

# Interview to Win

Types of Interviews  
Homework  
Good Answers to Tough Questions  
Appearances and Body Language  
To Do List for Interview  
Follow Through

# Types of Interviews



- **Screening Interview:**
  - phone interview
- **Structured Interview:**
  - Compares experience, background, skills to specific job tasks
- **Stress Interview:**
  - Assessment of performance under pressure
- **Multiple Interviews:**
  - Meet with a series of interviewers
- **Group Interviews:**
  - Meet with one or two interviewers at same time
- **Behavioral Style Interview**
  - Targeted questions to assess past performance in other jobs or situations to predict future success



# Behavioral Interviews

- Behavioral interviews are designed to assess your ability in areas such as:
  - Decision making
  - Teamwork
  - Change management
  - Influence
  - Innovation
  - Problem solving
  - Conflict resolution
  - Exceeding expectations



# The Interview

- Interview Phases

- The Intro: overview of the process
- The Middle: interviewer asks questions
- The Close: candidate asks questions, interviewer closes with follow up process

# Homework



- Evaluate your strengths as they relate to the job description including skills, abilities, education and professional memberships
- Review common questions and prepare responses specific to the job
- Create a list of questions to ask the interviewer
- Research the company, the job and be aware of current events related to the industry

# Homework



- Review job description and select one example to illustrate:
  - Technical competency
  - Project management skills
  - Banner project including goals, process, deliverables, results



# Homework

- Prepare at least one example to illustrate:
  - Innovation
  - Initiative
  - Reliability and Dependability
  - Customer Service Excellence

# More Homework



- Call recruiter to confirm date/time of interview, names/titles of interviewers, preparation needed
- Write out your answers to general questions
- Practice your elevator speech that summarizes the top 3 reasons that this is your job!
- Practice your interviewing skills
  - Role play competency based questions
  - Use a mirror or a video camera

# Appearances and Body Language

- Ensure your clothes are clean and appropriate
  - Professional attire is recommended
  - Conservative dress is best
- Hair should be clean, combed and professional
- Piercings and tattoos should not be a focus
- Eye contact, firm handshake and friendly demeanor are strongly recommended
- Demonstrate interest and natural enthusiasm

# Interview To Do List



- Ensure you know the directions, exact location and parking situation
- Check your appearance before you leave
- Arrive to the interview early (10-15 minutes)
- Bring 5 copies of your resume and sample work as appropriate
- Exude positive attitude and professionalism
- Shake hands, make eye contact, be grateful for the interview

# Interview To Do List



- Speak slowly and confidently
- Take a deep breath and smile
- Be yourself
- Take notes as applicable
- Ask your questions clearly—follow up as needed



# Always...

- Be sincere and direct
- Be attentive and polite
- Ask relevant questions
- Answer questions concisely
- Use specific examples to illustrate your points
- Ask for the interviewer's business card
  - Get their name and title



# Never...

- Smoke or chew gum
- Try to control the entire interview
- Bring up salary, wages or benefits
- Let your discouragement show
- Make negative comments about anyone including yourself
- Look at your watch
- Answer your cell phone

# General Questions

- Tell me about yourself. Describe your experience and background including:
  - Previous work
  - Education
  - Professional memberships
  - Volunteer experience
- Walk me through your resume including specific experience that relates to the job.
  - What were your major responsibilities/duties at prior companies?
  - Did your duties change during this job?
  - What did you like best about the position?
  - What did you like least about the position?
  - Why did you leave the job?



# More General Questions

- What do you hope to be doing in five years?
- Why have you been out of work so long?
- Why are you interested in this position?
- What do you know about our company?
- Why do you want to work here?

# Competency Based Questions

- Tell me about a problem you had in a previous job and how you resolved it.
- Tell me about a time you went above and beyond the call of duty.
- Tell me about a time you didn't complete an assignment on time or as requested.

# Candidate Questions



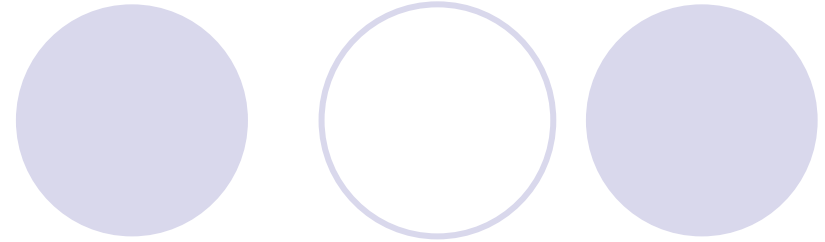
- Why is this position open at this time?
- Tell me about the opportunity for advancement.
- To whom would I report? Describe their leadership style.
- Describe the day to day job tasks.
- Tell me your perspective on the challenges this company is facing?
- What are the next steps and timeframe of the hiring process?

# The Good and The Bad



- Tell me about your strongest point
  - I work well under pressure
  - I am organized and can manage my time well
  - I am eager to learn
- Tell me about your weakest point.
  - I'm a stickler for punctuality
  - I'm tenacious

# Illegal Questions



- How old are you?
- What is your race/religion or ethnic background?
- Are you married?
- Do you have children?
  - Who will take care of them while you are at work?

# Follow-up



- Assess what you learned from the interview and determine what you can improve for future interviews
- Send a thank you note immediately
  - Hand written, simple and brief
  - Express appreciation
  - Show enthusiasm for the job
  - Let them know you want the job
- Phone follow-up within one week
  - Determine if you are still being considered
  - Offer follow up on questions or clarification
  - Restate your interest in the job

# A Job Offer



- An offer of employment should include:
  - Job title
  - Direct supervisor
  - Work schedule
  - Pay rate or salary
  - Benefits
  - Start date
- Offers are sometimes contingent on:
  - Drug tests
  - Background check
  - References

# *Interview to Win*



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