

Interview Preparation

Skills and Techniques



Agenda

- Interview Process
- Different types of interview
- Planning for an interview
- 5 Stages of Interview Process
- The STAR Model
- Using STAR
- Types of questions
- Tips
- Q & A

What is an Interview?

- Interviews are the most widely used process for screening job applicants.
- They provide the most direct information about a candidate's background, personality, and skills.
- The purpose of an interview is to receive the job offer.

Interviews are a two-way process

Employers Can:

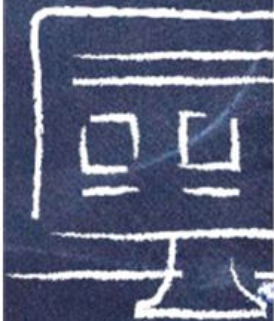
- Get to know the person
- Find out about their personality, qualities and skills
- See if they would fit in

Applicants can:

- Find out more about the job
- Perhaps meet the person they will work for
- See if they would fit in

Different types of interview

Online test



Common types of psychometric test include ability, situation-based judgment and personality tests

Phone



A quick and easy way to spot the best people to invite for a face-to-face interview

Face to face



Used to get to know each other and assess whether you're a good match

Video



Somewhere between a phone interview and a face to face interview, the video call is generally a straightforward meeting

Panel



Different people can get to know the applicant

Finds out how you perform in front of an audience or under pressure

Group



Finds out how you work with others in a team and communicate, or how you might fit in

Planning for an interview

When the interview is confirmed	A few days before the interview	The night before the interview
<ul style="list-style-type: none"> • Researching the organisation • Researching career progression and training opportunities • Review the job description • Match your experience and/or education with the duties of the position • Considering what to wear 	<ul style="list-style-type: none"> • Practising responses you might be asked • Preparing questions to ask • Checking the location and planning your route • Thinking about possible questions and answers • Prepare a 1 to 2 minute script about yourself 	<ul style="list-style-type: none"> • Reading through notes • Double checking travel plans • Getting a good night's sleep

5 Stages of Interview Process

Icebreaker	Personal Qualifications and Interest in Position	Organization and Position	Candidate Questions	Close and Follow-Up
<ul style="list-style-type: none"> • Greetings • First Impressions • Small Talk 	<ul style="list-style-type: none"> • Abilities, Skills, and Work Experience • Accomplishments and Activities • Goals 	<ul style="list-style-type: none"> • Employer may test your knowledge of the company • Other general questions regarding the company or the job 	<p>Your chance to ask questions about job</p>	<ul style="list-style-type: none"> • Thank the interview for their time • End with a future tone

The STAR model



Using STAR

‘Tell me about a time you worked well in a team.’



What goes into a great performance?

- Practise answering some common questions
- Every question is an opportunity to 'sell' each of your skills, like teamwork or communication
- Remember to use specific examples
- If you're not sure what a question means, ask
- Interviewers may ask challenging questions – respond positively and be honest
- Remember, the interviewer doesn't expect you to be perfect

What goes into a great performance?

- Know when and where your interview is
- Plan your journey and timings
- Research the job organisation
- Plan answers to some common questions
- Have a smart outfit ready and clean for the day
- On the day, be positive and show you're interested

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 knowledge

- What do you think of the Government's policy on college fees?

Competency-based questions

Teamwork: *Describe a team project you worked on. What problems arose? How did you deal with them?*

Communication Skills: *Describe situation when you had to persuade others to support your view. Give an example of any reports you've written which illustrate your writing skills*

Interpersonal skills: *What kinds of people do you find it difficult to work with? How do you handle those situations?*

Taking Responsibility: *Describe a time when you took responsibility to achieve a challenging goal*

Problem-solving: *Talk about a time when you had several tasks to manage at one time with conflicting deadlines.*

Starting The Interview

- Be sure to arrive 10 to 15 minutes prior to the start of the interview
- Greet the interviewer with a firm handshake
- Maintain good eye contact and posture
- Make sure you are energetic and enthusiastic
- Speak clearly and articulate

Telephone Interviews

- Prepare as thoroughly as for ‘real’ interview
- Select comfortable, private, quiet place
- Have copy of CV and company information
- Have pen and paper at hand
- Prepare for usual interview questions
- Practice on phone
- Record answers
- Try standing
- Smile and use gestures
- Avoid monotones
- Be yourself

Your Answers

- Listen carefully, seek clarification
- Illustrate answers with real examples and evidence
- Be positive – constructive criticism
- Keep answers specific and brief
- 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

Your Questions

- Training programmes
- Career development opportunities
- Types of projects & responsibilities
- Reporting structure
- Performance appraisal
- Profile of staff
- Questions about topics raised in interview
- What happens next?

What creates a bad impression

- Poor personal appearance
- Negative attitude – evasive, using excuses
- Lack of interest and enthusiasm
- Lack of preparation
- Poor knowledge of role
- Failure to give concrete examples of skills
- Over emphasis on money/rewards
- Lack of career plan

Graceful Exits

- Thank you for your time
- I appreciate it
- I will be looking forward to hearing from you

Tips

- Interviewing is a ***two-way*** process
- Never give “yes” or “no” answers
- Listen carefully and react
- Use specific examples to make your case
- The interview begins the minute you step onto the company lot
- Be positive!
- Think like an ***employer***
- Don’t criticize past employers or co-workers
- Maintain professionalism, even if the employer does not
- Be prepared for the unexpected
- Be aware of body language
- Be well-groomed





THANK YOU