



Interviewing Skills

A practical guide from an
Employer's Viewpoint

Homework: schedule and
complete two mock interviews
before Wednesday June 1st



The Basics of Job Recruitment

- There are 2 questions a Hiring Manager asks himself / herself, that are the essence of the recruitment process.
 - Q1. Is this person qualified to do the job?
 - Q 2. Will this person fit into my organization?
- If the answer to both questions are YES you are on the short list with a good chance of being hired.



The Basics of Job Recruitment

- The process has two parts –
The Resume & the Job
Interview.
- The Resume answers Q1 and
gets you the Interview.
- The Interview answers Q2 and
gets you the Job.



The Interview - Basics

- Q. Interviews cost money – why do them?
- A. Best form of communication is face to face.
 - Facial Expression.
 - Tone of voice.
 - Body Language.
- Telephone communication - voice tone only.
- Written communication – has none of the above



The Interview - Basics

- Make eye contact – but don't go psycho on them
- Firm handshake – but don't go overboard and hurt their hand.
- Be on time – no excuses!
- Remember the name of the person you have an appointment with.
- Dress appropriately – if in doubt ask them if they have a dress code. At a minimum no torn, worn or soiled clothing.
- No visible body piercing – yes it's a personal choice – the choice is do you want a job or not?



The Interview – Conduct

- The Interview starts the minute you enter the building.
- Do NOT make inappropriate remarks to anyone – including the receptionist and the P.A.
- Take a restroom break BEFORE the interview.
- Do NOT bring food or drink with you.
- Do NOT bring a friend or relative with you.
- Do NOT use first names unless you are invited to do so – it's Mr. Ms. (last name) and it's yes Mam no Sir. (It costs nothing to be polite and it WILL be noticed.)



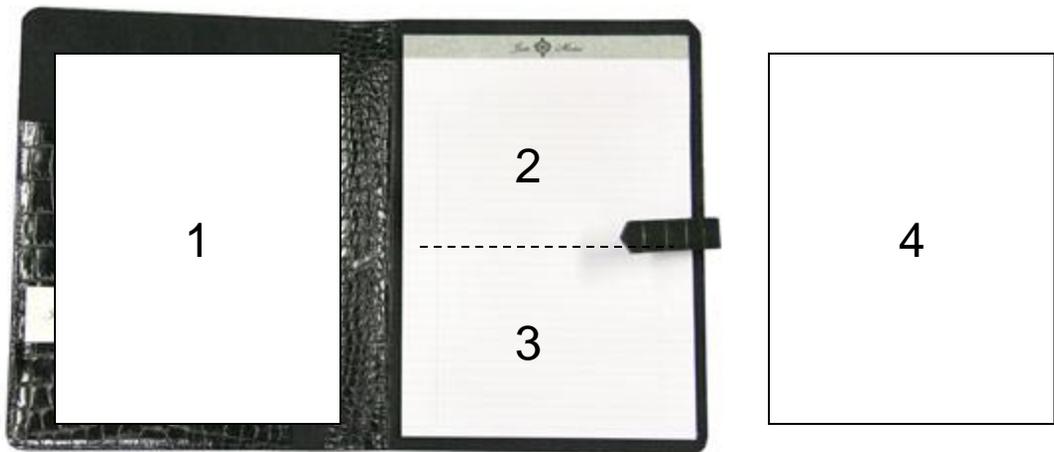
The Interview – Conduct

- It's OK to be nervous, most applicants are. Take a deep breath before you start.
- If necessary mention it. "Sorry I'm nervous this job means so much to me." Chances are the Interviewer will try to put you at ease.
- Don't be overconfident and assume you are getting the job – They will decide that not YOU.
- The best applicants are prepared, answer all questions honestly and have an air of "quiet confidence" about them.



Your Workspace

Get a nice, dark-colored leather (or vinyl) portfolio to organize your things as shown below:



1. A copy of your resume
2. A cheat sheet for anticipated questions
3. Blank space to take notes
4. A copy of the job description

Organizing your workspace in this way will give you a “safe” place for your eyes to retreat while you are pondering difficult questions. It also shows off your organization skills.



Example of “Cheat Sheet”

[Yours WILL differ, this is just an example]

Introduction (elevator speech):

- thanks
- experienced
- accomplishment(s)
- hard-working
- enthusiastic
- good for your business

Key Accomplishments

-
-
-
-

Obstacle question (whatever it is)

- acknowledge it
- impact of it
- what I have learned from it
- how I will deal with it going forward

What’s your biggest weakness?

- pick a REAL one
- how it holds me back
- I’m aware of it and learning
- here’s how I’m improving in this area

Questions (for employer):

- the “how’s business?” question
- question from job description
-
-

Conclusion / Why do you want this job?

- thanks
- I can do it
- “team-first”
- solve people problems
- I really want to work for you
- When can I expect to hear back?

[leave bottom 1/3 of sheet empty for note-taking]



The Interview - The Process

- Remember it is NOT about what they can do for you. It's about what YOU can do for THEM.
- In this market there are multiple applicants for any job – your challenge is to convince them you are the best one – you are selling yourself.
- You do so by demonstrating, not just saying, but DEMONSTRATING an interest in the Company and in the job.



The Interview - The Process

- Research the Company on the Web and show knowledge and interest in what they do.
- Have questions to ask about the Company and the job at the appropriate time – show interest.
- Don't ask inappropriate questions of a personal nature.



The Interview - The Process

- Answer ALL questions honestly – You may be asked the same question on a second interview. If you answered honestly the 1st time you don't have to think about it the second time.
- If you don't know the answer say so, but also say you will find out and get back to them.
- Don't ask about compensation or benefits right away – remember you haven't sold yourself yet.



The Interview -
questions they can't
legally ask you. (So
don't volunteer the
answers!)

- Your age.
- Your marital status.
- Your race, religion or sexual orientation.
- Your health.
- If you are pregnant.
- If you have any children or dependent relatives living with you.



The Interview

— Things they can ask. (So have the answers ready.)

- Is there anything in your life that will prevent you doing this job or working these hours?
- Do you have a means of getting to work?
- Note: Companies that do medicals and drug screening should do these Post-Offer. — more later.



The Interview – Ending

- The interviewer will signal the end of the Interview, usually by standing up.
- Don't drag it out – they have mentally moved on.
- Get up, shake hands, say
“Thank you for your time, I hope to hear from you soon as I REALLY WANT TO WORK FOR YOU.”



Post Interview

- It is appropriate to send a email (preferred), or letter expressing again your thanks for the interview and your hope that you will be selected as **“YOU REALLY WANT TO WORK FOR THEM.”**
- It is **NOT** a good idea, to constantly call them up to ask if you got the job. Once a week at the most to the H.R. Dept.



Post Interview – If Unsuccessful

- Be polite and gracious. The successful applicant might not work out and you could be next in line on a short list.
- Most Companies keep resumes on file for one year.
- Your response; “Thank you for your time. I hope you will keep me in mind if anything else comes up.”



Post Interview – If Successful

- You will be asked when you can start.
- If you are unemployed - “I can start right away.” There is NO other answer.
- If you are currently employed – tell them you have to give notice. This is very important – if you would quit one employer without notice, you will quit any employer without notice.
- Exception - if they say they need you right away, then it’s their decision for you to quit without notice - not yours.



Post Interview – Compensation

- If it hasn't been discussed by now it will be at this point.
- They will know your current compensation. They have to balance this with what they are paying their current employees.
- You may be asked your requirements. Be realistic.
- If their offer is too low, ask “Is there any wiggle room on this?” If the answer is “yes” -you are negotiating. If “no” don't argue – decide if you want the job or not.



Post Interview - Benefits

- These are usually set by Corporate and are fixed for all but the most Senior Management Personnel.
- Sometimes Vacation time can be negotiated, IF you are currently employed AND they are hiring you away from your current employer. Otherwise you go with the Company policy.



Post Offer – Medical and Drug Screens

- Answer any medical questions honestly – they will find out anyway.
- Drug screens – Be clean before you go for the interview. “I was in a car with other people smoking dope, it must have been secondary inhalation.” - won’t work. They can tell by the level of toxicity.



Summary

- Be on Time.
- Be Prepared.
- Be Honest.
- Be Brief.
- Be Bright.
- Never give up.

Good Luck!