[Text box list links to explanations]

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| --- | --- | --- |
| General Interview Tips: | | Common Interview Questions: |
|  | * Before the Interview | * Behavioral Questions |
|  | * During the Interview | * Traditional Questions |
|  | * After the Interview | * Case Questions |
| Audio/Video Interview Tips: | | * Add Your Own Interview Questions |
|  | * Before the Interview | * Practice and Record your Answers |
|  | * During the Interview |  |
|  | * After the Interview |  |

**General Interview Tips**

Before the Interview

1. Learn as much as you can about the company beforehand -- know its products and services, its profit margin, its management, its culture, its dress code, and anything else that might be relevant. Good sources are the ASCC Resource Room and website, Holland Library, and the Internet.
2. Confirm the date, time, and location of the interview; allow plenty of time to get to the interview and, if possible, visit the site in advance and time how long it takes to get there.
3. Identify your skills that relate to the job; review your resume and be able to elaborate on it.
4. Practice interviewing and request feedback from others; do a mock interview with the PPEL or ASCC office.
5. Prepare questions you'll ask ahead of time, write them down, and take them with you to the interview.
6. Know the general salary range for the position.
7. Plan what to wear and make sure your suit is pressed and fits properly, your shoes are shined, and your hair and nails are well groomed.

During the Interview

1. Arrive early (10-15 minutes)
2. Bring extra copies of your resume and a list of references.
3. Listen closely to the interviewer's questions; ask for clarification if needed.
4. Speak slowly, clearly, and concisely; don't be afraid to pause for a moment to collect your thoughts.
5. Give concrete examples to back up your claims and stay positive.
6. Be honest. Don't try to cover up mistakes. Instead, focus on how you learned from them.
7. Never slight a former employer or colleague.
8. Be aware of your posture and body language; watch your grammar.
9. Be sure to ask about the next steps in the hiring process before you leave; ask for business card.

After the Interview

1. Write a thank you letter to the interviewer(s) within 24 hours.
2. Evaluate your performance
3. Follow-up with a phone call to find out the status of your application (if the employer has not contacted you within the stated time frame).

**Audio/Video Interview**

Many companies have moved to an online asynchronous (one-way) video or audio interview process where the applicant is interviewed via a pre-recorded video or telephone interview and the applicant’s responses to pre-recorded questions are recorded and reviewed at a later date. Understand that this type of interview is convenient and efficient for the interviewer. Hiring managers use this type of interview to reduce costs and screen candidates in an efficient manner. It is in the applicant's best interest to treat these types of interviews seriously so they convey their skills in an effective manner for the interviewer.

A time limit will likely be set for each question. With some asynchronous interviews, the candidate many be given a practice session or allow a re-do of an answer, but with other formats it is "one and done." If you are provided with a practice session, definitely utilize this as an opportunity to test out the logistics of the recording and to gain comfort in the model.

Before the Interview

1. Be aware of your environment

* 1. Tell roommates, spouse, kids you have an interview. Ask them not to disturb you.
  2. Put pets away. Send loud pets out for a walk with friends.
  3. Pick a good spot. The spot should have natural light and be relatively neat and clean. No beds, kitchens or clutter in the background.

2. Pre-Video preparation

* 1. No swivel chairs. Makes you look nervous and uneasy. Sit in a stationary chair.
  2. Be sure to turn the lights on. Dark room? Take two table lamps and place them on either side of your camera/computer. Make sure the room behind you is well lit.

3. Technical Setup

* 1. Don’t use your built-in Webcam – low quality. Invest in a stand-alone webcam.
  2. Audio is king. If you'll be using your computer for the interview, purchase an external microphone and test the level before the interview.
  3. Don’t use WIFI as it can be unreliable. Plug in to Ethernet.
  4. Give yourself time to learn your new system.

4. Get familiar with the streaming or audio service the interviewer is using.

* 1. Complete a couple of dry runs with your friends.
  2. Test your set up. Try using Google Hangouts where you can save the conversation/recording and review later to see how you look, act, and sound (clothing, background, lighting, streaming quality, audio quality, etc.)
  3. Place sticky notes (reminders of what you want to say) close to the webcam so that your eyes are not moving far away from the camera when you refer to your notes. That way you won’t look like you are reading notes. Use sticky notes for the questions you want to ask or for a list of your accomplishments, etc.

During the Interview

Video

1. Keep camera at eye level. You don’t want to be looking down at people, no double chins or to see your nose hairs.
2. Maintain eye contact with the camera, not the people on the screen. Treat this type of interview like any other interview and dress professionally.

Audio Only or Telephone

* 1. Have the documentation you need at your fingertips. Easy access to the company and job information will allow you to confidentially respond to questions.
  2. Know your answers to common questions. Review the [Common Interview Questions].
  3. *Smile* while on the phone. Place a mirror by the phone and make a point of looking into it and smiling. You'll sound more upbeat and engaged.
  4. Focus on your language and voice. Speak clearly, stay upbeat, and use positive language.
  5. Make sure to thank the interviewer after you are done answering the last question.
  6. If this is not a recorded interview, don't hang up without asking the interviewer for the next step, plus contact information.

**Common Interview Questions**

**Behavioral Questions**

Behavioral-based interviewing is based on the premise that past behavior/performance predicts future behavior/performance. Past performance examples may come from work experience, activities, hobbies, volunteer work, family life, etc. At an interview, it is important to focus on your experiences, behaviors, and dimensions (which include knowledge, skills, and abilities), that are job related.

The Star Technique

Your answer to a behavior-based question must explain the situation you were in, the task (problem) for which you were responsible, the specific action you took, and the results of your actions. Your answer must contain all of these components to be a complete STAR.

Sample Behavioral Questions

1. Tell me about a time when you had to resolve a difference of opinion with a co-worker, customer, or supervisor.
2. Describe the way you handled a specific problem involving a person with differing values, ideas, and beliefs in your current or previous job.
3. Tell me about a time when you went above and beyond the call of duty to get a job done.
4. Tell me about a recent work related problem and the actions you took to solve it.
5. Tell me about a time when you had to exert leadership in a crisis situation.
6. Share an example of how you were able to motivate others.

Traditional Questions

1. Tell me about yourself.
2. What are your greatest strengths and weaknesses?
3. How would a friend or professor describe you?
4. What two or three accomplishments have given you the most satisfaction? Why?
5. Why did you select your college or major?
6. Tell us what you know about our organization.

Case Questions

Tip: Don't worry about getting the questions right. The goal is to demonstrate how you would logically try to solve the problem.

1. How many golf balls can you fit in a swimming pool?
2. How many pennies, standing end-to-end, would it take to reach from the ground to the top of the Empire State Building?
3. How many telephones are there in the U.S.?
4. How would you redesign an ATM Machine to make it more user-friendly?

**Add Your Own Interview Questions** [ADD, DELETE, SAVE]

**Record Answers to Interview Questions / Save in online Portfolio** [DEVELOP CODE TO ALLOW RECORD, SAVE, DELETE, DOWNLOAD TO SAVE LOCALLY]