



# MODULE 6

Interviewing

# Progress To Date

Module 1 - Purpose and Direction

Module 2 - Resume Writing

Module 3 - Marketing Yourself

Module 4 - Identifying Opportunities

Module 5 - Responding To Opportunities

Module 5 - Networking

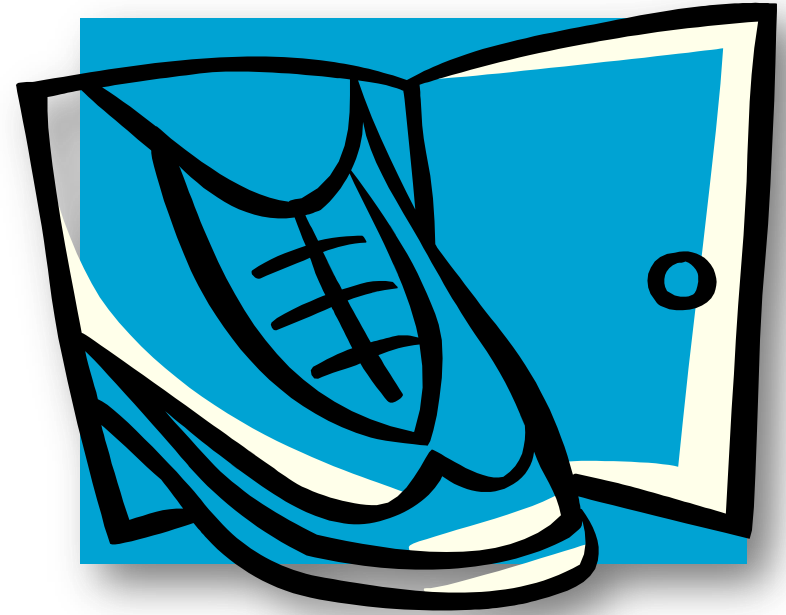
Module 6 - Interviewing

Module 7 - Negotiating Offers



# Congratulations on Getting an Interview!

- ▣ Your resume has gotten your foot in the door
- ▣ The search is no longer about *skills, accomplishments, or talents* – you've passed that test
- ▣ Success now hinges on the three Ps
  - Preparation
  - Presentation
  - Passion

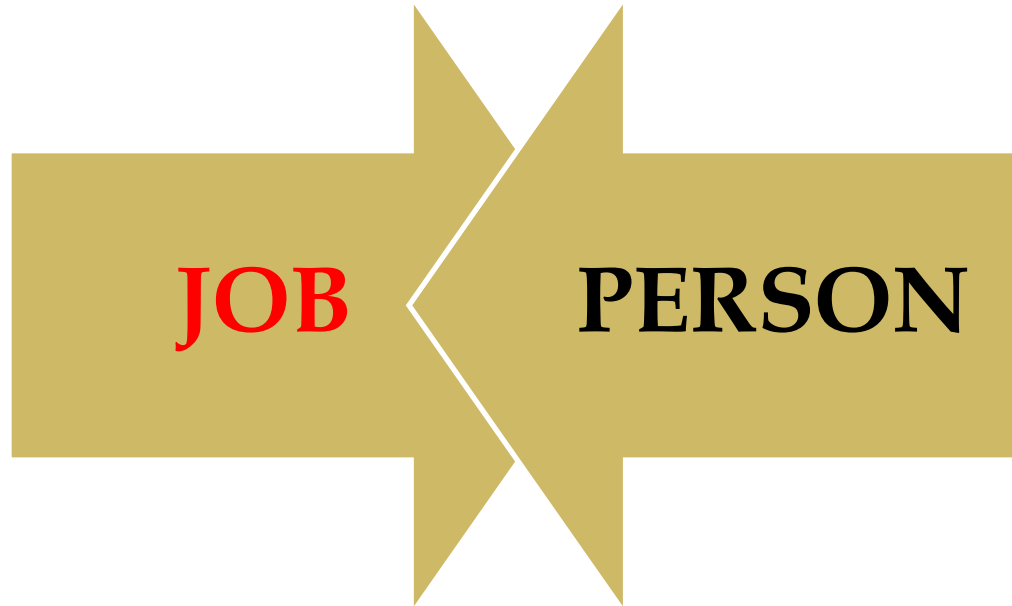


THREE PS

YOUR FOOT IS IN THE  
DOOR

# JOB / PERSON OVERLAY

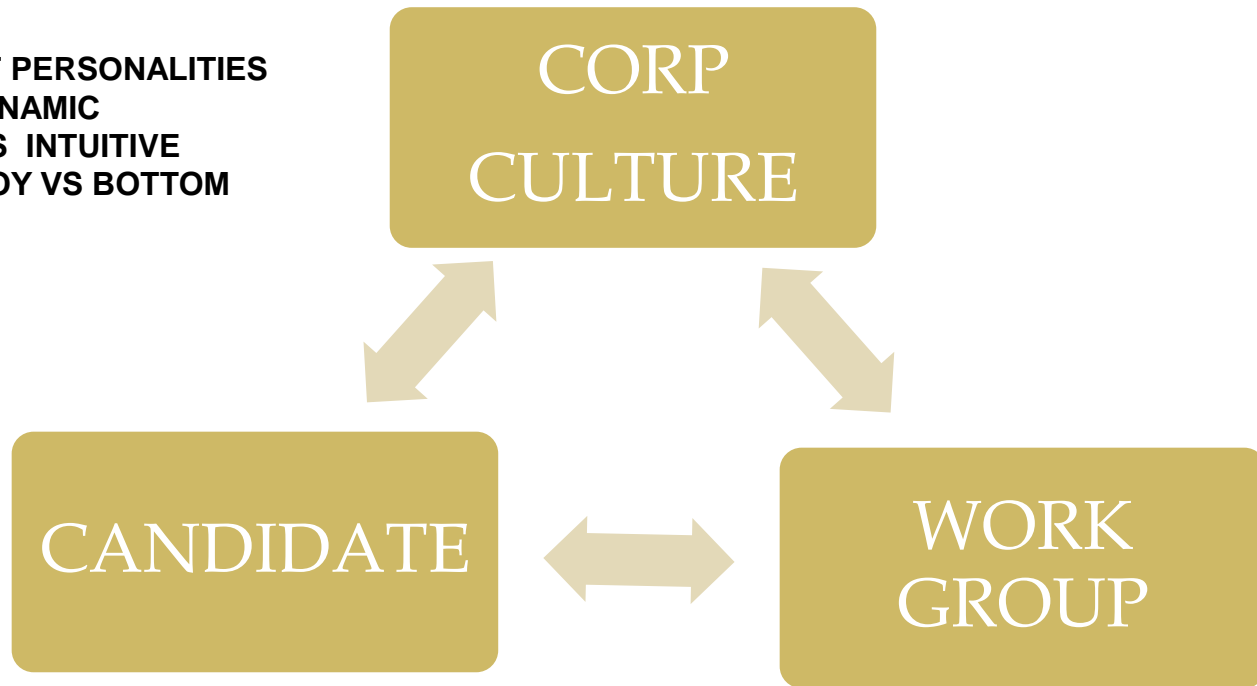
UNDER / OVER QUALIFIED ?



**85-95%**

# THE DECISION PROCESS

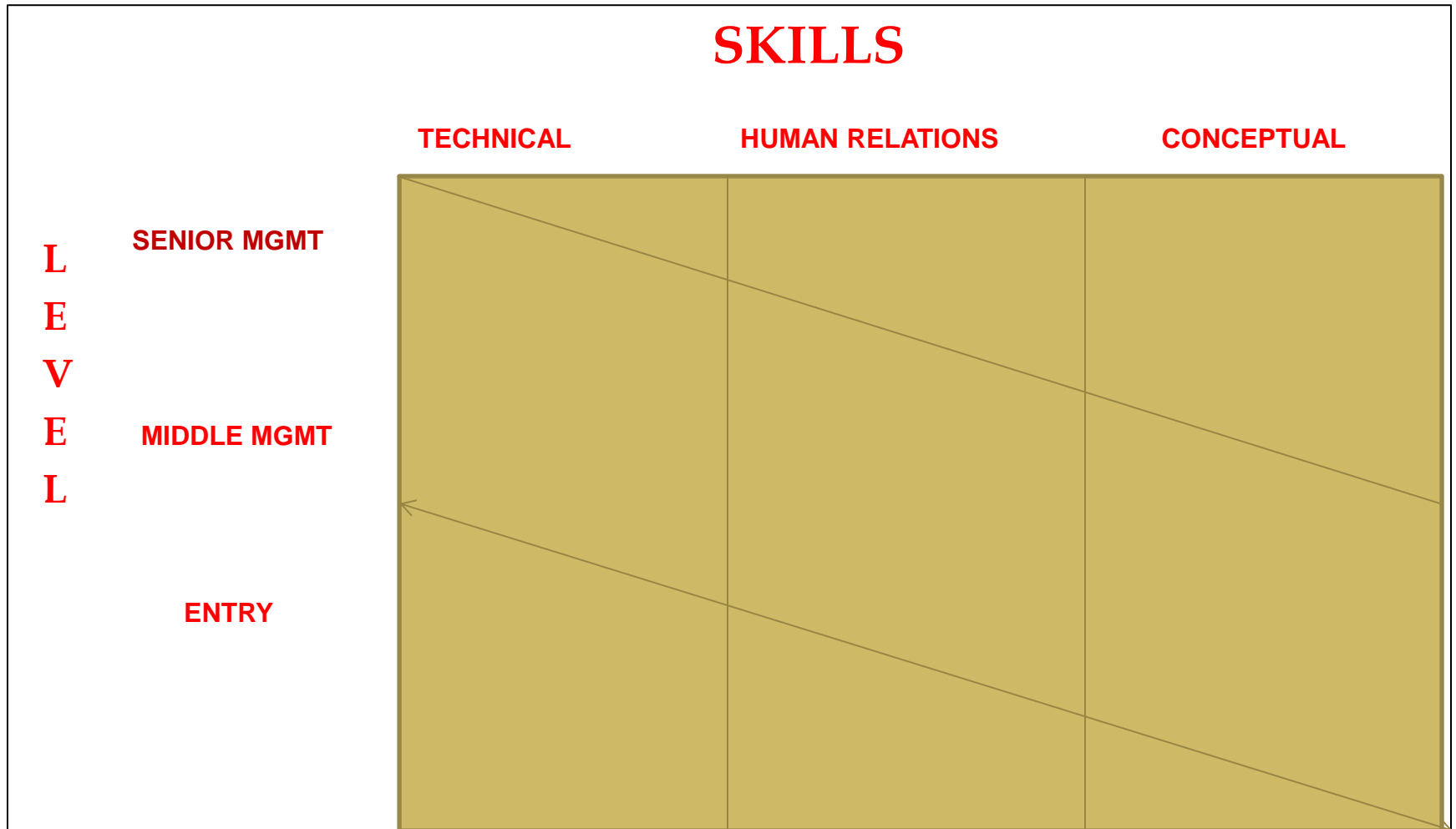
SENIOR MGMT PERSONALITIES  
STATIC VS DYNAMIC  
TECHNICAL VS INTUITIVE  
GOOD 'OLE BOY VS BOTTOM  
LINE



SKILLS & EXPERIENCE TO MEET  
CURRENT & FUTURE JOB  
REQUIREMENTS

ARE PERSONALITIES & CHEMISTRY  
COMPATIBLE  
SUPERIORS – MANAGEMENT &  
LEADERSHIP STYLE,  
SUPPORTIVE, ETHICAL  
PEERS – TEAM PLAYER, SUPPORTIVE  
SUBORDINATES – PRODUCTIVE,  
EFFICIENT, SUPPORTIVE,  
ETHICAL

# TARGETED POSITIONS



# P<sup>1</sup> Preparing For An Interview

KNOWLEDGE =  
CONFIDENCE

DO YOUR HOMEWORK!

## ▣ Research

- Learn all you can about the company, the job, and the interviewer
- Know their products and services
- Know their customers and competitors
- Discuss your skills, accomplishments, and talents in the context of what they are looking for



# P<sup>1</sup> Preparing For An Interview

BE THE EXPERT ON YOU

SEE APPENDIX 2.4

## ▣ Re-familiarize Yourself with Your Resume

- Prepare to discuss and expound on each entry
- Practice your answers
- Prepare a compliance matrix
- Use the STAR Method
  - ▣ ST - Situation
  - ▣ A - Actions
  - ▣ R - Results

<i>Cross Reference of Position Requirements to Candidate Qualifications</i>	
<i>Description for Job</i>	<i>Qualifications</i>
<b>Job Description</b>	<b>Your Quals</b>



# STAR Worksheet

**S**ituation or **T**ask

**A**ction or **A**ccomplishment

**R**esult of your action

Module 2 – Appendix 2.4 Sample STAR Worksheet

**STAR Worksheet**

ST: This is a description of the Situation or Task in which you were involved

A: What Action you took or how you Accomplished your success

R: The Result of your action or direction.

Quantifiable measure of accomplishment and successes, you're a STAR.

## Quantifiable Measures

# P<sup>1</sup> Preparing For An Interview

## REHEARSE

- ▣ **Role Play**
  - Draft responses to sample questions
  - Keep responses short, vivid, on-point, positive, and business related
  - Demonstrate your active problem-solving ability

Module 7 – Appendix 7.1

Sample Interview Questions

### Sample Questions – Job Interview

Employers may ask you the following:

- ❖ Tell me about yourself. (This often is the first question/ “stress interview.”)
- ❖ Do you consider yourself a leader or a follower?
- ❖ Describe your perfect job.
- ❖ Why do you want to work for us?
- ❖ What are your long-range and short-range goals and objectives, when and why did you establish these goals, and how are you preparing yourself to achieve them?
- ❖ What goals, other than those related to your occupation, have you established for yourself for the next ten years?
- ❖ What do you see yourself doing five years from now?
- ❖ What do you really want to do in life?
- ❖ What are the most important rewards you expect in your career?
- ❖ What do you expect to be earning in five years?
- ❖ Why did you choose the career for which you are preparing?
- ❖ Which is more important to you—the money or the type of job? Why? What motivates you?
- ❖ What do you consider to be your greatest strength? Give examples.

# P<sup>2</sup> Presentation

## ▣ Practice Your Handshake

- Firm, not too limp or bone crushing
- Accomplished with a smile and eye contact
- Hands clean, well manicured, warm, and free from perspiration

FIRST IMPRESSIONS  
COUNT!



REMEMBER THE BASICS

# P<sup>2</sup> Presentation

## YOUR RESUME

- ▣ **Bring Your Resume and References**
  - Bring copies – same version you submitted
  - Use high quality paper
  - Bring more than you will possibly need
  - If requested, provide a copy of your references

## RESUME SHOULD REFLECT QUALITY

JENNIFER SMITH PERSONAL SUMMARY

JENNIFER SMITH dd/mm/yyyy  
24 BROOK ST  
PARADISE  
STATE  
4551  
222.555.0681  
EMAIL@  
ADDRESS.COM

Mr/Ms Full Name,  
Title,  
Company Name,  
Street Number and Name,  
City/Suburb, State, Zip/post code.

Dear (correct name of contact),

I wish to apply for the position of Call Centre Supervisor as advertised in The Publication on 22 January 2006, job reference number: 123456.

My enclosed resume provides you with an overview of my relevant experience and training. I have over 10 years of experience working in call centres, and a solid commitment to this important customer service field. My most recent position has given me two years' supervisory experience as team leader of 20 staff.

I wish to build on these achievements and take on a management role in this field. To assist me in this goal I have recently completed a six-month course in Managing Customer Service Centres. I can now offer you a combination of practical experience and up-to-date theoretical knowledge.

I'd be delighted to discuss my application further with you. I can be easily contacted by phone or email.

I look forward to hearing from you.

Yours sincerely,

(signed)  
Jennifer Smith

# P<sup>2</sup> Presentation

## IMPRESSIONS COUNT

BE ON TIME BUT NOT TOO EARLY

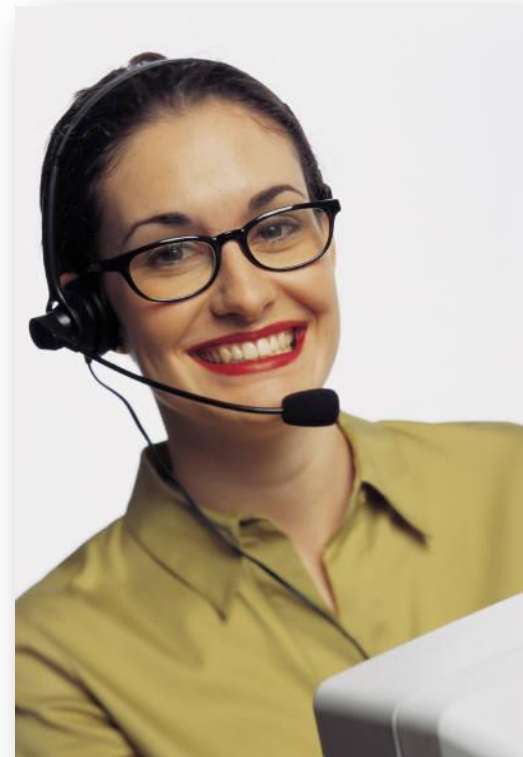
- ▣ **Be On Time, Bring ID, Dress Appropriately, and Watch Your Posture**
  - You never have a second change to make a first impression
  - Make it a positive one!



# P<sup>2</sup> Presentation

## ▣ Introduce Yourself

- To everyone you meet – receptionist, secretary, etc.
- The more people you meet, the more likely you are to be remembered
- Wait patiently for interviewer to arrive
- Cell phone off!
- Bring ID and pen and paper for notes



IMPRESSIONS COUNT

*PEACE BEGINS WITH A  
SMILE – MOTHER  
TERESA*

# P<sup>2</sup> Presentation

- ▣ **Make Eye Contact and Build Rapport**
  - Maintaining eye contact demonstrates honesty and interest
  - Engage your interviewer as much as possible



EYE CONTACT DEMONSTRATES HONESTY AND INTEREST

# P<sup>2</sup> Presentation

## BE READY TO ASK QUESTIONS

- ▣ **Prepare Questions To Ask The Interviewer**
  - You will be asked if you have any questions
  - Answering “No” conveys a lack of interest
  - Only ask a few questions

Module 7 – Appendix 7.2

Questions To Ask the Interviewer

### Questions for the Interviewer

#### About the Job and the Company:

- ❖ What will be the scope of my responsibilities?
- ❖ Where does this job fit in the overall organization?
- ❖ What qualifications are important for this position?
- ❖ What will it take in this position to be successful?
- ❖ What are the future growth plans for the company and what role will this job have in those plans?
- ❖ What are the immediate job priorities?
- ❖ May I see a job description?

#### About the Boss, Peers and Subordinates:



# P<sup>2</sup> Presentation

## UNDERSTAND NEXT STEPS

## COLLECT BUSINESS CARDS

- ▣ **Collect Business Cards and Ask About Timeframes**
  - From everyone performing the interview
  - Ask about timing for filling the position
  - Ask how you will be notified of the hiring decision



# P<sup>2</sup> Presentation

TALK MONEY  
LATER

EVERYTHING IN ITS TIME

- ▣ **Do Not Discuss Salary or Benefits**
  - These discussions belong in the next step – Negotiating Offers



# P<sup>3</sup> Passion

## ▣ Show Your Passion For The Job

- Demonstrate your value and how well you fit
- “Passion” is the key to distinguishing yourself



“HOW” YOU SAY IT MEANS MORE THAN “WHAT” YOU SAY

# Types of Interviews

## YOU CONDUCT THE INTERVIEW

- ▣ **Informational Interviews**
  - Seek information about the company, the job, and training requirements
  - Learn what it would be like to do the job

## THE COMPANY INTERVIEWS YOU

- ▣ **Job Interviews**
  - Screening/Telephone
  - One-to-One
  - Panel
  - Group
  - Team
  - Flash
  - Lunch/Dinner

# Benefits of Informational Interviews

- ▣ Become familiar with the field, its jargon, and the important issues
- ▣ See how different environments can shape a career – eliminate places that are not a fit for you
- ▣ Expand your network
- ▣ Practice self-marketing skills
  - *Low pressure opportunity*
- ▣ Learn about pending or future openings

# Conducting an Effective Informational Interview

- ▣ **Define your purpose for the interview.** Are you seeking information about a company, position, or industry?
- ▣ **Research.** Research the profession, organization, and person you will be interviewing
- ▣ **Prepare.** Practice interviewing people for fun and practice the phone script in Appendix 7.3
- ▣ **Listen.** Listen to what the person says. Show enthusiasm and appreciation
- ▣ **Take Notes.** Lends credibility and provides information for follow up
- ▣ **Respect Time.** Keep the interview to 15-30 minutes

# Job Interviewer Techniques

- ▣ Question and Answer
  - The most commonly used format for interviewing
- ▣ Non-directed
  - Normally used by an individual who is not skilled at interviewing
- ▣ Behavioral
  - The questions asked are situational and used as part of a structured interview process
- ▣ Stress
  - Places the candidate under varying levels of stress to see how he/she will react

# Sample Job Interview Questions

## Appendix 7.1

**Module 7 – Appendix 7.1**

**Sample Interview Questions**

### **Sample Questions – Job Interview**

**Employers may ask you the following:**

- ❖ Tell me about yourself. (This often is the first question/ “stress interview.”)
- ❖ Do you consider yourself a leader or a follower?
- ❖ Describe your perfect job.
- ❖ Why do you want to work for us?
- ❖ What are your long-range and short-range goals and objectives, when and why did you establish these goals, and how are you preparing yourself to achieve them?
- ❖ What goals, other than those related to your occupation, have you established for yourself for the next few years?



# Parts of the Job Interview

1. The Opening
2. Information About You<sup>1</sup>
3. Closing the Interview
4. Thank You Letters and Follow Up



<sup>1</sup>REMEMBER TO INCORPORATE “STAR” STATEMENTS

# Job Interview Tips For Parts 1-3

## DO

- ▣ Be well-rested
- ▣ Be yourself
- ▣ Listen carefully
- ▣ Answer the questions asked
- ▣ Be brief
- ▣ Be aware of your body language
- ▣ Watch for signs of nervousness
- ▣ Avoid using silence fillers like “um” or “ah”
- ▣ Be positive!

## DO NOT

- ▣ Lie or exaggerate
- ▣ Dominate the interview
- ▣ Give long answers
- ▣ Give more information than is requested
- ▣ Be critical of your former employers or supervisors
- ▣ Tell long stories – keep answers brief and to the point
- ▣ Be afraid or uncomfortable with silence – take time to think through difficult questions

# Reminders for Interview Part 4--Thank You Letters and Follow Up

- ▣ Write and send a thank you note to each interviewer – including staff within 24-48 hours
  - ▣ Restate your enthusiasm and interest
  - ▣ Add or correct significant information
  - ▣ Remind them of the next step
- LETTERS INCREASE YOUR VISIBILITY



**SNAIL MAIL HAS**  
**GREATER IMPACT**

# Sample Thank You Letter

## Appendix 7.6

Module 7 – Appendix 7.5

Sample Thank You Letter<sup>1</sup>

(Date)

(Your address)

(Person's name)

(Person's title)

(Company name)

(Company address)

Dear (Name):

Thank you for the time you spent with me on (date/date) describing the activities of the (section), and your requirements for additional staff.

I am enthusiastic about the prospects of working for (company name) and believe my experience is relevant to your needs, especially my most recent work as a (position) with (company name). I have enclosed a copy of (any supporting documents) that I developed for (whomever). From this, you can see (general details).

Please contact me if you want more information about my education or experience. (If appropriate) I will be out of town between (dates), but otherwise you can reach me at the telephone numbers I gave you at our meeting. I look forward to being in touch.

Sincerely,

(Signature)

(Your typed name)

# If You're Rejected, Don't Be Discouraged

- ▣ *“Look at the stone cutter hammering away at his rock, perhaps a hundred times without as much as a crack in it. Yet, at the hundred and first blow it will split in two, and I know it was not the last blow that did it, but all that had gone before.”*



JACOB A. RIIS

# Module 6 Appendices

- ▣ 6.1 *Sample Questions – Job Interview*
- ▣ 6.2 *Questions for the Interviewer*
- ▣ 6.3 *Making the Phone Call for an  
Informational Interview*
- ▣ 6.4 *Sample Questions – Informational  
Interview*
- ▣ 6.5 *Sample Thank You Letter*