

# WELCOME!

# Interviewing Skills



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# Part 1



# PART 1

# What's an Interview?



# 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.





# Any Questions

# Part 2

# PART 2

# Types of Interviews



# Types of Interviews



**Phone**



**One-on-One**



**Group**



**Panel**

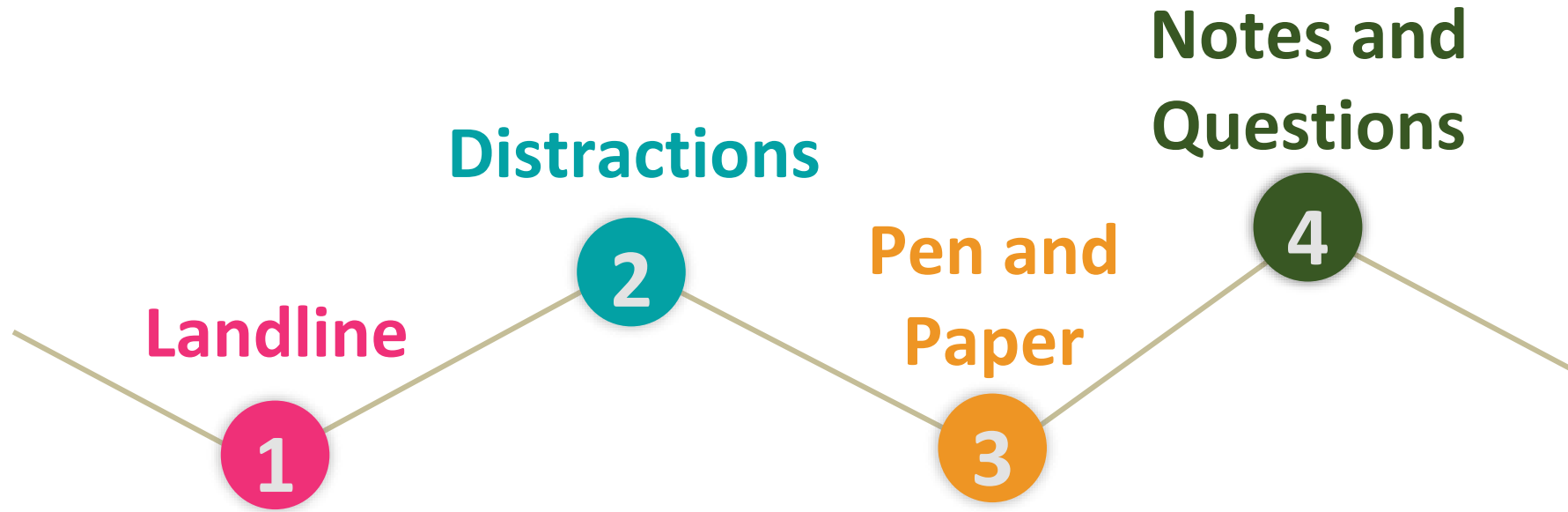


# 1. Phone Interview

- 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 Interview Tips





# Phone Interview Tips



## 2. One-on-One Interview



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

# 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.

# 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.



# Any Questions

# Part 3



# PART 3

# Before Interviews

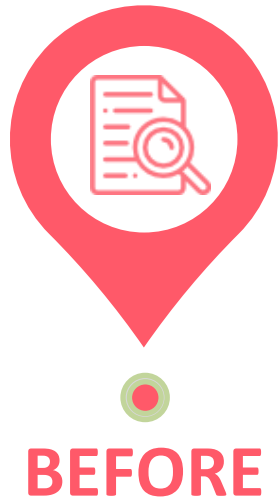


# What Do You Have To Do...



## AN INTERVIEW?

# What Do You Have To Do...



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



# Rehearse & Practice



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

# 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.



# Grooming - Men



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

# 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)



# Video Time!



# Any Questions

# Part 4



# PART 4

# During Interviews



# What Do You Have To Do...



## AN INTERVIEW?



# DOs & DON'Ts



## IN 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*”

# 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

# 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

# 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

# Video Time!



# Any Questions

# Part 5



## PART 5

# Interview Questions





# Types of Interview Questions

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

# 1. Standard Questions

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

# 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?

## 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?

## 2. Behavioural Questions



**Situation**

Set the Scene  
and  
Background



**Task**

Describe the  
Problem and  
Challenges



**Action**

Explain What  
You Did and  
How



**Results**

State the  
Impact of Your  
Actions

# 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?

# Any Questions

# Part 6

# PART 6

# After Interviews



# 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.



# 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 looking 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)

# Video Time!



# 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 achievement.
- 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