

# Job Interviews

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# Interview Do's

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- Dress for the job you want, not the job you have.
- Start with proper hygiene.
  - Clean, short nails.
  - Hair pulled back away from the face.
  - Avoid strong perfumes, lotions, and cologne.
  - Remove piercings.
  - Cover distracting tattoos.

# Interview Do's

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- Arrive 10 minutes early for your interview.
- Bring five copies of your resume, a notepad, and a pen in a portfolio or case to take notes.
- Be courteous.
- Offer a firm handshake.
- Offer a professional greeting.
- Show respect for the manager's position by addressing them as Mr. or Ms.
- Don't sit down until you are invited to.
- Look at the manager whenever he/she speaks.
- Show that you are curious by asking for a tour of the facility.
- Have an appropriate sense of humor.

# Interview Do's

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- Think “Can Do.”
- If you don't have a specific skill or experience, don't surrender.
- Let your body language do the talking.
- Show empathy and active listening.
- Be prepared with three specific reasons why you want to work there.
- Participate in the conversation—50/50
- Become a storyteller—what story do you want to convey about the person you are in the workforce?

# Mirroring Tips

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- When the hiring manager smiles you should smile.
- If the manager uses hand gestures to add emphasis, you should use hand gestures when you want to add emphasis.
- If the manager sits up straight and leans toward you, you should sit straight and lean in, too.
- If the manager uses special job-related terms, you should use them, too.
- YouTube has videos to further explain this topic.

# Ace Your Interview

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## ■ The first question asked...

- “Can you tell me a little about yourself?”
  - Focus on the job, being an employee
  - EXCLUDE family information.

## ■ What is the manager looking for?

- Can you do the job?
- Will you do the work?
- Are you friendly and cooperative?

## ■ Is the manager trying to eliminate candidates?

- Yes.

## ■ Who is he/she trying to weed out?

- People you take too much time coming up to speed.
- People you don't put in an honest day's work.
- People who cannot work independently.
- Entitled attitude...you owe me.
- People who might quit and walk out under pressure or adversity.
- Chronic complainers.
- Arrogant, conceited, rude, pushy, antagonistic and moody.
- People who show no pride in their work, appearance or behavior.
- People who lie, steal or cheat.
- People who would embarrass the company.

# Ace Your Interview

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## ■ Will he/she try to psych me out?

- Yes. For example, they may ask how many different companies you have applied to.
- Be honest and identify what you are looking for in a company.

## ■ What kind of questions should I expect?

- All interviews are different, but there are some routine questions you should be prepared to answer—  
Interview Question Handout.

## ■ What is the best way to prepare for an interview?

- Mock interviews. Role play. Practice, practice, practice.
- Review common interview questions and determine what they are really asking by reviewing the links in Blackboard.

# 30 Second Sales Pitch

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- When the manager says, “Tell me about yourself, it is another invitation to sell yourself.
- **First**...talk about your education, training, work experience and accomplishments.
- **Second**...tell the manager your strengths as they align with the job position, and you deliver more than the minimum. Give a few examples to prove it.
- **Third**...mention that you are Team Player, that you are easily coached, and that you work well with everyone.
- Practice your response pitch



# Interview Questions

## S-T-A-R Approach

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- Practice and rehearse the interview answers in advance. Don't let the employer interview be the first time you formulate an answer in spoken words. It is not enough to think about them in your head—practice! Sit down with a friend, a significant other, or your roommate and go through all of the questions.
  - Remember to answer each interview question ***behaviorally***, whether it is a behavioral question or not.
  - The easiest way to do this is to use an example from your background and experience.
- **Then use the S-T-A-R approach which makes your interview answer uniquely yours and will make your answer a star!**
  - talk about a Situation or Task (S-T),
  - the Action you took (A) and the
  - Results achieved (R).

# Questions To Ask

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- How would you describe the work environment?
- What are the most important attributes you are looking for in new hires?
- What is a typical day like?
- Can you tell me how success is measured?
- What characteristics do successful employees at your company share?
- How would you describe the management style?
- What are some of the challenges people face?
- How soon does the position begin?
- How soon will you be making your hiring decision?
- Would you please contact me regarding the decision, or should I contact you – when?

# Questions Not To Ask

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- These are Human Resource questions NOT interview questions:
  - salary,
  - vacations,
  - holidays with pay or
  - paid sick days during the first interview.
- Wait for the manager to bring up the issue of wages.
- When asked what type of wage you expect, ask what the standard wage for your qualifications is.
  - Do your research
  - Understand the pay scales in the community where you are applying for.

# Closing the Deal

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- Ask for the job...look the manager in the eye and tell her that you want it.
- Ask when a decision will be made.
- Ask to be notified of the decision.
- If they offer a “trial” or probationary period, take it.
- You will know the interview is over when the manager asks if you have any *final* questions. This is a cue. Thank the manager for their time and offer a handshake while expressing your interest in hearing from them soon.
- Send a thank you note to each interviewer, email is fine.