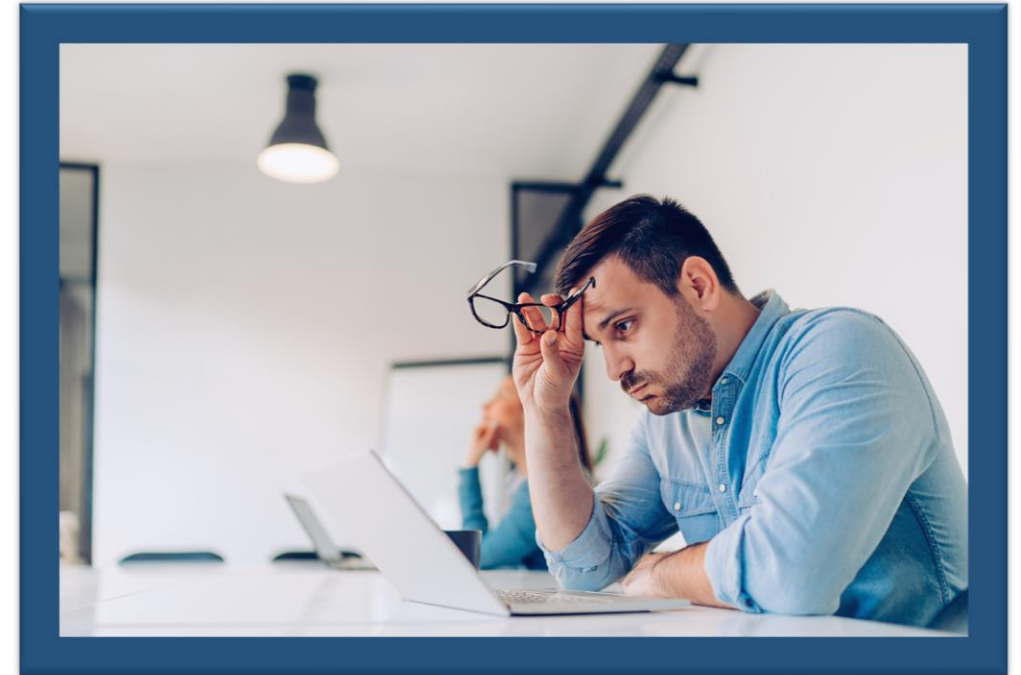
- What do you know about our products & services?
- Give us an example of how you handled a conflict with a colleague.
- What are your greatest strengths/weaknesses?
- Tell us about a time when you handled a situation with an angry, difficult or upset client.
- What makes you the best candidate for this job?



Tough Questions

Know what you will say if you...

- Have an **odd work history**
- Were **terminated** from a position
- Are **overqualified** for the job
- Have a **criminal background**
- You are asked for a **salary range**



Prepare 3 to 5 Questions to Ask

- 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?



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
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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/upcoming-events/>