



Interviewing Skills



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Course Objectives



- Learn how to sell yourself as the best candidate
- Understand what to do before, during and after an interview
- Establish the importance of first impressions and how to create and maintain a good one

Course Objectives



- Identify different types of interview questions and how to handle them
- Know how to ask for feedback following an interview.
- List interview's Dos and Don'ts

Course Overview

1

What's an Interview?



2

Types of Interviews



3

Before Interviews



4

During Interviews



Course Overview





Part 1

PART 1

What's an Interview?



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What's a **Job Interview**?

- A formal meeting between a candidate and an employer.
- A two-way communication process.
- A skill that needs to be developed, just like riding a bike.



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It's a two-way communication process. Employers are trying to determine if you are an appropriate fit for the job and their culture. You decide if the environment and the company are right and suitable for you.

Part 2

PART 2

Types of Interviews



Types of Interviews



Phone



One-on-One



Group



Panel

1. Phone Interview

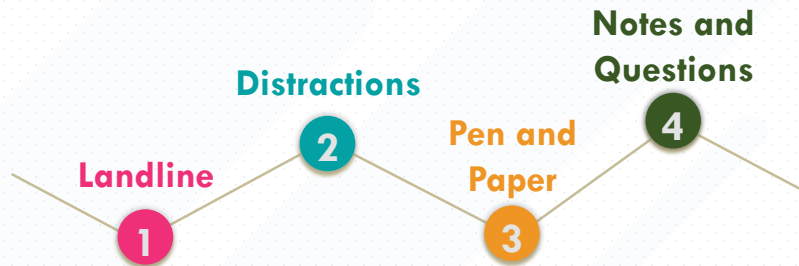
- Mainly conducted as an initial screening process in order to narrow down the number of applicants.
- Candidates who pass the phone interview are offered a face-to-face interview.



Phone Interviews

- They are becoming increasingly popular among large corporations who are conducting a mass hiring of employees.
- These interviews are conducted entirely over the phone and eliminate bias that may arise from a candidate's appearance, mannerisms, or ethnicity.
- Often times, phone interview questions are structured and the questions are behavioral in nature; to further eliminate bias.
- When preparing for a phone interview, you should get dressed for it. Studies have shown that people who dress professionally for a phone interview will perform better than those dressed casually.

Phone Interview Tips



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1. Use a landline

Make sure you are in an area with good cellphone reception (or, ideally, use a landline).

2. Find a good location and eliminate distractions

Make sure it's quiet enough to hear and calm enough to give the interview your full attention. So, definitely not a Trader Joe's on a Sunday afternoon or a Starbucks during school vacation week.

3. Keep a pen and a paper handy

It is very important that you keep a pen and a sheet of paper in hand just in case you have to record an address or take down some notes.

4. Prepare notes and a list of questions (and keep them handy)

One great thing about phone interviews is that you can create a little cheat sheet for yourself, just like that coveted 3x5 index card you were allowed to bring to your high school final exams. Go ahead and jot down questions, and outline answers to common questions or other info you want to make sure you mention.

Phone Interview Tips



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5. Smile

Your interviewer (or, as I like to think of her, quizmaster) will pick up on your tone. In fact, she will be paying even more attention to it, since she doesn't get to see your lovely face. People can *hear* your smile, which makes them smile and think positive thoughts about you on the other end of the line. So go ahead, grin big!

6. Speak Clearly

As moms around the world will forever remind you--annunciate! No mumbling is allowed around these parts. Speak clearly so your quizmaster can hear you properly, and keep water handy in case your mouth gets dry.

7. Ask for the Next Steps

As the interview wraps up, make sure to ask what the expected next steps are regarding the position and when you can expect to hear about a follow-up. Not only is this valuable info to have, it also reinforces that you're truly interested. You can skip this step if the interview went really badly--like, if you involuntarily yelled some racial slur or got into talking about your porcelain salt-and-pepper shaker collection. In that case, just make some fake static noises and hightail it out of there.

8. Follow-Up with Thanks

Once you've finished up your Q&A with the quizmaster, end things by asking if he/she has any more questions for you. It's a nice way to cap off the conversation and gives them a chance for any last-minute concerns. Always shoot your interviewers a quick thank you note. It doesn't have to be a notarized letter of excessive acclamation--just a brief email of thanks will do (although sending a snail mail letter would certainly make you memorable). Sending a word of thanks simply shows that you appreciate the quizmaster taking time out of her busy day to chat with you. And who doesn't appreciate appreciation?

2. One-on-One Interview



- The most common interview style.
- Only incorporates you with the employer.



One-to-one Interviews

- This is the most common type of interviews.
- In a one-to-one interview, the candidate for employment meets directly with the interviewer.

3. Group Interview

- Interviewing multiple candidates at once.
- The point is to see...
 - a) how candidates choose to stand out from each other
 - b) how well candidates function in a group they do not know
 - c) if candidates show the teamwork spirit they the company needs.



Group interviews

- In the group interview style, you will be interviewed simultaneously with two or three other candidates all vying for the same position.
- In this interview style, one or more applicants may be asked the same question or the pool of applicants can be broken into teams to determine a solution to a problem posed by the interviewer.
- This style of interviewing is most common in the technology fields or any field where group cohesiveness is of extreme importance.
- The best way to prepare for a group interview is to follow the steps listed above.

4. Panel Interview

- When you have more than one interviewer.
- The panel typically includes a Human Resources representative, the manager, and possibly co-workers from the department where you would be working, if hired.



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Panel Interviews

- A panel interview involves three or more members of the hiring organization meeting simultaneously with the person being considered for the position.
- This interview style is most common in academia or when hiring a senior level corporate executive.
- The term “search committee” is commonly used to describe a Panel Interview.
- In preparing for a panel interview, it is best to understand an organization from every point of view. For example, if you are going to be interviewed by an organization’s Customer Service Manager, Finance Manager, and Human Resources Manager, you should familiarize yourself with current information about the organizations customer service policies, finance policies, and HR policies.

Part 3

PART 3

Before Interviews



What Do You Have To Do...



AN INTERVIEW?

What Do You Have To Do...



BEFORE

AN INTERVIEW?

1. Before Interview

Keep in mind that dozens of people are lining up for the same position which means you need to **STAND OUT** from the crowd.



1. Before Interview

- ✓ Know yourself
- ✓ Know the company
- ✓ Practice
- ✓ Show up early
- ✓ Grooming

Know Yourself

- Know your skills, strengths, accomplishments, and career goals.
- Know your CV.
- When you are invited to an interview, the interviewer believes you may be a good match for the job, so wants to know for sure.

Know the Company

- History and culture
- Branches
- Market share
- New products and services
- competitors



You must be familiar with the position and the organization so that you can demonstrate your interest in and fit for the job.

Rehearse & Practice



- Do not try to memorize.
- Try mock interviews with friends/family on frequently asked interview questions.



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- It is important as you prepare for your interview to anticipate what questions the employer might ask.
- Interviews can often be traumatic for both the interviewee and interviewer.
- If you prepare beforehand then you should be able to overcome the many hurdles an interviewer can place in your way.
- If your job is customer relations, you may like to highlight how you have handled a very unreasonable client to his satisfaction with wit, patience, and persuasion, or in marketing how you sold a product to a client who had a negative image about your company, and so on .
- Don't forget to bring a nice portfolio with copies of your résumé.

Show-Up Early

- Be sure to allow yourself enough time to arrive at your destination.
- Try to arrive **10-15 minutes** early at the site to find a parking place, walk to the interview, use the restroom, or just gather yourself.
- Allow enough time for the interview.
- Be patient when waiting for your interview.



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- **Never be late for a job interview;** it makes a bad impression.
- **Know the exact location of the interview** and allow yourself enough time to reach your destination; it is advisable to drive to your location ahead of time.
- **Allow enough time for the interview.** Your interview may start late or run longer than expected. Make sure that your schedule is open.
- **Be patient when waiting for your interview.** Although you have an appointment for an interview, your interviewer may be running late. Remain calm, be polite, and wait quietly.

Grooming - Men



- Suit (solid color: navy or dark grey)
- Long sleeve shirt (coordinated with the suit)
- Conservative tie
- Dark socks
- Polished leather shoes



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Grooming

Things that you do to make your appearance tidy and pleasant, for example brushing your hair or ironing your clothes.

Wear professional clothing

- You never get a second chance to make a first impression. Make sure that your clothing is neat and presentable.
- Wear a minimal amount of jewelry.
- Go easy on perfume/cologne as well.

Grooming - Men



- Leather belt
- Neatly groomed hair, beard and mustache
- Avoid strong colognes
- Limit the aftershave
- Neatly trimmed nails

Grooming - Women

- Pant or skirt suit (navy, black or dark grey)
- The suit skirt should be long enough so you can sit down comfortably
- Co-ordinated blouse
- Conservative shoes



Grooming - Women

- Small to medium heels
- Professional hairstyle or less colored scarf
- Neatly manicured clean nails
- Light make-up, perfume and jewelry (no dangling earrings, arms full of bracelets or cheap jewelry)



Part 4

PART 4

During Interviews



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What Do You Have To Do...



AN INTERVIEW?

2. During Interview

Always remember to leave a good

FIRST IMPRESSION

Create Good First Impression



Before Going In

- Greet the receptionist: “*Hello*” or “*Good Morning*”
- Identify yourself: “*I’m...*”
- State the reason you are here: “*I’ve got an interview with...*” or “*I’m here for an interview with...*”
- Mention the time of the interview: “*...at 2:00*”



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Greet the receptionist or secretary with respect. A good greeting should go like this:

1. “Hello” or “Good Morning”
2. Introducing yourself: “I’m.....”
3. Stating the reason you are here: “I have got an interview with... ” or “I’m here for an interview with... ”
4. Mentioning the time of the interview: “at 2:00”

Greet the Interviewer

- Shake hands with the interviewer
- Wait until you are offered a chair before you sit down
- Relax
- Repeat names
- Maintain eye contact



- Always greet the interviewer by his/her last name and try to pronounce it correctly.
- Look alert and interested.
- Scan the room once and then keep your eyes on the interviewer.
- A nice smile means I am happy to be here.

Greet the Interviewer

- Wear a confident smile.
- Keep your jacket on.
- Most interviewers decide whether or not they are going to hire you within the first three minutes of the interview, so make sure to create a **good impression!**

Watch Your Body Language

Positive Signals	
Handshake	Arms and Legs open
Smiling = Friendly	Talking and Emoting
Leaning Forward = Interest	Nodding = Attentive and Alert
Eye Contact = Curious and Focused	Breathing



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Positive Signals

- **Arms and Legs open**

Arms and legs are not crossed. For example appearing to hold things and form more detailed shapes.

- **Maintaining eye contact**

The head may be directed solely towards the other person or may be looking around. Eye contact is likely to be relaxed and prolonged.

- **Handshake**

As the other person approaches, move to left side, extend your arm horizontally, palm down (be first to do this). Grab their palm firmly, pull them in and hold their elbow with your left hand.

- **Talking and Emoting**

Talk with confidence and use the body beat in time with assertions. It is also powerful to show that you have emotion, but in the right place only.

- **Breathing**

Breathing is steady and slower. This may make the voice a little lower than usual.

Watch Your Body Language

Negative Signals	
Poker Face	Tapping feet = Nervous or bored
Showing Fear and Nervousness	Crossed Arms = Defensive
Looking down or away	
Leaning Backward = Discomfort	



Negative Signals

- **Arms Crossed**

In a closed positions one or both arms cross the central line of the body. They may be folded or tightly clasped or holding one another. There may also be holding one another. This can mean that you are being defensive.

- **Legs Crossed**

When legs are crossed but arms are not, it can show deliberate attempts to appear relaxed. This is particularly true when legs are hidden under a table.

- **Looking down or away**

The head may be inclined away from the person, and particularly may be tucked down.

- **Fear and nervousness**

Fear occurs when basic needs are threatened. Examples are cold sweat, pale face, damp eyes, varying speech tone, etc.

Part 5

PART 5

Interview Questions



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Extra resources

Check the following link for frequently asked interview questions, and tips on how to answer them.

<https://www.thebalancecareers.com/job-interview-questions-and-answers-2061204>

Types of Interview Questions

1. Standard or Traditional Questions
2. Behavioural Questions
3. Question asked by the interviewee

1. Standard Questions

They target your education, abilities, work experience, and career goals.



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Variations of Traditional Questions:

- Why do you want this job?
- Why do you feel that you will be successful in...?
- Why do you want to leave your current job?
- Why have you had so many jobs?
- Why should we hire you?
- Why did you choose to become a teacher, nurse,...?
- What can we offer you that your

- previous company cannot?
- What can you do for us that other people cannot?
 - What qualities do you think are required for this job?
 - What are your greatest achievements within and outside the workplace?
 - How has your experience prepared you for this position?
 - Where do you see yourself in 5 years? 10 years?
 - Are you willing to relocate?
 - Tell me about your scholastic record.
 - Tell me about your extra-curricular activities and interests.

1. Standard Questions

- Tell me about yourself
- What is your greatest strength/weakness?
- Why did you choose to interview with us?
- What did you like most/least about your last job?
- What are your short and long-term career goals?



Tell me about yourself

- Your key **accomplishments** at previous jobs or College.
- The **strengths** demonstrated by those accomplishments.
- How these **relate** to the job for which you're applying.

What is your greatest strength?

- **Hardworking**: As I am a hardworking person it helps me complete hard tasks
- **Team Player**: As a team player I can understand others' mindsets and feelings and hence, I can help them to overcome their hurdles.
- **Openness to Change**: This helps me to adapt to any given situation.

The best way to answer this question is to pick out a negative quality that you might really possess, but that could also be seen as a positive one.

- **Perfectionism**: "I work very hard that I hardly find time for my friends and family."
- **Ambitious**: "As an ambitious person I am looking for knowledge in everything."
- **Intolerant to Dishonesty**: "I do not support anyone who is dishonest."

2. Behavioural Questions



They focus on your **actions** and/or **behaviors** in a previous setting.

2. Behavioural Questions

- Describe a time you had to make a difficult decision?
- Tell me about a time you worked under a deadline?
- What would you do if you met an angry customer?
- How do you handle criticism?
- Think about a mistake you did. What did you learn from it?



How to answer a tricky question?

- Don't blame others
- Sell yourself
- Keep your praise & observations credible & realistic
- Be positive
- Be calm
- Do your homework well

2. Behavioural Questions



3. Questions by the Interviewee

To decide if you are an appropriate fit for the company and position, prepare a list of questions for the interviewer.



3. Questions by the Interviewee

- What type of assignments can I expect within the first year?
- What do you like most about this company?
- What skills are you looking for in this position?
- What is the next course of action?

Part 6

PART 6

After Interviews



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What Do You Have To Do...



AN INTERVIEW?

Do You Have Any Questions for Me?

- Thank the interviewer.
- Request a business card.
- Inquire about next steps in the process.
- Ask some questions related to the organization environment and/or job description.



Follow-Up

- Send a thank you e-mail note 24 hours.
- Letter may be handwritten or typed; e-mail is also acceptable.



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Less than 10% of job seekers carry this out, although it's a great strategy and reminder.

Thank You Note Sample

Dear Mr./Ms. Last Name:

Thank you for taking the time to talk to me about the (XXX) position. I appreciate your time and consideration in interviewing me for this position.

I am very interested in working for you and look forward to hearing from you once the final decisions are made.

Please feel free to contact me at anytime if further information is needed. I am on (mobile number).

Thank you again for your time and consideration.

Sincerely,
(Your Signature)



Part 7

PART 7

Final Tips



General Interview Tips

- Be prepared to talk about yourself and your experiences.
- Master the art of storytelling.
- Provide specific and concrete examples of your accomplishments.
- Remain positive, enthusiastic and confident throughout the interview process.
- Remain calm, relaxed, and be yourself.

General Interview Tips

- Avoid filler words like “*Um*” and “*Ah.*”
- Avoid indecisive phrases like: “*I think*” “*I guess*” or “*probably.*”
- Avoid long answers. Limit your response to 1-2 minutes.
- If you do not hear or understand a question, ask them to repeat or clarify it for you.

General Interview Tips

- Try to focus on the message you are trying to convey, **NOT** how well you are doing.
- Don't swear or use slang words.
- Don't slouch in your seat or do anything else that makes you look disinterested.
- Don't smoke.



General Interview Tips

- Don't lie.
- Don't be arrogant and assume you have got the job.
- Don't read from notes or your CV.
- Don't criticize former employers or colleagues.
- Don't argue with the interviewer, no matter what.



Thank
You