



# Interview skills

**Prepare for and  
succeed in an  
interview**



# Communication is Inescapable:



Even silence or absence is a message.

Communication is Irreversible:

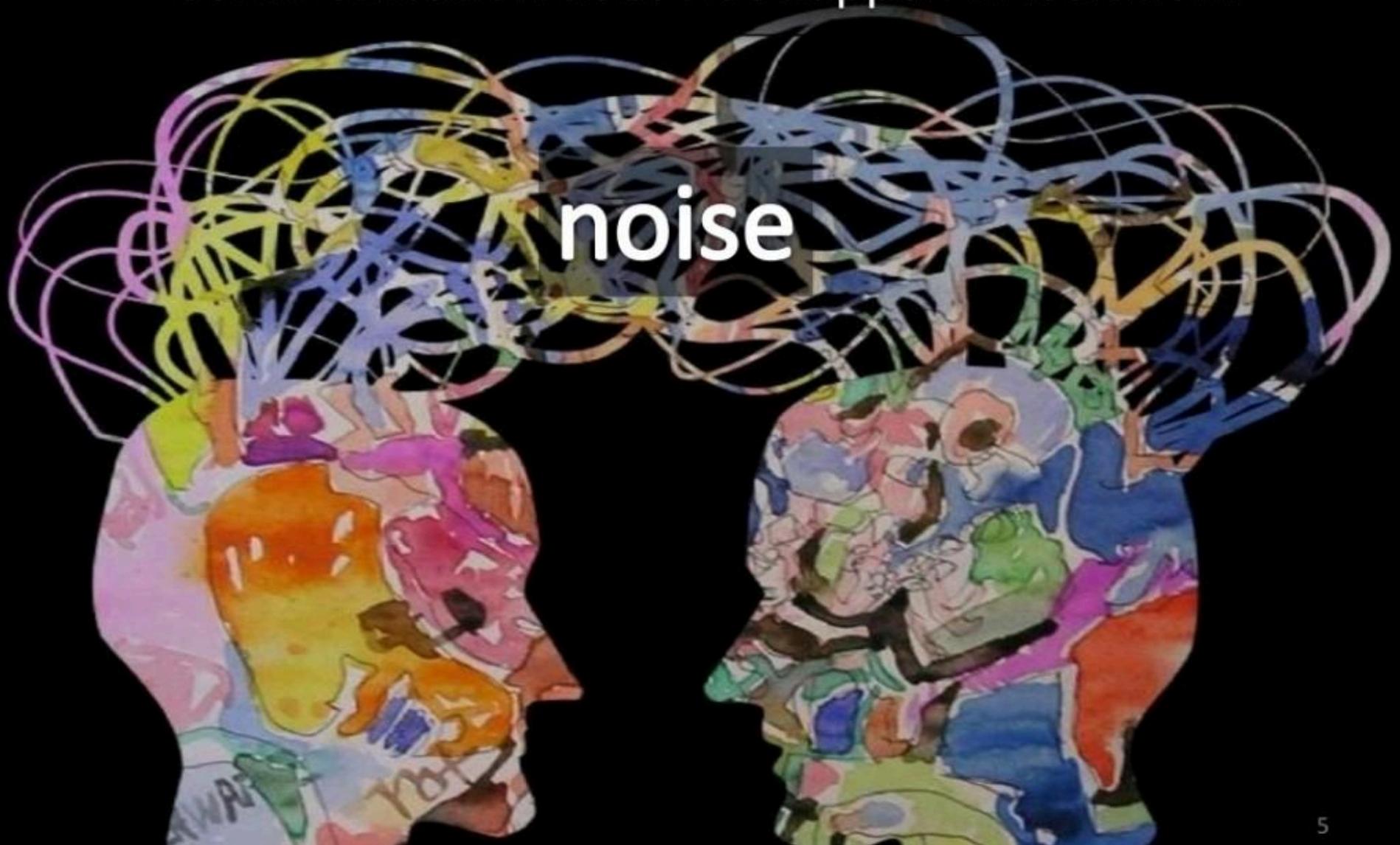
TAKE it

You can't really  
take back  
something once  
it has been said.

BACK

# Communication is Complicated:

- communication does not happen in isolation.



You got the call

Now what?



**Accept the first date and time offered to you**





**Check your documents**



~~UN~~PREPARED

## Prepare

- research the company
- prepare a few questions
- rehearse replying to standard questions

# Typical interview questions



## **Tell me about yourself:**

- Highlight:
  - Skills
  - Experience
  - Abilities
- Related to the position

# Typical interview questions



**Why do you want to work here?**

- Explain your interest and motivation for wanting to work with this employer



# Typical interview questions



**Where do you see yourself in  
5 years?**

- Tests ambition
- Align your goals to the position and the company

# Typical interview questions



## **Why should we hire you?**

- Tie to key performance areas
- Sell your talents
- Meet the employer's requirements

# Typical interview questions



**What are your strengths?**

- Communicate any special ‘abilities’



# Typical interview questions



**What are your weaknesses?**

- Know your weakness
- How to correct weakness
- Turn your weakness into a strength

# Helpful pointers

- Get to the right place at least 30 min early
- You are being watched
- Dress appropriately
- Switch your phone off
- No chewing gum or nail biting or knuckle cracking
- Greet people by name
- Shake hands
- Sit when asked to
- Accept water
- Manage your body and voice
- Smile
- Make appropriate eye contact

# **1ST IMPRESSIONS**

**INTERVIEW  
SKILLS**

<http://3ng.blogspot.com/2010/09/1st-impressions-interview-skills.html>

# TRUST is Built on



# FIRST IMPRESSIONS

First impressions

00:30

It takes 3 - 30 seconds



A black silhouette of a person's head is centered against a light yellow background. Inside the head, numerous interlocking gears in various colors—blue, orange, yellow, green, and grey—are visible, symbolizing thought or mental processes.

# First impressions

At least half will not  
change

# First impressions

Only a third are may change their opinion after interacting with you



# First impressions

Less than 30% of the first impression is to do with WHAT you say

It's not what you say.  
It's how you say it.

# Managing your first impression



# Handshake



A close-up profile photograph of a person's head, showing their face and dark, extremely messy and spiky hair. The hair is styled in a way that suggests it has been roughly combed or not styled at all, resulting in a wild, textured look.

# Unconventional Hair

Slight  
influence  
(but context  
dependent)



Hair colour



Slight  
Influence

(more in traditional  
spaces)

# Piercings



# Male Earrings

A close-up photograph of a man's face in profile, facing right. He has short brown hair and a well-groomed beard and mustache. He is wearing dark sunglasses and a small, thin hoop earring in his left ear. The background is dark and out of focus.

Little  
influence  
(but be realistic)

# Tattoos



Moderate  
influence  
(be realistic)

**BIG  
TATTOO**



# Beard/Mustache



None - If  
neat



# Grooming

Body odour



# First impressions & body language

How you handle your body marks you as confident, shy or arrogant



# IT'S WHAT YOU DON'T SAY THAT COUNTS!



**LEARN TO READ AND INFLUENCE PEOPLE THROUGH  
NONVERBAL COMMUNICATION.**

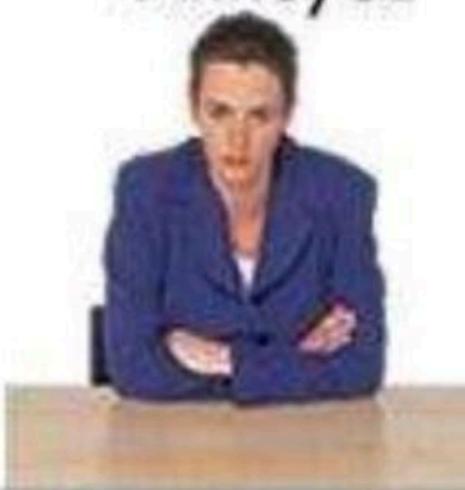
Defensive



Arrogance



Annoyed



Irritated



Happy



Confused



Worried



# Body language during the interview...

- Give the appearance of energy as you walk
- Smile
- Shake hands firmly
- Wait until you are offered a chair before sitting
- Sit upright and look alert and interested
- Look the interviewer in the eye
- Be careful for folding hands and arms and crossing your legs
- Do not fiddle!



# First impressions & dressing the part

Dress to match the context: this will determine how much you are perceived to “fit”



# Residency interview attire and dress code



# Correct length



Avoid inappropriate logos, slogans and pictures.



# Wear Opaque clothing



# Midriff and back covered



**When an interview  
goes bad!**

**What goes wrong?**



# What is **PERCEPTION**?

## What influences perception?



Sunglasses on head



Poorly groomed



Baggy jacket



No tie



Your impressions?

# Your impressions?

Exposed shoulders  
and neckline

Bright colors

Heavy  
jewelry

Bright nail polish



# What goes wrong?

Sending mixed messages

We know that we are capable to do the job.





What goes wrong?

Not enough attention to what the person you are communicating with wants or expects



**What goes wrong?**

Prejudice and stereotype (accent, gender, etc.)



**What goes wrong?**

Power relationships

Who has the power?

# What goes wrong?

## Different CULTURAL ways of doing things:

- Greeting peers or older people?
  - First names
  - Titles
  - Generic name like “aunty”?)
- Who greets first?
- Do you sit down?
- Do you knock?
- When do you enter?
- Saying thank you?



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## What goes wrong?



Assume Nothing

Preconceived assumptions

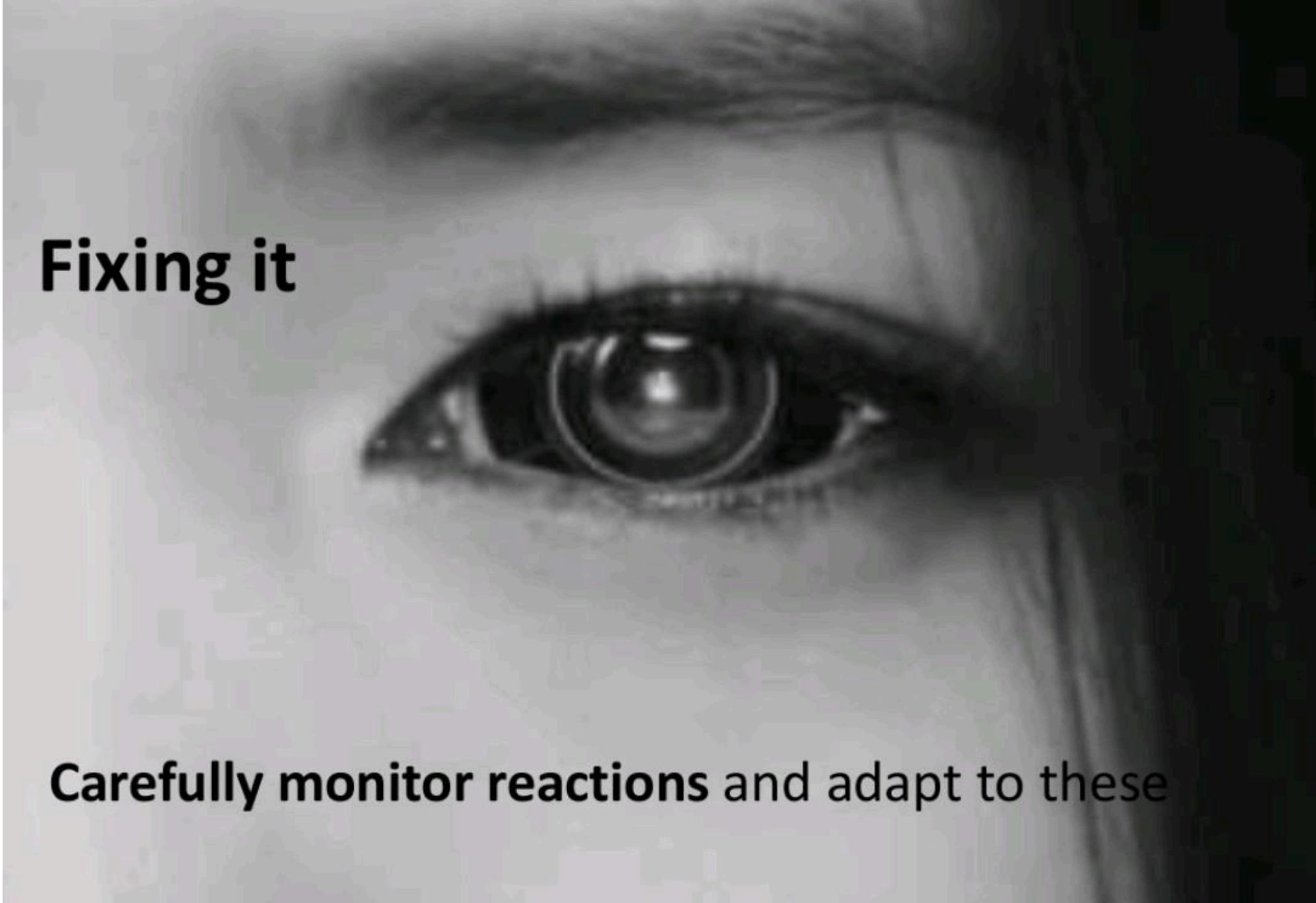
A close-up photograph of a person's hand pressing a large, round, red button. The button has the words "FIX IT" printed in white capital letters. Below the button, on the silver-colored metal base, there is a row of small black dots. The background is dark.

**How to fix it**



# Fixing it

Make a “play” for the job— dress to it, use appropriate language, manage your body



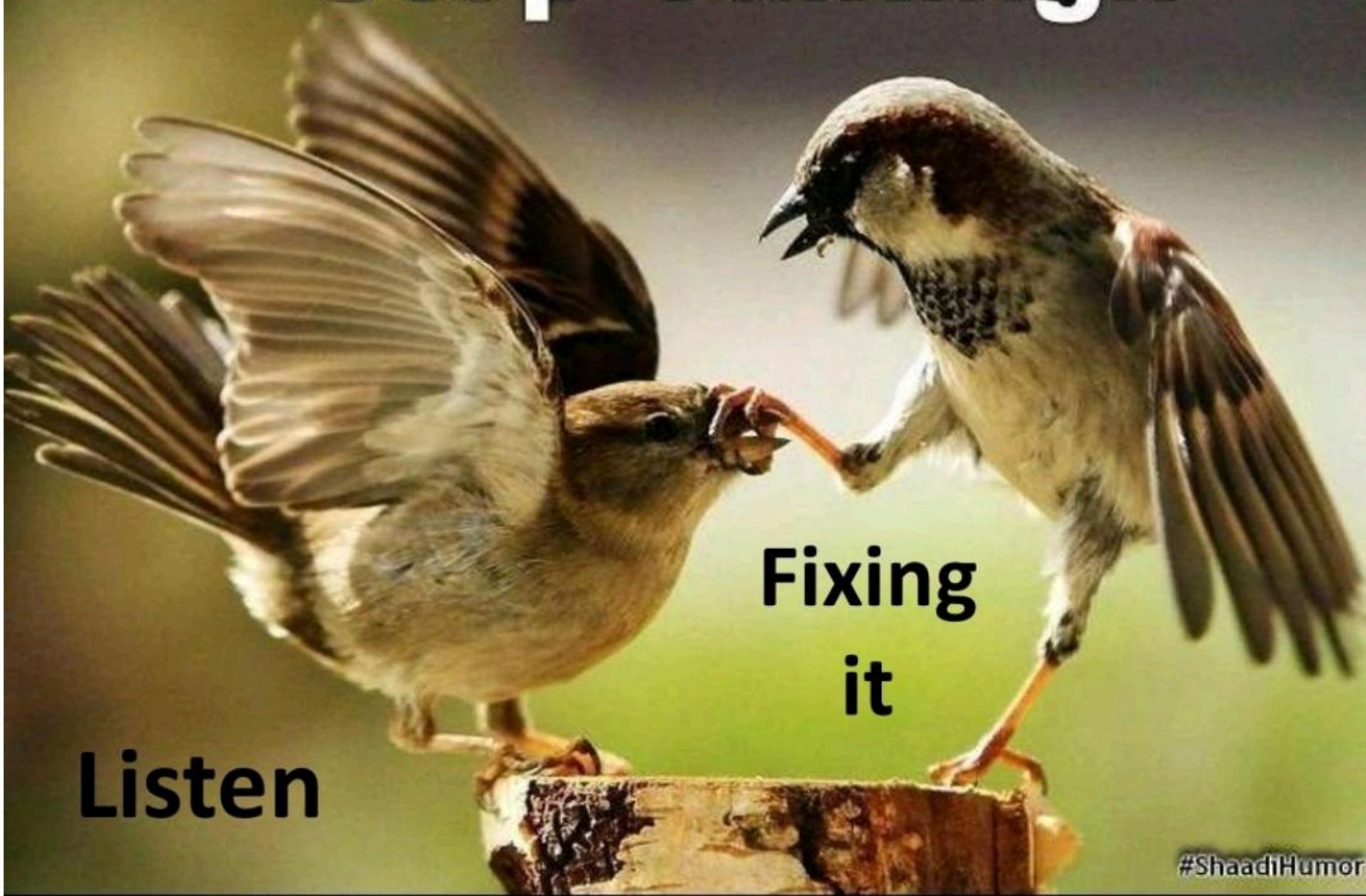
**Fixing it**

**Carefully monitor reactions and adapt to these**

# **Fixing it**

**Ask questions to clarify your  
understanding and theirs**

# **Stop Talking!!**



**Fixing  
it**

**Listen**

#ShaadiHumor



## During the interview

Some guidelines

## **During the interview**



**Don't lie, your answers should be  
truthful, sincere to the point**

# **During the interview**



**Don't answer with a simple “yes” or “no”**  
**Explain using examples**

# **During the interview**



**Don't lose your temper, control  
your emotions**

# **During the interview**



**Speak as clearly as possible**

# **During the interview**



**Never bad mouth or complain  
about a previous employer**

# **During the interview**



**Do not assume that the interviewers read  
your CV in detail, tell them about yourself**

## **During the interview**



**Avoid sensitive issues such as topics related  
to politics and religion unless directly  
linked to the job**

## **During the interview**



**Sound enthusiastic about the position and  
the company**

# **During the interview**



**Have a few questions about the job or  
company ready**

## **During the interview**



**Let the interviewer raise the issue of salary  
and benefits**

## **During the interview**



**Thank the interviewer/s for the opportunity  
and ask when you can expect to hear from  
them**

If you get the job...



# If you get the job...

- Reply in writing whether or not you accept
- Be polite if you turn it down
- Possibly Negotiate salary



**If you don't get the job...**



# If you don't get the job...

- Be polite and gracious
- Learn what you can from the experience
- Try to find out (or work out) why you did not succeed and then do something to address the issues
- Ask the company!

Failure is not  
falling down but  
refusing to get  
up. -Chinese proverb