



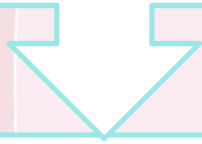
EFFECTIVE INTERVIEWS

优秀的面试

vnv 
Corporate Solutions
Team Tenacity Triumph

PARTS OF INTERVIEW

PLANNING
计划



PRESENTATION
表达



Every Legend Has a Beginning. 每个转起有起点。

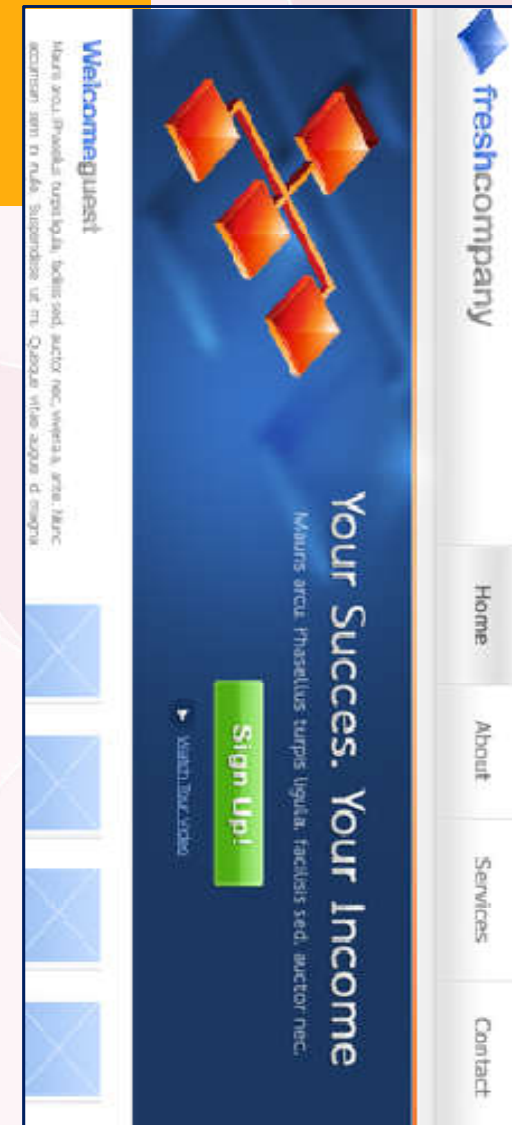
PLANNING计划

Step1: Surf Company Website Time Required: 1~2 hours.

What to search for..

- Get to know company history, clients, work culture.
- Better to print some useful information about company operations. IMPORTANT → Simply means you need to know what company actually does.

Why is it Important?



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Why is it Important to know about company?

Interviewer will ask question such as..

1. What do you know about our organization?
2. Why do you want to work with us?

You need to have good answer in advance.

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Step 2: Search Position and skill set needed for this post. 1~2 Hours

1. Make a list of technologies the job needs.
2. Please see you are good or poor in which technologies. IMP→ During interview they will ask you are good in which platform or technology?
3. IMP:→Focus only on the topic which you are good at. 准备arrange these topics on paper. Search or revise复习 more info about these topics. Keep this paper with you during interview.

skills

Every Legend Has a Beginning. 每个转起有起点。

Step 3: Your Work History.

Time required: 30 Minutes

Take another paper..

1. Note down the projects you did in past companies.
2. What was your role in those projects.
3. Who were the clients?
4. Any challenges you face in recent projects?
5. IMP➔ Make point 观点 on paper is important because these are very normal question and candidates are not able to answer these question well during interview.



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skills

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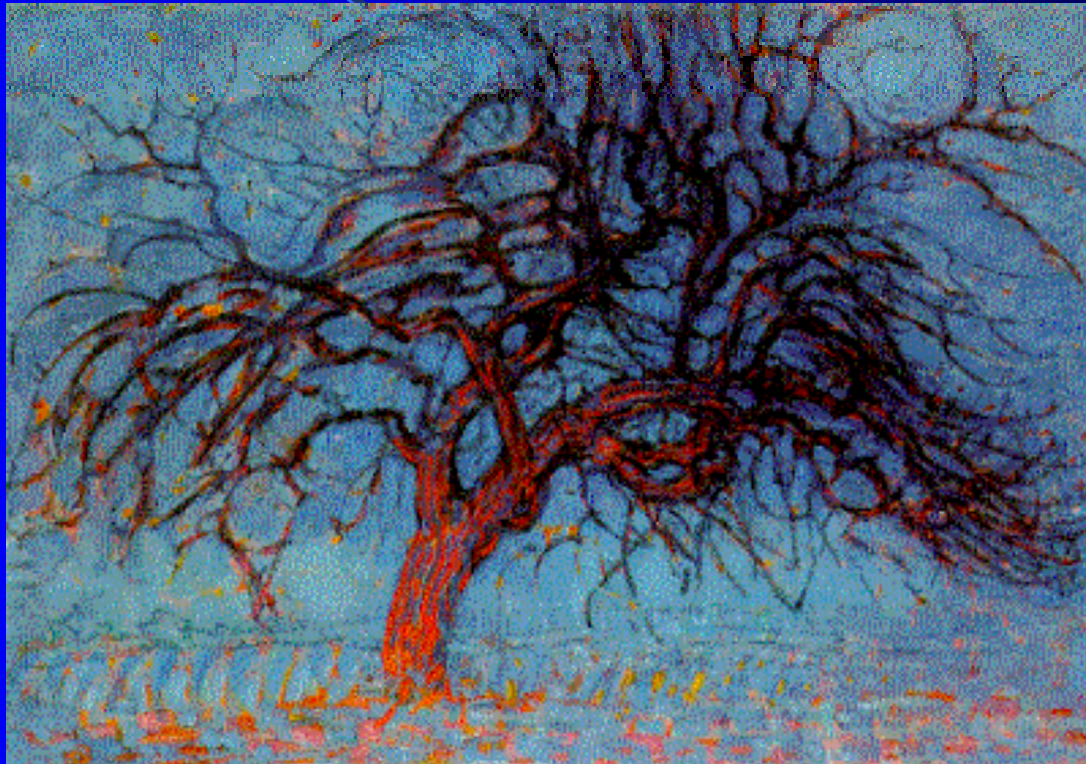
Interview has 2 parts..

- Planning
- Presentation.



preparation

⌘ prepare the ground



Job Description: The Candidate

- Candidates for a position should know the job description, match their skills and experience with what is described
- Prepare your answers to show how you have experience in each skill area described

(STAR/ZAP METHODS!)

- **Situation/Task/Action/Result**
- **Zesty/Anecdotal/Presentation**





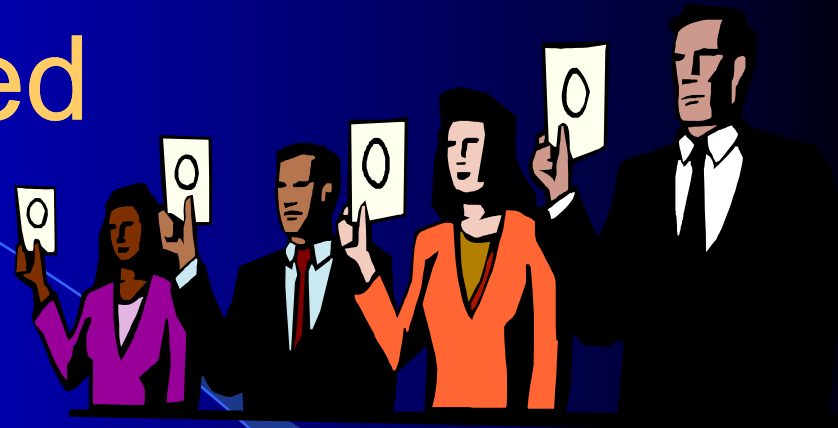
Job Description: An exercise

STAFF ACCOUNTANT: Full-time career opportunity for a Staff Accountant. This position requires a detail-oriented person who enjoys performing a variety of tasks. QuickBooks experience a plus. Duties will include monthly journal entries and reconciliations, accounts receivable, accounts payable, and assistance with month-end close. Requires four-year accounting degree and 1-2 years experience.

INSTRUCTIONS: 1) Circle required skills, underline desired skills and experience. 2) Prepare at least 6 interview questions.

OLD NATIONAL BANK-RETAIL CENTER, ASSISTANT MGR: Assist manager in managing sales & daily operations of center including inside sales, financial profiling, teller transactions, customer service, general operations, and personnel. Develop new & enhance existing relationships with customers by offering products & services to meet their financial needs. Requires excellent supervisory, interpersonal, problem solving, communication, and customer service skills. Strong knowledge of operational policies and procedures is required.

Job Skills Needed



- Technical skills-computer skills, computation skills, physical skills
- Performance Skills-communication skills, problem solving skills

Interviewer:

BASE YOUR QUESTIONS ON FINDING OUT HOW THE CANDIDATE HAS DEMONSTRATED THESE SKILLS IN THE PAST.

Candidate:

YOUR PROSPECTIVE ANSWERS SHOULD TAKE INTO ACCOUNT DEMONSTRATING HOW YOU USED THE APPROPRIATE SKILLS IN TO BE SUCCESSFUL IN THE PAST

INSTRUCTIONS: 1) Circle required skills, underline desired skills and experience

STAFF ACCOUNTANT : Full-time career opportunity for a Staff Accountant. This position requires a detail-oriented person who enjoys performing a variety of tasks. QuickBooks experience a plus. Duties will include monthly journal entries and reconciliations, accounts receivable, accounts payable, and assistance with month-end close. Requires four-year accounting degree and 1-2 years experience.

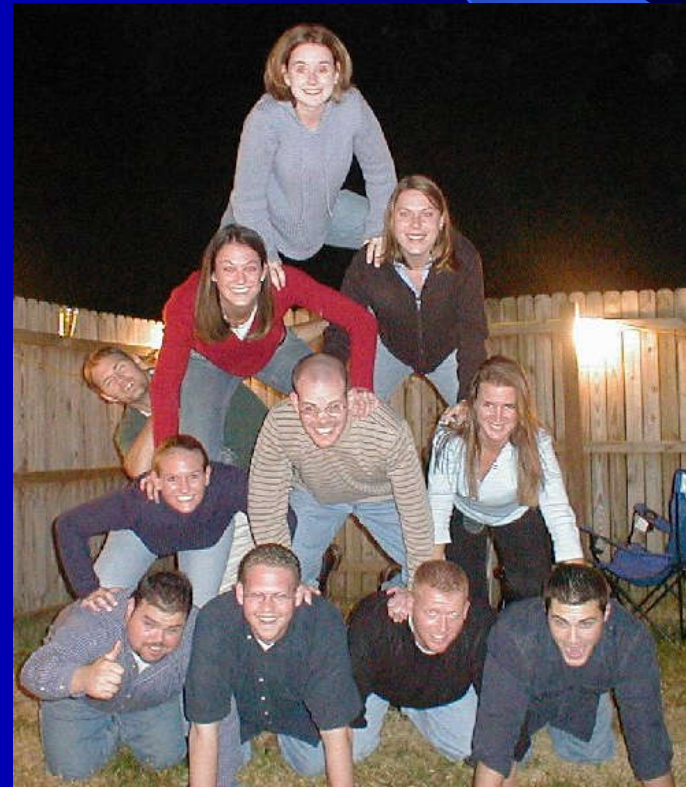
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OLD NATIONAL BANK-RETAIL CENTER,
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sales & daily operations of center including inside
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new & enhance existing relationships with customers
by offering products & services to meet their
financial needs. Requires excellent supervisory,
interpersonal, problem solving, communication, and
customer service skills. Strong knowledge of
operational policies and procedures is required.

Use Your Advocate Network

..to review, prepare, practice

- People in Key positions
- People who support you
- Friends, acquaintances



Review

- Profile Skills
- Skill/Benefit Statements
- STAR Model
- Advocate Network
- Positioning Statement
- Follow-Up
- Keep search active



*"The years 1966 through 1995 are blank because
I was on tour with the Grateful Dead."*

The Interview

- Positive first impression
- Skill/Benefit statement
- Sprinkle benefits
- STAR model
(more on that later!)



establish rapport

⌘ a few minutes of
“small talk”



Interview Questions: The Candidate

- Interviewees should prepare for the interview
 - writing a list of 10 anticipated questions and answers
 - rehearsing answers that highlight their experiences that match well with the skills needed

Distinguish yourself!



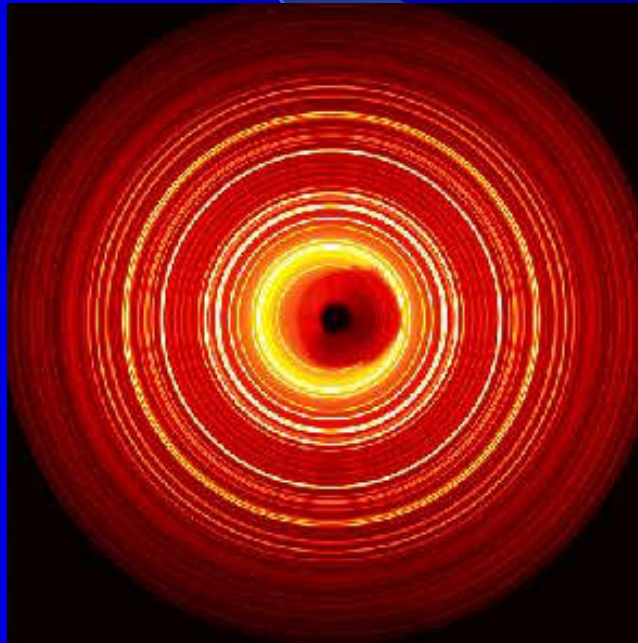
INSTRUCTIONS: 2) Prepare at least 6 interview questions.

Possible Questions

- Tell me about a time when you had to be very detail-oriented to complete a project well. How did you organize yourself to complete the task? What were the results?
- What kind of experience do you have working with month-end closes? What techniques do you use to make sure the close goes smoothly? What are the results?

future behavior on the job can be anticipated by previous behavior

⌘ interviewers target questions zeroing in on your past actions



ZAP 'em with a STAR

....tell them a story that illuminates transferable skills....



past behavior = future
behavior

⌘ specific examples!



there's always a crowd of candidates...



....how can **you** stand out
as the best choice?

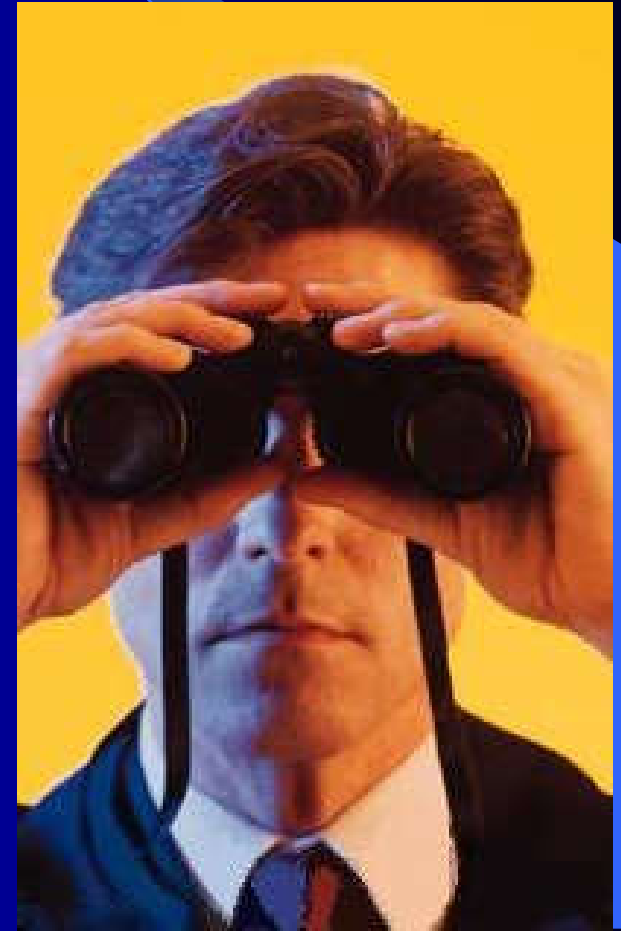
Z.A.P. 'em...



⌘ Zesty Anecdotal Presentation

through a glass darkly

⌘ help the interviewer see you clearly



ZAP 'em no matter what

- Zesty
- Anecdotal
- Presentation

silence is golden



⌘ use it to your advantage....



contrarian strategy

⌘ interviewers often probe to get a negative view



allude to minor negatives in your answers to avoid this

sometimes they just go
negative



leverage this to your advantage

Strange Questions?

- Be honest
- Use Skill/Benefit statements
- Use STAR Model



“Klaato, barada niktoe”

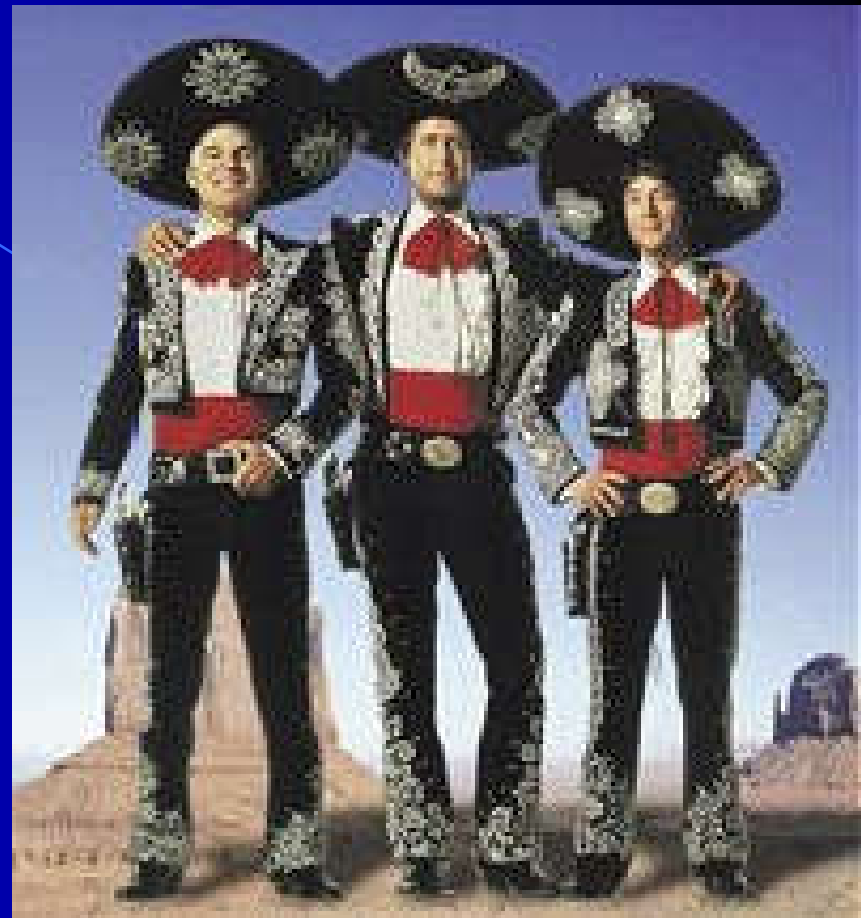
The Big Three.....

There are three questions
that seem to be the most
difficult to answer.....

“Tell us about yourself.”

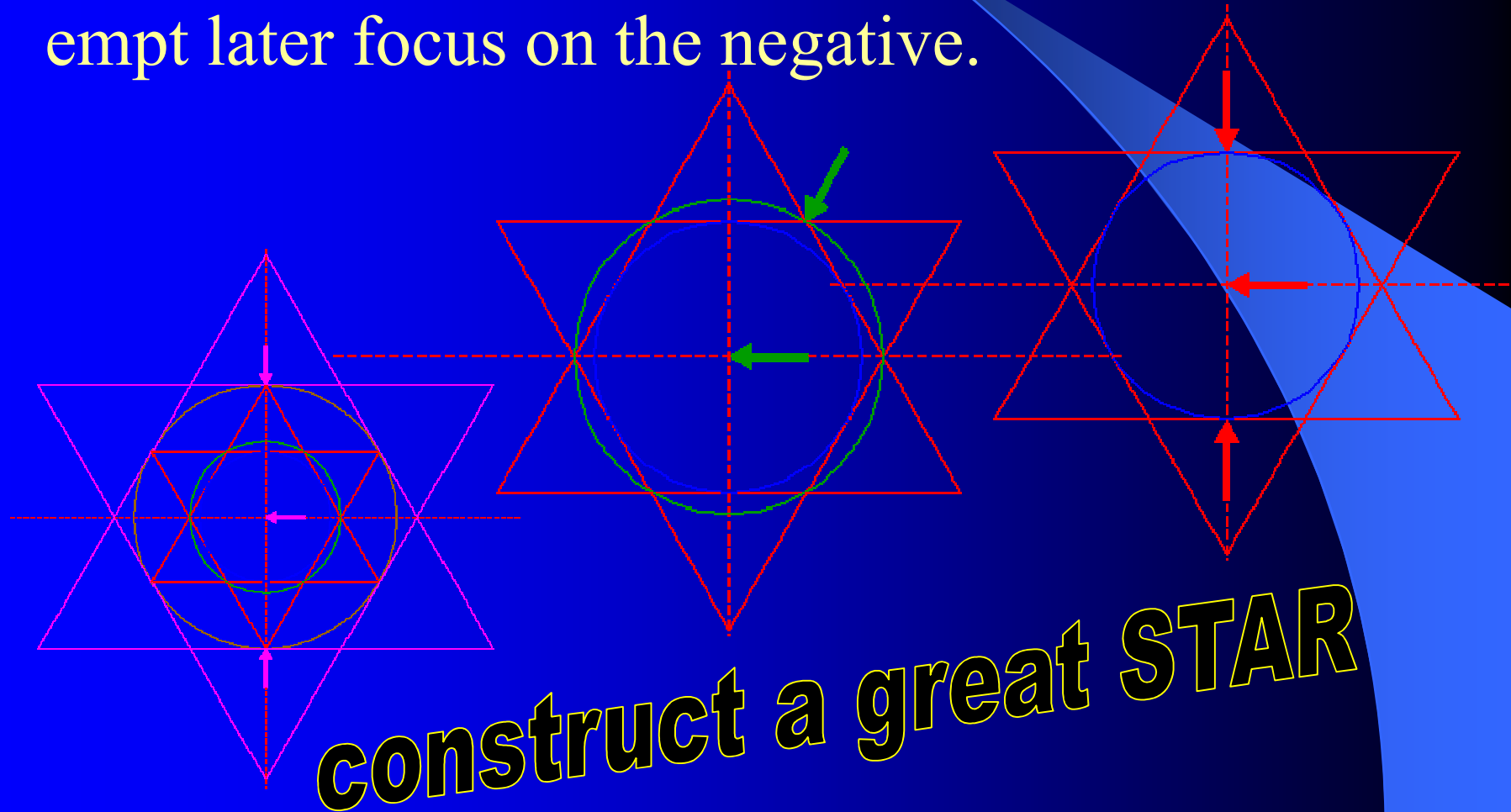
“Describe your weaknesses.”

“Tell us about a mistake you have made.”



Tell them about yourself and pre-empt....

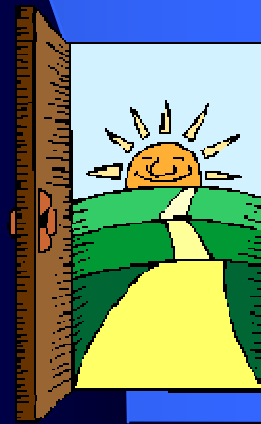
If you get the generic “Tell us about yourself” question early in the interview – use it to pre-empt later focus on the negative.



Terminated?

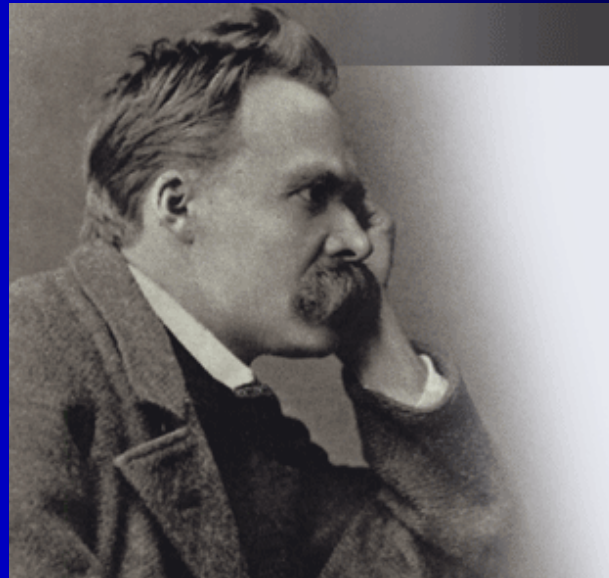
Do not volunteer this information, but if asked -

- Explain circumstances (but not in too much detail, for example: “new management took over”)
- Be honest (but circumspect, for example: “the new supervisor and I did not see eye to eye”)
- Never derogate your former employer (be discreet, for example: “I was not a good fit with the new company culture”)



“That which doesn’t kill us makes
us stronger.”

In response to a “weakness” or “mistake”
question, **ALWAYS** address the lessons or
skills you learned....



current behavior = future
behavior

⌘ your interview IS you – will you “fit”?



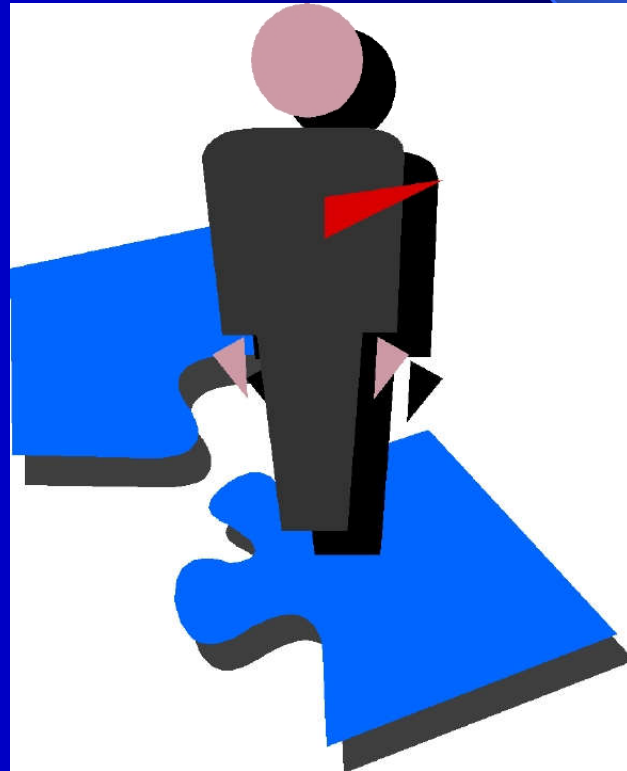
Will you be the office fool?...

....the magician?



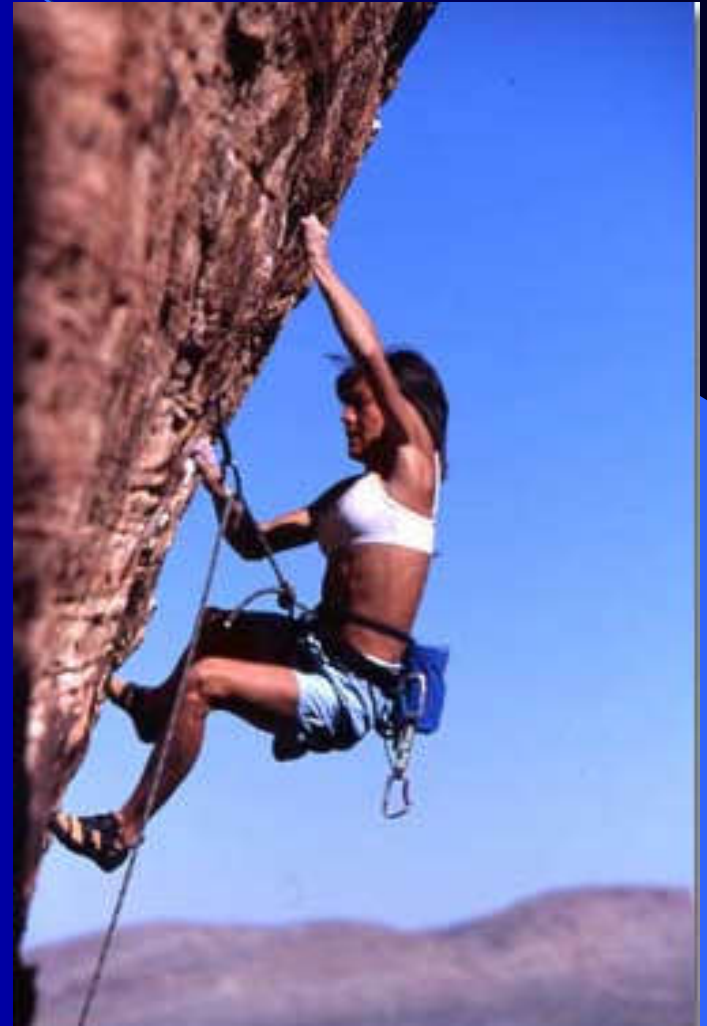
Who are you...you, you, you, you?

⌘ they really wanna' know....



if the going gets tough

⌘ hang in there....



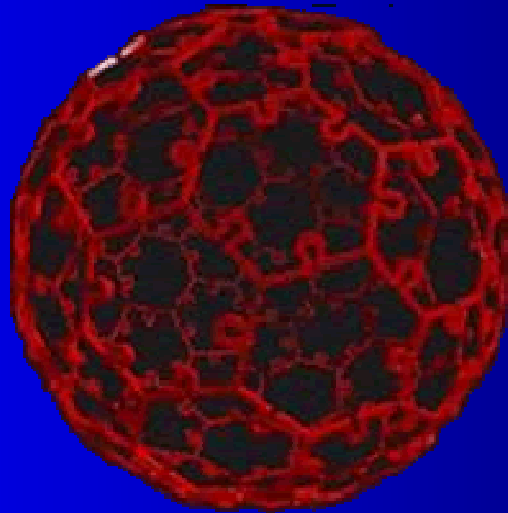
Follow-Up

- Thank you letter
- Check with Advocate Network
- Keep looking for opportunities



the gestalt

- ⌘ professional look and manner
- ⌘ real examples of past behavior
- ⌘ actions and words in the interview



success



EVALUATION QUESTIONS

Discussion #27



- **USE:**
 - a. Strongly Agree
 - b. Agree
 - c. Disagree
 - d. Strongly Disagree
 - e. Don't Know

- 1. I found the presentation material easy to understand.**
- 2. This Advantage session increased my knowledge on the subject presented.**
- 3. I will be able to use some of the information from this Advantage session in the future.**
- 4. The presenter was well prepared for this session.**
- 5. This presentation should be repeated in future semesters.**