Chapter 13

Interviewing: Processes and Best Practices

This chapter will provide both the job and the information seeker with successful interviewing techniques. Quick tips for positive and behavioral interviewing in the workplace settings will also be discussed.

“Whenever you are asked if you can do a job, tell ‘em, ‘Certainly I can!’ Then get busy and find out how to do it.”

Theodore Roosevelt
Successful Interviewing

A job interview is a conversation between two people who both have an specific purpose in mind.

How Do You Prepare for an Interview?

1. Your education, experience, and training, which will show your value to the employer.

2. Personality traits, values, interests, and skills that will support your ability to make a contribution to the employer.

3. Accomplishments, awards, acknowledgements of personal excellence that will make you a desirable candidate.

4. Evidence of having well-thought-out career goals and following an intentional plan toward those goals.

5. Entry-level knowledge of your chosen field.
What Do Employers Look for in Applicants?

1. Appearance
2. Personality/Style
3. Articulate/fluent expression
5. Positive attitude
6. Thoughtful answers
7. Composure/confidence
8. Leadership
“You Never Get a Second Chance to Make a First Impression”

• Your appearance says it all in an interview. There are several key steps apply to all fields of business and professional life when it comes to the “professional” appearance.

Body Language Can Be Revealing

• Actions speak louder than words. First impressions are extremely important. Your initial meeting forms a lasting impression on the employer, but your appearance is just part of this initial meeting impression.
Researching Employers: “What in the World Am I Looking For?”

1. Size the Organization
2. Projected growth
3. Product lines and services
4. Projected new markets and services
5. Type of training available
6. Who is the competition?
7. Location of headquarters and branch offices
8. Current news items
9. Promotion opportunities
What Are They Going to Ask Me?
Questions Asked by Employers

• Tell me about yourself
• Why are you interested in this position?
• What are your greatest strengths?
• What is your greatest weakness?
• What accomplishment are you most proud of?
• How does your education and work experience relate to this job?
• What job related skills have you developed?
• How would a past supervisor describe you?
• Do you work well under pressure?
• Where do you want to be in your career in 5 years?
“So Do You Have Any Questions From Us?”
Questions to Ask Them

• What are the opportunities for personal and professional growth?
• How is an employee evaluated and promoted?
• Describe a typical workday
• What makes your organization different from its competitors?
• What qualities are you looking for in your new employees?
What is Behavioral Interviewing?

• Behavioral interview: an employment interview in which the candidate is asked to give concrete examples of past behaviors that show how she or he behaved in certain situations.

Examples:

• Tell me about a time when things didn’t work out the way you wanted them to.
• Tell me about the most difficult you have run into recently.
Quick Tips For a Positive Interview

1. Use the interviewer’s name during the interview
2. Phrase questions so that you sound sure of yourself, “what would be my duties?” rather than “what are the duties of the job?”
3. Use good grammar and diction
4. Don’t talk too fast; moderate your speech
5. Don’t fill pauses with “um,” “you know,” “like,” or “OK.”
6. Be animated rather than monotone when speaking
7. Use active verbs
Interviewing Do’s and Don’ts

**DO**
- Do know all that you can about the organization beforehand.
- Do arrive 5 minutes before the interview.
- Do greet the employer with a firm handshake.
- Do present yourself positively, with enthusiasm for the organization and the position.

**Don’t**
- Don’t arrive late.
- Don’t bring up negative information.
- Don’t act like the kind of person you think they want.
- Don’t bring up salary.
- Don’t smoke or chew gum.
- Don’t act unsure about your career goals.
The Night Before the Interview

1. Get a good night’s sleep
2. Make a decision about your wardrobe
3. Determine how long it will take to arrive at the interview and where to park
4. Review how you will greet the interviewer
5. Examine your files on the organization and review notes on the position
6. Practice the most important questions and answers
7. Review your resume
After the Interview: Follow-Up Letters

• The employment interview process doesn’t end with the last handshake, many employers expect a follow-up message.

Phone Interviews in the Pre-employment Process

• Now that we have covered what to expect and how to prepare for a face to face interview, it is also important to know how to navigate phone and Skype interviews.