Employment Interviews

Before the interview

Your resume got you an interview, now it is time to look as good in person as you do on paper.

Find out about the company and the position if you haven't already — See handout list of "what you need to know about a company." Be prepared to answer questions and ask questions about the company, position, etc.

Consider possible questions you may be asked — "See handout list of most commonly asked interview questions." Have answers to many of these and have an idea of the things you would like covered in the interview. Consider what you want them to know about you when you are working on answers for these questions.

Consider possible questions to ask them. Have a list of a few questions about the company, position, etc. that you can ask given the opportunity. Do not ask about salary in the first interview.

During the interview

Remember first impressions are very important.

Be 10 - 15 minutes early.

Remember the interview starts before the actual questioning. Watch what you are doing from parking your car to riding up on the elevator to talking to people as you wait.

Talk to the receptionist or secretary. Exchange pleasantries — they may be the "advance team" checking you out.

Dress like the bosses

What to take: 2-3 copies of your resume and references on nice paper, a notepad with your questions, and a blue or black pen in a leather portfolio. A lady may take a small purse and both may take a day planner if it in good shape.

Answering questions:

60 Second Commercial – to answer the question, "Tell me about yourself." Or "Why should I hire you?" See the handout for constructing a 60 second commercial to sell yourself.

STAR Response – Situation or Task, Action, and Result. Answers the behavioral interviewing questions that ask, "Tell me about a time when....." It may be when you worked on a team, when you faced adversity, when you had to take a leadership role, etc.

Be positive – remember to answer truthfully, but try to put a positive twist on everything. "What are your greatest strengths and weaknesses?"

Cover your own agenda – sure you've discussed what you'd like to discuss. Remember what employers are looking for – enthusiasm, judgment, high energy level, communication skills, job skills, grades with activities.

After the interview

As you leave, ask when they plan to make their decision. If that time passes, you may call and get an update.

Ask for a business card as you leave. Handwrite a thank you note on simple stationary. Address it to the interviewer and put it in the mail that day. Thanks for the interview, outline your strengths and how you be an asset or the perfect fit. Make it personal, all correspondence after that should be typed and in business letter format.

Remember that last impressions are very important also. Conclude with pleasantries.

Ethics of interviewing

EEOC – Equal Employment Opportunity Commission BFOQ – Bona Fide Occupational Questions

Take EEO Quiz and discuss what employers may and may not ask in an interview.

See handout for "How to respond to unlawful questions"

THESE ARE THE KEY TRAITS THAT EMPLOYERS MAY BE LOOKING FOR Make Note of Those That Fit You

O Entrepreneurial strengths	
Experience with an industry-le	
firm	ading
O Resourceful problem-solver	
D Lead by example	
D Intuitive decision-maker	
D An action person	
O Broad-based	
O Formulated	s
O Formulated policy	
Ran seminars and conferences	
Character of the high	st i
* anner	
O Skillful negotiator	
O Worked closely with top manager O Practical shirt-sleeve on	nent [
Sophisticated	
environment.	
Work well with people	0
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Broad administrative skills	D K
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feld P&L responsibility	οTh
lanaged a successful operation	□ Cu
Inique ability to help others perations-oriented	D 01
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filling to try new approaches	- DiDil
ring in-depth technical knowledge	D Sel
on the loyalty of those who worked for me	D Calı
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ork well alone or as part of a team	O Hay
" " " VUEII NON-erca-4"	∨ лау
the heart of a problem	

the heart of a problem alyze situations rapidly et demanding objectives iated sweeping changes form against tight deadlines sp technical matter quickly plify complex problems

O Successfully promote new ideas U Establish clear lines of communication

O Direct meetings skillfully

Design new and efficient systems

D Turned complaints around

D Effective at dealing with the public

□ Sophisticated

□ Planned fund-raising programs

D Recruited and trained volunteers

D Procured major funds and grants D Chaired civic or social organizations

O Know how to structure and

organization

D.Use time wisely

D First hand experience with many cultures

D Effective moderator and mediator Contributor to educational institutions

D Effective at organizing labor

D Focus others' energies toward solutions.

O Bring order out of chaos

□ Build teams who function well in my absence

D Handle rapid change easily

Win cooperation from people at every

Achievements in international perations

Know international markets, cultures,

Thoroughly familiar with key markets

Cut costs without hurting quality

Officer and Board member

Member of key committees

Deliver results, not excuses

Set goals/establish controls/follow up and get things done

Calm under pressure

Bring harmony into situations

Have reshaped organizations or departments

D Effective in short and long range planning

□ Versatile troubleshooter

D Sense of command

□ Turned around marginal operations

Consistently find new alternatives Creative flair for putting on events □ Strong theoretical grounding

D Extensive community contacts

Overhauled ineffective methods

O Hands-on experience

D Well-developed instincts for what will

D Personal contacts for attracting business

Opened new plants

□ Started prototype operations

□ Salvaged previously unprolitable operations

D Made many tough decisions

O Multi-product and multi-market background:

□ Sold off undesirable cash-drain properties

□ Brought projects from concept through implementation

D Precise thinker

D Not easily intimidated

D Pay attention to detail

Diplomatic in difficult situations

D Function well in rapid-growth situations

O Veteran of difficult times

D Participated in a breakthrough

O Succeeded where others failed

D Directed start-up

O Turned around poor attitudes

O Project management experience

O High energy level/project enthusiasm

□ Made go/no-go decisions

O Gained support for new programs

O Keen observer

D. Good listener

D Sensitive to others' needs

D Synthesize diverse ideas

O Formulate practical action plans

O Astute researcher

Able to set priorities logically

O Seasoned competitor

DEffective at dealing with the public

□ Able to direct volunteers.

D Effective at planning conferences

O Coached winning teams

O Well-versed in government affairs

D Poised and professional

AS YOU WRITE YOUR RESUME HERE ARE SOME KEY PHRASES THAT CAN BE POWERFUL

Managed a very successful	E SOME REY PHRASES THAT CAN BE POWERFUL
Earned the award at .	Outstanding ability to assess clients' needs.
Ranked number in sales for years	U I slent for improving systems. Able to accurately
Planned, managed and supervised events for up to people.	
Completed assignments to our clients' complete satisfaction.	The state of the s
Proven ability to get team members into action.	O Experienced in developing long-term customer relations.
Species deg in only 10 Bet 16 mit menthet2 1010 BCD0B	D Have inspired the trust of people at all levels.
Succeeded in only months to educate myself in areas.	Excellent professional reputation among
Outstanding record in recruiting, training and motivating employees.	Execulent references from
Juct (33) bit published in (10(a)), (repional) or (national) at	D Enjoy on industry (5) (10)
Designed and implemented a highly successful employee	O Enjoy an industry-wide reputation for
Designed courses to train over people	D High level of professionalism.
Proven track record of designing and implementing successful	O Project a highly competent an professional image.
Strongly self-motivated, enthusiastic and profit-oriented.	Ustu Junt in it is a ny ferritari a sa in it is
Thrive on working with people and helping clients achieve their	O Personable, articulate and professional in both appearance and
icclines.	
Highly motivated and goal-oriented.	O Extremely sociable, able to put clients at east.
High energy coupled with anthony	O Special talent for coordinating colors and visual effects.
High energy coupled with enthusiasm and dedication to	D Effective in developing programs which reach goals.
Enthusiastic, creative and willing to assume increased responsibility.	O Special talent for inspiring which reach goals.
Long-term interest in	O Special talent for inspiring creative excellence.
Unique abilities to help others.	D A finely tuned sense of and its uses.
Well-versed in A generator of creative ideas.	- 'AND-11131U III 1434 4 m d = 1 3 3
An innovative trainer and educator.	D Familiar with the scope and quality of programming.
A quick learner with ability to adapt to new challenges.	products intough enthusiasm for pood ta-
A creative flair for putting on events.	products. Food 10c38 and
Exceptionally adept at handling complex matters	D Able to maintain a sense of humor. Remain calm under demanding
Unusual talent for creating solutions which are commercially	conditions.
20(((2210)	O Able to handle a mullitude of details and meet close deadlines under
A life long exposure to Strong affiliation with	pressure.
annial with Cultures and politice	O Versalile troubleshooter who can turn around poor performing
Long-term exposure to business.	
laised in a family of successful people. Strong work othic.	U. Take pride in achieving the best possible results. Dedicated
strong credentials in and	
frained by one of the area's most reputable	□ Thrive in organizing complex projects.
A DCCDScd with warm of the	U Inflyc on a dynamic and challenging and
've had specialized coursed in	O'A self-starter, highly ambitious and goal-directed.
've had specialized coursed in and heoretical grounding in and	D Resourceful and committed-can always be counted on to get the job. done:
Justanding communication and presentation skills.	O Consumer-oriented professional who can market high-quality
OSSESS & Dositive professional impagation skills.	products.
ossess a positive, professional image suitable for any business ironment.	O Effective in high-pressure citizations and
fective at public speaking and media presentations.	O Effective in high-pressure situations. Well-versed in the use of
acellent moderator and mediator.	D Effectively streamlined and reduced by(5, %)
communicate well with a wide range of personalities.	Able to meet and exceed corporate goals.
accilent communicator; able to draw people out and quickly put them	U Meased new products development to
at case.	O Well-versed in establishing distribution networks(nationally)
killed at interpreting complex regulations.	(internationally).
	Q Appointed of
acellent written and verbal communication skills.	© Experienced with highly respected industry-leading firms.
	Experiences in a fact moving growth
stensive public service in nonprofit organizations.	D Skilled at running seminars and conferences.
Ist hand experience with a mid-	© Ethics and character of the highest caliber.
rst hand experience with a wide range of cultures. ccellent command of both and languages	DA skillful negotiator in . situations.
Tective in working with people from languages.	O Have worked closely with top management.
tlensive experience in the people from	Have enjoyed success with
tlensive experience in negotiating foreign contracts.	D Have enjoyed success with practical approaches to
recessfully opened profitable foreign markets.	O Have been 12 a
le to resolve conflicts in a diplomatic manner.	O Have been able to inspire others to maximum performance.
illed at developing rapport with all types of people.	
"" I to bring narmony among diverse groups	Committee State Pink Changes. Performed anning at the American
med in resolving conflicts where other nearly care	
Promise and (activity) in both professionals and	with the second marginal operations in the second
	T *** TENTULY CODE INCOME to the second seco
word interfaced with management at all levels	- Valleto - Previously unpredictable answers
THE UCCISION-MARCE. A seasoned profession at	The state of the s
or ganized and resourceful	- sant otth consistently able to turn complaints into manner at 1.
fremely dependable in completing projects	
" or counted on to get the job done	O Have coached winning teams.
ective independently or as a member of the team.	O Have planned and managed hand raising pure
Communication and	O Have recruited and trained committed volunteers.
ility to organize many documents into a coherent presentation.	O Have been able to bring order out of chaos.
ative problem solver.	D Have substantial project management experience.
	grante management experience.
	The control of the co

Why did you select your major area of study?

Why did you select your college/university

If you were starting college again, what would you do differently? Why? What subjects were most interesting? What were most useful?

What subjects were least interesting? What were least use to the why? What classes/subjects didition do well in't whyp

What classes/subjects were difficult for your Why?

Other than the things you learned in the courses, you studied, what is the most important thing you learned from your college experience? What did you learn from your extraournicular activities?

What would be your advice to a student entering college regarding participation in extraguracular activities?

What elective coursework did you take? Why did you select these courses? What does it mean to you to have a college degree? How did you sinance your college education? _ 72 _

Describe each of your work experiences.

What do you see as your strengths as an employee?

You say that a strength you have is perhaps an example, that illustrates this swength,

- Give me some indication

Describe the employee with whom you most enjoy working, Describe the employee with whom you least like working.

What is an ideal boss like?

What traits in a boss do you least like? What were the best aspects of your last job?

What were some of your achievements in your last job? What were the worst aspects of your last job?

What were some of the disappointments in your last job?

Do you see yourself as a leader/manager of people? Explain your answer, What kind of work situations would you like to avoid? Why?

What skills are needed to be successful as a war with a re some of the pressures you've encountered in your work

What Instrations have you encountered in your work experience? How have How have you worked to manage these work-related pressures? In considering potential employers, what are the most important characteristics? What is the most Important?

Sometimes a work assignment requires frequent travel. How do you react to What aspects of your last Job were difficult for your

How would you evaluate the progress you made in your last job? Do you think the progress you made in your last job is representative of your

Most employees and bosses-have some disagreements. What are some things How can a boss help an employee develop his or her capabilities?
What areas has your boss suggested you improve? What did you do to about which you and your boss bave disagreed?

POSITION AND COMPANY

Why did you select this company?

Why did you decide to apply for this particular position?

How do you see yourself being qualified for this position? What about this position is especially attractive to you?

44. What do you see in the position that is not attractive to you? Why should I hire you?

46. What do you know about our company? 47, Are you willing to relocate?

IV. SELF-EVALUATION

Tell me a litue bit about yourself. Describe yourself æ.&

You could relive your life, what might you do differently?

What do you see as your strengths? good qualities? talents? How do you know that you possess these? Give examples of each.

What do you see as your weak points? areas for improvement? things you have difficulty doing? What have you done to deal with these?

in what areas of work do you lack confidence? Explain. What are you doing

In what areas of work are you most confident?

Describe a specific work problem you had. Tell what you did to solve this

What traits or skills are most important to being successful? Why? Evaluate yourself in relation to these traits or skills.

What do you consider to be your greatest work achievement? Why?

37. What does it mean to you to be a self-starter? Do you see yourself as a self.

58, What factors in a work situation provide motivation for you?

GOALS

59. Where do you see yourself being in your profession in fixe years? In ten rears? How did you establish these goals? What will you need to do to

What are your salary expectations for this position? Starting salary? Salary in

What has influenced you most to select your particular career goal? Elaborate on the carcer objective you presented in your resume. 62

VI. MILITARY SERVICE

63: What kind of specific responsibilities did you have in the service?

64. What traits make a successful leader in the (name branch of service)? 65. What did you learn about work from your tour of duty? What traits are needed to be a successful military person?

What Iraits defract from success as a military person?

Putting your 60 second commercial together

The implicit question "tell me about yourself" exists in many situations besides the job interview. Developing a "sound-bite" of about one minute in length will enable you to be articulate and enthusiastic about yourself.

1. Background - education and/or how you began in the world of work

2. Skills, Strengths, and Accomplishments

3. Job Focus and future career plans

Thank You Notes and Follow-Up

THE THANK YOU NOTE is written to the employer immediately following the interview. The note amplifies the match between you and the job. A courteous and enthusiastic note leaves a lasting positive impression. The job search does not end with the interview. It is essential to follow up and stay in touch with an employer until a hiring decision is made. New job openings occur

- 1 Be sure to spell all names correctly.
- 2 Letters go to all interviewers and the hiring authority.
- 3 Be courteous.
- . @ Emphasize specific knowledge, skills and experience.
- S Express interest in the job.
- © Use 12-point easily readable
- 1 Include a closing.

OSusan Peters 1920 Mountain Road Dayton, Ohio 34968 (999) 555-1515 OMarch 26, 2002

124 9th Avenue Dayton Ohio

Ms. Jane Willis 10

Project Director

Carlson Industries

Dear Ms. Willis: @

Thank you for your time and attention during our meeting yesterday to discuss the position of marketing director. I enjoyed hearing about Carlson Industries' new computer-aided design program. Homesite will fill an important niche in the market for home builders.

My background in construction and design makes me very knowledgeable about your product. During my years as a builder. I relied heavily on CAD programs and developed the ability to determine which features make truly effective programs. Homesite has those features.

In my former position with Tyson Company, I directed the marketing campaign for a number of their software programs, which were primarily directed to individual consumers. I thoroughly enjoy the process of getting a product into the marketplace and seeing it become a commercial success. I would very much like to assist Carlson Industries in making Homesite the success that I know it will be. O

I look forward to hearing from you next week.

Susan Peters @

- 1 Include your name, address and phone number on all correspondence.
- O Put in the mail the next business day after the interview
- 3 Show a match beiween you and the job.
- O Close on a positive note.
- 🖯 Reiterate timeframe.
- O Sign first and last name.

Additional Information: If during the interview the employer requests additional information from you, or you'real suppositi locuments will be helpful, melude these documents in your Thank You note. And a paragraph to the note like: Enclosed you will fund

i copy of my high scheal diploma as your equisited on high enterview you asked about my training with the smith lande. Thave nelosed a copy of the certificate that I received from the ARC Jechnical School course that I look last year. Hyourdestre further,

Helpful Hints

Keep the thank you note focused and brief - 1/2 to one page. Mail the note the next business day after the interview. Do not e-mail the note unless you are asked to use this medium. Write the note on paper that matches your resume. Mail in a matching envelope.

Maintain a consistent style and tone in all written correspondence.

Use a typewriter or word processor. If you hand write the note, print neatly.

- Proofread the note carefully, and then have someone else proofread it.
- Obtain business cards from everyone with whom you interview, including the secretary and/or administrative assistant. Having these people's names makes follow-up contacts easier and more business-like.
- During follow-up, be sure to have access to a telephone and working answering machine or answering service. Employers cannot hire you if they cannot reach you.

Follow-Up - Keep In Contact

An employer knows you only by what you show them about yourself. Follow-up steps offer opportunities to show them your best side. Remember to stay in contact until a hiring decision has been made. Polite persistence pays off. Follow-up steps enable you to:

- · Create a lasting positive impression.
- Target yourself directly to the job, by identifying your specific skills or background experience that are applicable to this job.
- · Show that you are well-organized and can follow through.
- Show that you have good written and oral communication skills.
- · Let the employer know that you are interested in the job.
- Reemphasize or correct a point that was made during the interview.
- Stand out among many applicants.

Preparing for Follow-Up: Information You Will Need

Listen carefully during the interview. <u>Immediately</u> after the job interview complete both JobShop Forms, Evaluating the Company and Post-Interview Worksheet. Do not rely upon your memory so be sure to include the following information:

- The name, title and address of the person(s) who interviewed you. Get their business card if possible.
- Specific skills or background experience that you have that will match the job.
- 3) The employer's time-frame for making a hiring decision.
- 4) The personal qualities that the employer is looking for in an employee.

This information will determine the content and tone of your follow-up.

If the persons with whom you interviewed is not the hiring authority get the hiring authority's name. Write a letter to both the interviewer and the hiring authority. Express your interest, and the life interviewer and the hiring authority with Hook forward. to meeting with you

Phone Calls

If you do not receive a response to your thank you note in the time-frame discussed in the interview, call the interviewer or hiring authority. Use the call to express your continued interest in the job and to inquire if a hiring decision has been made. If a decision has not been made, follow up in another week with a second phone call or letter. It is important to stay in touch, as new job openings occur every day. Remember to inquire as to convenient times for the employer to receive your call(s).

What If I Don't Want This Job?

If, after the interview, you have decided, for whatever reason that the job is not for you, you should immediately remove yourself from consideration. Write a brief note to the hiring authority, stating that you would like to remove your name from consideration. You may indicate the reason(s) why, provided that the reason is not negative. An example response may be, "I am looking for a position that better matches my current interests. Thank you for considering me." In the future, you may reapply or need this person as a contact in the industry.

Using The Thank You Note And Follow-Up Steps In Your Job Search

- Step 1: Listen carefully in the interview. Review Preparing for Follow-Up above.
- Step 2: Decide whether you want this job. If not, send a note requesting that your name be removed from consideration. If you do want the job, proceed with the next steps.
- Step 3: Write a thank you note to express interest in the job, to show a match between your skills and experience and the requirements of the job and to express appreciation to the employer for their consideration.
- Step 4: If a response is not received in the time-frame discussed in the interview, make a phone call. See Phone Calls above.
- Step 5: Each week, send another note or make a phone call until you know that a hiring decision has been made.

Additional steps may include: a second interview, accepting a job offer, signing an employment contract.

Stay In Contact And Leave A Lasting Positive Impression

Resume Review Form

When you have completed the final draft of your resume, check it carefully against each item of the checklist below. Rewrite it if you feel it does not meet any of the requirements. It is important that your resume be as perfect as possible if it is to do the job it was designed to do---get you interviews.

APPEARANCE Clean typing Sharp Reproduction Liberal spacing in margins and between Headings capitalized Important points underlined	paragraphs
Good quality bond paper	
CONTENT (Make sure each item is co	overed)
Identification	
Name	Writing
Address -	Clear, concise style
Telephone number	Correct spelling and punctuation
- -	Correct grammar
-	Use of power verbs to describe duties and accomplishments
	and decompnishments
Objective	· · ·
Title of position	
Specific goal	
Education	
Name of School	
Dates of attendance	
Diplomas, certificates, or degrees	
Special honors or citations	
Experience	
Dates of employment	
Company name	
Address	·
Function of company (product or service)	
Your job title	
Description of your duties	
Special accomplishments or promotions	
vwhymments of blomotions	
Miscellaneous	
Organizations	
Professional office	ailability for travel or relocation
Rei	ferences (optional)

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