



JOB INTERVIEWS



The Employment Interview

- It is a meeting during which both you and the prospective employer ask questions and exchange information.
- The employer's objective is to find the best talent to fill available job openings, and
- Your objective is to find the right match for your goals and capabilities.


Series or Sequence of Interviews

- Match the following and also state which interview may happen first and so on.

Interview in the Series	Purpose
Selection Interview	To filter out candidates unqualified or not a good fit for the position
Screening Interview	To sell you on the advantages of the job, usually with a higher ranking executive
Final Evaluation Interview	Identifying the top candidates from all who qualify



Series or Sequence of Interviews

- Refer to your handout and discuss the strategies you should use for each type of interview in the series.
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Types of Employment Interviews

**Structured
Vs
unstructured**

**Panel
Vs
group**

Behavioral

Situational

Working

Stress



Types of Interviews-Summary

Structured vs Unstructured

- A series of fixed questions vs open-ended questions molded as per the responses given

Panel vs group

- Several interviewers in a panel vs a group discussion with other candidates

Behavioral

- Questions about specific incidents/experiences from the past



Types of Interviews-Summary

Situational

- Questions focus on how you will handle hypothetical situations on the job

Working

- You are asked to perform a job related activity during the interview

Stress

- To check how well you handle stressful situations



Interview Media



Telephonic

Video
conference

Recorded

Mobile
Apps



What does the Employer look for in the interview?

- Think and Share or go through the handout.

What does the Employer look for in the interview?

Can you handle the responsibilities of the position?

Are you a good fit with the organization and the target position?

Do you have the qualities of a good employee-work ethic, confidence, dedication, positivity, courtesy, commitment, curiosity?

Can you commit to something larger than your own individual goals?

Are you a good fit with the unique culture of the organization?

Matching Skills to Requirements

Employer needs	Your evidence
Communication Team work Leadership Initiative Customer Care IT Commercial awareness	Presentation to class Example of any project Students societies, Committees etc. Fundraising for charity Working in some service. Designed website Business pages

TOP 10 MOST WANTED SKILLS IN INTERVIEW

10. Problem Solving Skills: Employers want to know you can make decisions. You can solve problems.

9. Planning and Organization: You know how to plan and organize your time. Managers want to know you can set goals and reach them.

8. Flexibility and Adaptability: Organizations expect you to be flexible and adaptable. You can manage multiple assignments and tasks, you can set priorities, you can adapt to changing conditions, and work assignments.

7. Interpersonal Skills: You have good interpersonal skills, you have high EQ, you know how to get along with others, and minimize conflict. Employers want to know you can relate to other people and cultures with sensitivity and awareness.

6. Strength of Character: you are honest, you have integrity, loyalty, strength of character. Your supervisor certainly expects you to be trustworthy and honest.

TOP 10 MOST WANTED SKILLS IN INTERVIEW

5. Technical Skills: you have the skills you need to actually perform your work. Firms want you to know you have the skill set to do the job, of course. But that's not all.

4. Teamwork: You can work confidently within a group., You let your voice be heard and respect what others have to say. Because so many jobs involve working in groups, employers want you to be able to work well with others. To fit in with the team.

3. Self-Motivation: You are a self motivated person, you take initiative, you work hard. Organizations don't want people who always have to be told what to do. They want you to take responsibility for your work.

2. Evolutionary Skills: You know how to learn, and how to continually improve. Every potential employer wants to know you can grow and evolve in your work. And now the number one skill that employers are looking for.

1. Communication Skills: you are a clear, concise, and effective communicator. Employers want you to be able to speak and listen effectively.



Preparing for the Interview

Three stages

1. Pre- interview preparation
2. During interview performance
3. Post-interview protocols

Preparing for the Interview

Research the position/career-duties, responsibilities, skills needed, qualifications needed, knowledge required, possible career path, market demand, importance of the profession

Know your Knowledge, Skills, Abilities and Accomplishment, Relate your KSAs to the position for which you are applying

Research the organization-mission, vision, company's operations and market standing, needs, strategic and tactical challenges faced, culture, values

Research about the people in the company-their designation, experience, expectations, career achievements

Preparing for the Interview

Prepare answers to typically asked interview questions

Prepare your own questions

Calm your nerves-focus on your strengths, value, abilities, and suitability

Rehearse for the interview-with a friend, software, or record yourself and analyze your strengths and work on weaknesses

For Men

- ▶ Suit, two-piece matching
- ▶ Navy, dark grey, black, conservative solids or pinstripe
- ▶ Wool or wool blends
- ▶ Silk tie, no extremes
- ▶ Long sleeved shirts in white or light blue; solid or conservative stripes
- ▶ Leather, lace-up or slip-on business shoes in black, brown, cordovan-polished



For Men



- ▶ Belt should match shoes!
- ▶ Hair well-groomed
- ▶ Conservative watch and other jewelry
- ▶ Removing earrings is safest
- ▶ Do not leave the tags on outside of apparel
- ▶ Long socks to match color of suit
– no white tube socks!



For Women

- Decent and modest dressing
- Business colors for Shirts-blue, grey, white, beige, earthly tones
- Trousers/Stolers-black, white, off-white, beige
- Formal jewelry (one ring/bracelet, small earrings, no necklace/chain) and watch
- Hair-well-put together (no complicated styling)

For Everyone



- ▶ Hair should be neat and clean
- ▶ Shoes should be in good condition
- ▶ Clean fingernails
- ▶ Clothes should fit properly
- ▶ Use appropriate deodorant
- ▶ Everything clean and well-pressed
- ▶ Slim leather briefcase if needed



Final Look-The brand you



Exhibit warmth, wit, intelligence, charm



Be poised, elegant, well-mannered



Rehearsed and prepared



Beginning the Interview

- ▶ Firmly shake hands with those you meet
- ▶ Greet all involved in the interview process and try to remember names
- ▶ Be friendly to everyone (secretaries, other employees, etc.)
- ▶ Follow the interviewer's lead (direction, selecting a seat, drink, etc.)



Posture During the Interview

- ▶ Sit on the front third of the seat
- ▶ Men: legs uncrossed, but closed
- ▶ Women: legs may be uncrossed and tilted to right
- ▶ Hands folded in front
- ▶ Sit up straight with head, neck, and chest aligned with hips
- ▶ Be careful of bad habits
 - ▶ Tapping your fingers
 - ▶ Biting your nails
 - ▶ Playing with your hair
 - ▶ Clicking your pen, etc.



EMPATHY

EYE CONTACT

MMUSCLES IN YOUR FACE

POSTURE

AFFECT OF A GOOD STORY

TONE OF VOICE

HEARING THE OTHER PERSON

YOUR QUESTIONS

During the Interview

- ▶ Be on time
- ▶ Be friendly
- ▶ Show willingness to answer questions
- ▶ Be positive and honest
- ▶ Maintain eye contact
- ▶ Think and answer
- ▶ Don't criticize previous employers



- ▶ Be aware of body language
- ▶ Be a good listener
- ▶ Emphasize your strengths
- ▶ Be yourself
- ▶ Don't appear distracted observing the room, furniture, etc.
- ▶ Be confident
- ▶ Discuss ways you can contribute





During the Interview

1. RELAX!
2. Answer the questions using the “PROVE IT” Method (give specific examples-behavioral interviewing)
3. Ask intelligent questions about the organization
4. Don't volunteer negative information about yourself
5. Be honest
6. Have eye contact with the interviewer
7. Say positive things about your former supervisors and working conditions
8. Find ways to let the interviewer know you are a team player

➤ Asking Your Own Questions

At some point in the interview, usually near the end, you will be asked whether you have any questions. The worst thing you can do is say No, which suggests that you are not interested in the position. Instead, ask questions that will help you gain information and will impress the interviewer with your thoughtfulness and interest in the position.

1. What will my duties be (if not already discussed)?

2. What it is like working here in terms of the people, management practices, workloads, expected performance, and rewards.

3. What training programs are available from this organization? What specific training will be given for this position?

4. Who would be my immediate supervisor?

5. What is the organizational structure, and where does this position fit in?



6. When do you expect to make a decision?

7. Is travel required in this position?

8. How is job performance evaluated?

9. Assuming my work is excellent, where do you see me in five years?

10. How long do employees generally stay with this organization?

11. What are the major challenges for a person in this position?

12. What do you see in the future of this organization?

13. May I have a tour of the facilities?



How to Answer

- Listen carefully, seek clarification
- Illustrate answers with real examples and evidence
- Be positive – constructive criticism
- Keep answers specific and succinct
- Take time to respond
- Be alert to interviewer's body language
- Speak clearly, smile and show enthusiasm
- Know what you want to say, and find the opportunity

Responding to Competency Questions

Q. Give me an example of a problem you encountered. How did you approach it. What was the outcome?

➡ STAR response

- ➡ S: Describe the situation
- ➡ T: Explain the task/problem that arose
- ➡ A: What action did you take?
- ➡ R: What was the result or outcome?
- ➡ What did you learn from this experience?

AFTER THE INTERVIEW

➤ Thanking Your Interviewer

➤ Contacting Your References

➤ Following Up

- If you don't hear from the interviewer within five days, or at the specified time, call him or her.
- Practice saying something like,
"I'm wondering what else I can do to convince you that I'm the right person for this job, or, I'm calling to find out the status of your search for the _____ position. "
- You could also e-mail the interviewer to find out how the decision process is going.
- It is important to sound professional and courteous. Sounding desperate, angry, or frustrated that you haven't been contacted can ruin your chances.
- The following follow-up e-mail message would impress the interviewer:"



For example

Dear Ms. Jamison:

I enjoyed my interview with you last Thursday for the receptionist position.

You should know that I'm very interested in this opportunity with Coastal Enterprises. Because you mentioned that you might have an answer this week,

I'm eager to know how your decision process is coming along. I look forward to hearing from you.

Sincerely,

Typical Questions

➤ **About you**

- *Tell me about yourself - Bring me up to date with your CV?*
- *Why did you choose that particular degree programme?*
- *What experience have you had that is relevant to this post?*
- *What would you consider your major achievements to date?*

➤ **About the job**

- *What interests you about this job?*
- *What do you know about this organisation?*
- *What other options are you considering?*
- *How do you see your career developing – 5 years?*
- *If you were Head of Department, what would be your priorities?*

➤ **General Questions**

- *What do you think of the Government's policy on college fees?*
- *What would you prefer, a very good salary package or the work environment?*

Other Type of Questions

➤ “What if” Questions

- No experience - how are you likely to respond to a situation

➤ Probing Questions

- How exactly did you deal with the situation?
- How did you know it worked?
- How did you feel about the outcome?
- Could you have handled it differently?



Questions that should be avoid

Never answer the questions such as,

- Any question which reveals your age, ethnicity, religious beliefs
- Any question leading to any social issue
- Your thoughts on feminism
- Your personal opinion on some controversial matter such as, politics
- Your personal life (marriage, children)
- Your thoughts on working with the opposite gender at the work place
- Family status (about family in general)
- Health



NOTE!

- ➡ Read the chapter in the handout
 - ➡ Read the responses to the commonly asked interview questions
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