

BUSINESS COMMUNICATION

JOB SEARCH AND INTERVIEW SKILLS.

March,09,2022

Skoltech

Professor Maxim Kiselev, CEI





The Four Communication Skills



Today

CV and Cover Letter

Basic Concepts

How to Describe Yourself

General Interview Skills

Answering questions

Asking questions



CV/RESUME

Muhammad Siddique Quamje

Baba Chragh Din, H# 2, Nawab Men Street,
Link Road, Model Town Lahore- Cell-00923064658516
Email ID: quamjpk@hotmail.com



Career Objective

A position with an organization that's offer career growth and work in competitive and challenging environment and fully utilize my professional and academic skills to pursue a challenging and rewarding career.

Working Experience:

- Involved in welding field for the LAST 23 YEARS & have experience in construction & maintenance of oil fields & Onshore Refineries, Power Plants, And Fertilizers & Petrochemical Plants in Pakistan & Abroad.
- Working as Welding Supervisor at various on construction/maintenance areas.
- Have hands on experience in welding of all TYPES OF PIPING Material & Structural Works of All Process Control Equipments in Hydrocarbon Industries.
- Awareness & ability De-bottle necking in the field of welding at various plants.
- Fully aware of the safety aspects of working in hydrocarbon industries & the associated hazardous areas.

Academic Education:

- SSC: Intermediate secondary school certification Passed in 1981 year.

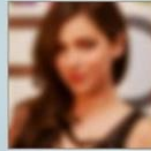
Technical Education:

- Achieved Certificate of "Welding Inspections Level-I" from **Prosperous Link Lahore** in 12, September, 2009 to 23, September, 2009.
- Achieved Certificate of "Welding Inspections Level-I" from **Prosperous Link Lahore** in August 31, 2009 to 11 September, 2009.
- Passed NDT Level-I (Magnetic Particle Testing) from August 17, 2009 to August 20, 2009 from **PTIAC Government of Pakistan** (Ministry of Industrial Technical Assistance Center) Lahore.
- Passed course Welding MAG, MIG, TIG Welding : 20-10-2008 to 22-12-2008
200 hours duration of course in Italy
- Passed diploma welder MAG MIG TIG Pak Arab-Engineering College

Rr. Giovanna Paty Cantu, M.B.A

Corporate System Development Manager

// resume



A dynamic, resourceful and energetic individual who is comfortable with being the 'go to' person for anything related to the smooth running of an office. Much experienced in providing full secretarial, administrative and office management support to work colleagues in a busy office environment.

PERSONAL INFO

+62 811 88 99 00
paty.cantu@gmail.com
www.patycantu.com

123 Main Street
Anytown, CA 99999-0000
U. S. A.

EDUCATION

Institute of Winchester
Master of Business Administration
GPA : 3.89 out of 4.00

Ronald Washington University
Bachelor in Computer Science
GPA : 3.89 out of 4.00



Working Experiences

System Development Manager
Local Authority | 2008 - Present

In charge of organizing, prioritising and delegating tasks effectively to ensure that all administrative work is managed competently, and in accordance with the companies changing priorities and deadlines.

Responsibilities:

- Coordinating all clerical staff & utilizing office equipment effectively.
- Creating and implementing new administrative systems.
- Organising induction programmes for new staff.
- Recording office expenditure and managing its budget.
- Coordinating meeting and networking events.
- Maintaining office equipment & arranging any repairs or replacements.



Skills & Competencies

Managerial abilities

- Confident with IT and the basic office software packages
- Comprehensive knowledge of equality and diversity issues.
- Excellent administration skills.
- Answering and resolving queries accurately, in a courteous and confident manner.
- Setting up new and effective systems and processes.



References

- Prof. Dr. Susan Gonders, M.B.A
Professor of Silicon Valley – Technologies Group
sgonders@gmail.com | (+62) 1234 433 ext 1234



COVER LETTER

Jane Smith
255 East 20th Street, Apartment 2E
New York, NY 10022

Company Name
Street
City, State, Zip

September 25, 2011

Dear Hiring Manager:

I would like to express my interest in the full-time position with your company which was posted on your website. I will graduate this spring from Fordham University with a BA in public accounting. My classmate, Mike Smith, has shared with me his on-campus internship experience at ABC Company and the package was highly competitive. I am interested in this position because you have the largest tax practice in the United States, and I need to work for a company with a culture that is both inclusive and progressive.

My previous experiences make me a very strong candidate. I had two summer internships in XYZ Accounting, and I learned closely with my manager to set up the internal control system which he put in place to meet regulatory requirements. In addition to improving the efficiency of our process, it saved our company significant time and money.

At XYZ Inc., I researched and analyzed large amounts of data using Excel and Access. This work was shared with all accountants and strategies were created to compensate for areas of weakness. It would have been that these programs and strategies are still being used today, even though I worked at the company two years ago.

At home in University, teamwork and leadership are critical to our learning. I have been the vice president of our team for the past year. I managed the budget of \$1,000 but more importantly, worked closely with other students to coordinate to hold a successful roundtable discussion which was attended by over 100 students. The panel resulted in many positive career discussions and will regularly meet to help the firm for my fellow students. This successful event would not have been possible without the teamwork of the accounting club, and the partnership we built with Career Services and the companies that were represented.

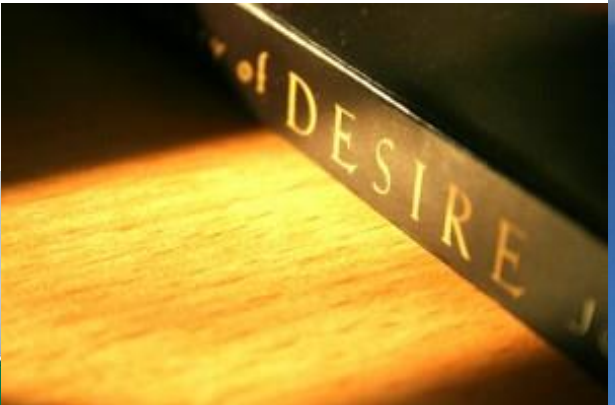
My experience and skills in addition to my enthusiasm for taxes will allow me to make an immediate and meaningful contribution to your company. I am very interested in discussing my qualifications with you.

Thank you in advance for your consideration.

Sincerely,

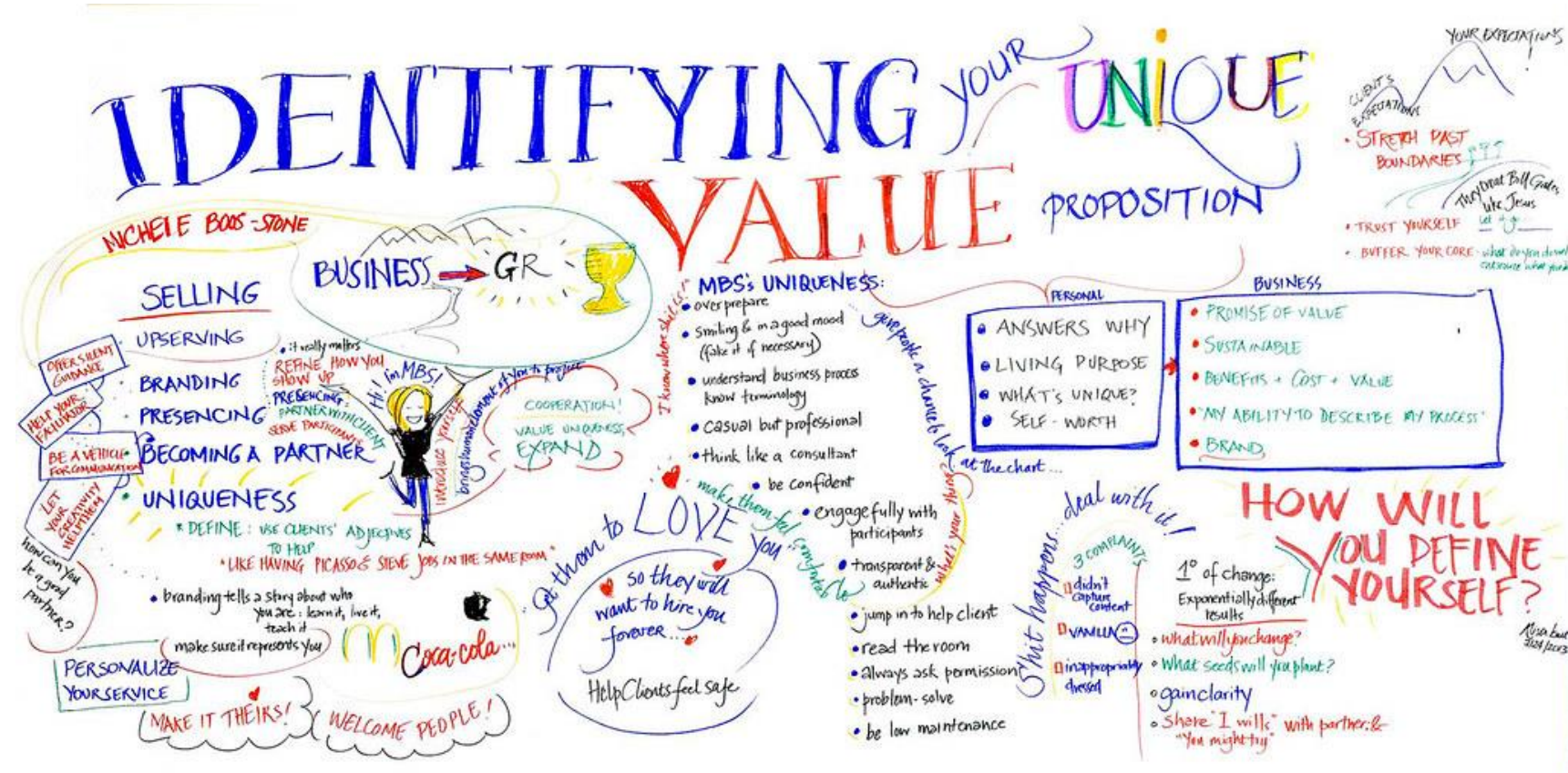
Jane Smith
jane.smith@fordham.edu
(212) 555-1234

Attachment:



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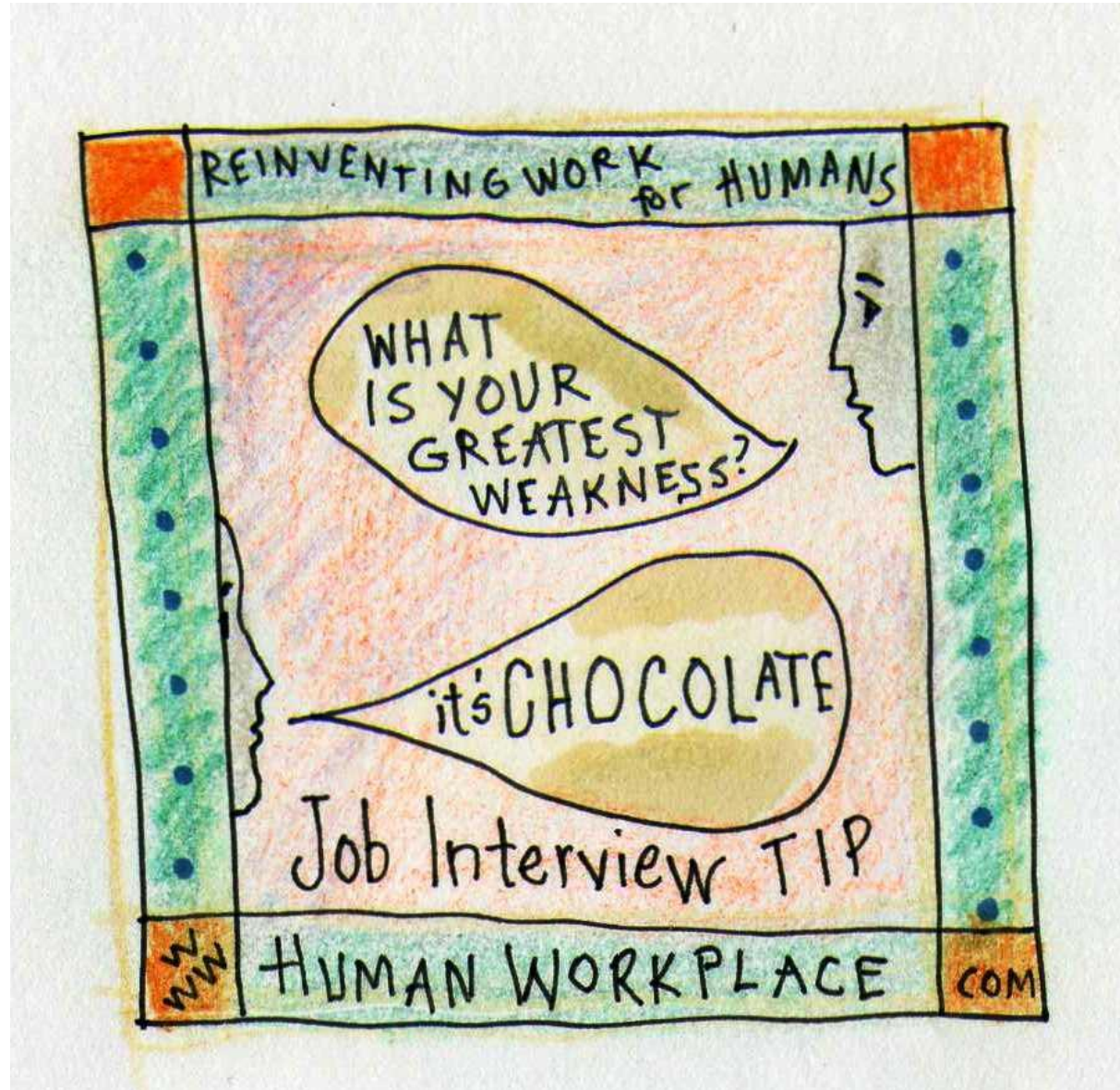
PREPARING TO WRITE A COVER LETTER



Getting to



Job Interview









Objectives

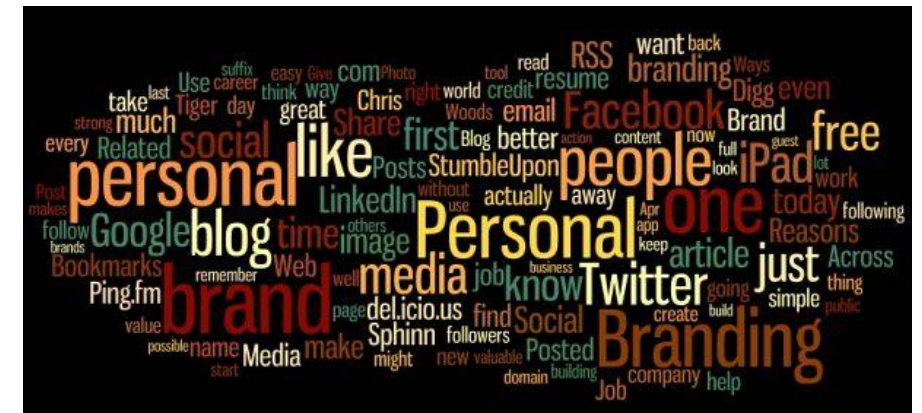
- To give you a sense of the job search and interview process
- To help you prepare for your interviews
- To provide you with an approach and skills that lead to a successful outcome

The Fundamentals

- Your goal in the interview process is NOT to get the job
- Your goal is for both the company AND you to evaluate if THERE IS A GOOD MATCH between:
 - You
 - The position
 - The company
- You must be completely truthful in all communications
- You should feel confident in your skills strengths

They Don't Expect You to be Experienced!

- You should NOT feel apologetic that you have limited experience...
- They don't expect you to have much experience!
- They're looking for someone just like you:
 - Bright
 - Energetic
 - Enthusiastic
 - Determined
 - Interested



Illustrating Your Strengths (and Achievements)



<https://www.youtube.com/watch?v=RiKXKYNIwFQ> Why Should We Hire You? Learn How to Answer This Job Interview Question with this #1 tip Deniz Sasal (8')

Worksheets: Determining Your Strengths, Abilities & Values

Current Strengths, Abilities and Values

- Step 1: Pick all words that describe you
- Step 2: Identify your most important 3-6 strengths

Roadmap for Communicating Your Strengths With Examples

- Step 1: List your 3-6 most important strengths
- Step 2: List each job, or major school activity (clubs, research etc) that you've held.
- Step 3: For each job or activity
 - Identify the specific strengths that you demonstrated in that job/activity
 - Identify one or more concrete example of the use of your strength
 - Identify what you achieved

Now Organize This Information for Presentations in Two Ways

- Organized by job/activity
- Organized by strength

Condense All This Into Your Elevator Pitch

- Summarize your academic background
 - College – and it's ranking (if impressive)
 - Your academic achievements (Dean's list, special awards, Cum Laude, etc)
- Your top 3 or 4 strengths, as illustrated by your work & academic experience
 - I'm a self starter. Working for XYZ Company I...
 - I'm highly organized. At ABC Company I...
 - I've got great analytical skills. At QRW I had to...
 - And I'm not afraid of hard work. At college I carried 23 units, held down a 15 hour a week job, and started on our Division III soccer team.

Some Common Misconceptions

→ Misconception #1:

→ The people who will interview you are experts at interviewing

→ Misconception #2:

→ If more than one person interviews you, they have planned their interviews ahead of time to decide who will ask what

→ Misconception #3:

→ Employers know what they want in the person they will hire

→ Misconception #4:

→ Interviewers like to see you *squirm*

What is the Employer Trying to Figure Out Through Their Questions?

- *Can* you do the job?
- *Will* you do the job?
- Will you actually *take* the job if they offer it to you?
- Will you *fit in* with the rest of the group?
- The questions they *actually* ask are all just trying to answer these basic questions

Interview Killers

- Show up late for your interview
- Cell phones or other interrupting devices
- Being negative about anything (past bosses, jobs, co-workers, the commute, parking... anything!)
- Lying
- Bad body Language
- Inappropriate grooming
 - Perfume, Make-up
 - Clothing

General Advice for Interviews

- Don't make small talk (even at the beginning) unless the interviewer leads off this way. In this case, keep it short. If the interviewer keeps going, then ask a substantive question to get the interview started.
- Match your style to the interviewer's style
- Watch the interviewer's body language & adjust your responses accordingly
- Be concise and to the point
- Talk as if you're already in the position you're seeking (use the first person "we" and "our" rather than the 2nd or 3rd person "you" and "your" or "they" and "them")
- Don't tell a joke

More on Talking About Your University and You

- I think that just as important as what I learned from the great professors I had, was my interaction with these other great students from all over the world, who also had been at the top of their high school classes
- We all had to work really hard, and the environment really pushed us to each do our best
- In addition to my coursework, I also:
 - Worked N hours per week
 - Volunteered N hours per week
 - Played sports N hours per week

What You Must Commit to Memory Before ANY Interview

Know what points you want to get across

- Your Key Strengths
- For each job you've held, or major school project, or other activity, identify which one or two of your strengths it required, and brief examples that illustrate those points
- The description of your College

Plan these points ahead of time, so that you demonstrate

- That you are intelligent
- A good communicator
- A pleasure to work with...

Conveying Non-Verbal Information: The Greeting

The Handshake

- Stand tall, head up, shoulders back, step forward
- Grip the hand firmly. Not a bone-crusher or wet noodle
- Shake with a sense of purpose and sincerity
- Shake for an appropriate period
- Shake with one hand

Look the person in the eye

Smile

Use the person's name when greeting them

Conveying Non-Verbal Information: Body Language

- Appropriate intermittent eye contact
- Relaxed facial and hand muscles
- Nervous gestures
 - Constant nodding
 - Hands or feet
 - Playing with an object or part of your body
- Posture
- Do you have crossed or open arms?
- Grooming & personal hygiene

Workshop Outline

- Basic Concepts
- How to Describe Yourself
- General Interview Skills
- Take Two Approaches to Your Job Search
 - Searching for Hidden Jobs
 - Responding to Job Postings
- Negotiating the Terms of Your Job

Research the Company Before Your Interview

- Website
- Annual Report
- Request brochures about their products or services
- If the company has multiple locations, find out what this particular location does
- Have other alumni from your school gone to work for the company? If so, call them!

The Pre-Interview

The Pre-interview, the Screening Interview

Often conducted by someone in a company's Human Resources (HR) department, or by an outside recruitment agency

- They are trained in interviewing. It will be to the point!
- *Can't* get you the job
- They are trying to *narrow down* the field to a few candidates who will be interviewed by the person who *can* give you the job
- BUT... They *may* give you valuable information about
 - The company, position, hiring manager
 - The culture
 - What they're looking for in a successful applicant

Find Out the Ground-Rules

At the beginning of every interview, ask:

- About how much time do we have for this interview?
- Do you mind if I take notes?
- Would you prefer that I hold my questions until the time you've allocated at the end of the interview, or should I ask them as we go?

Asking Questions in the Screening Interview

- Ask questions – they turn the interview into a conversation
- Your questions demonstrate a lot about you
- DON'T ask about things you'll learn in the Real Interview or in the job offer

Questions to Ask of a Screener

- What is the salary range for this position?
- Tell me some of the particular skills or attributes that you want for this position
- What can you tell me about:
 - The person who will interview me next?
 - My boss?
- Do you have a written description of this position? I want to make sure I understand my duties and responsibilities and the results you expect me to achieve.
- What's a key thing about your company you'd like potential new hires to know? ...What else?
- What do *you* like best about this company? Why?

What if the Screening Interview is Conducted Over the Telephone?

- Always project a positive image **through your voice**
 - SMILE while you listen and speak! (Really)
 - You might try walking around while talking to get relaxed.
- Next to the phone, keep:
 - A copy of your resume
 - A list of questions you've prepared for them
 - A notepad
 - Any research material on the company

The Telephone Screen – How to Detect & Respond to the *Gentle* Let-Down

→ Examples of the Gentle Let-Down:

- I appreciate you taking the time... this is a very competitive position and we'll be talking to a lot of people...
- ... if we feel there's a possibility of a good match for this position, we'll get back in touch with you at this number.

→ Response:

- Mrs./Mr. Smith, I'm not sure I've done a good job communicating the credentials that make me perfect for this job and my enthusiasm for it.

I appreciate how hectic your schedule is, but I think we would both benefit if we could meet in person. Can I schedule a brief 15-minute interview with you later this week?

The Telephone Screen – How to Respond to the Hard Turn-Down

→ A typical hard turn-down:

→ I've listened carefully to what you've told me today, and I have to be honest with you – I don't think we have a good match here. We're going to take a pass this time around.

→ Response:

→ Ms. Smith, I'm surprised to hear you say that. I must have not fully communicated the credentials that make me perfect for this job and my enthusiasm for it. I'd like to meet in person for just 15 minutes to make my qualifications clearer. Which day this week would be best for you?

→ 2nd turn-down

→ No. There just isn't a good match. There's no need to come in.

→ Rebuttal:

→ Ms. Smith, I'm sure that when we meet in person, you'll see things in me that must not have come across over the phone. Let's take just a few minutes to meet in person before making a final decision. When can I come in?

INTERVIEW —

1



**DRESS
APPROPRIATELY**

2



**ARRIVE IN
GOOD TIME**

3



**BODY
LANGUAGE**

4



**EXPECT THE
UNEXPECTED**

5



ASK QUESTIONS

Your Interview With the Manager Who is Making the Hiring Decision

The manager's primary objectives:

- To evaluate your skills
- To measure your personal chemistry firsthand
- To conclude that you will “fit”, i.e.
 - *Can* you do the job
 - *Will* you do the job
 - Will you *take* the job
 - Will you *fit in* with the rest of the team
- Some of the information the interviewer will use to make a decision comes from your answers to the questions
- But the decision is also based, even subconsciously, on the non-verbal information that you convey

The Interview Begins. Find Out the Ground-Rules — Politely

At the beginning of every interview, ask:

- About how much time do we have for this interview?
- Do you mind if I take notes?
- Would you prefer for me to hold my questions till a time that you've allocated at the end of the interview, or should I ask them as we go?

<https://www.youtube.com/watch?v=pMRO2dl9z3w> Tell Me About Yourself - Learn This #1 Trick To Impress Hiring Managers Deniz Sasal (10'30)

Listen Carefully to Gain Insight and Draw Parallels to You

- Listen carefully to the interviewer's description of the company, the department, and the position
- Think of ways in which your experience and strengths would be valuable in this environment (make short notes of these)
- When it's your turn to talk:
 - Focus on those particular strengths & experiences
 - Explain them in context of your jobs or activities
 - Give your short example for each, including what you achieved

Active Listening and Using What You've Learned

As the interviewer describes the position

- He/she may *explicitly* state the most important attributes of the person doing the job
- The attributes they want may *be implicit* in his or her description of the position. You should confirm your understanding. *For example:*
 - “Would you say then that the most important attributes I’d need for this job would be X and Y? Are there others?”
- *If it’s not really clear*, you can ask, “What would you say are the most important attributes of the person doing this job? Are there others?”
- Example: You determine that the most important attributes you’d need are
 - Organization
 - Initiative
- When it’s time for you to talk, begin with the jobs and activities that highlight your strengths that most closely match these requirements

How to Answer the Interviewer's Questions

- Make sure you understand the question. If you're not sure, ask for clarification. If a question is ambiguous, ask which of your different interpretations is actually the question
- Think for a moment:
 - Try to figure out WHY the interviewer asked that question so that your answer will address the question behind the question
 - What's one of your strengths that you can bring out in your answer?
 - What's a good concrete example based on your experience?
- Then give a concise answer, followed by the specific example
- Finish with a concluding sentence and then STOP.
 - Do NOT keep talking. It gets annoying when someone has already made their point and keeps talking more. When you're done, you're done, and there's no reason to repeat what you've already said, even if you say it differently. So you don't want to keep talking. Listeners will start to get impatient, and feel you're wasting their time by covering the same material or giving too many details or examples...

When the Interviewer Interrupts Your Answer with Another Question

- You might make a one- or two-word note of where you were to help you get back!
- If the interruption is related to the original question
 - Answer the new question quickly and concisely
 - Then refer to the original question and finish your answer... concisely
- If the interruption is totally unrelated
 - Answer the new question quickly and concisely
 - Then ask the interviewer if he/she would like you to finish answering the original question, and if so, finish your answer... concisely

How NOT to Answer the Interviewer's Questions

- Do *NOT* launch into “Your Story”
 - I.e. do NOT walk the interviewer through your resume
- Do *NOT* answer a different question than the one that is asked
- Do *NOT* take a long time to get to the point – Start with the point, and then illustrate it
- Do *NOT* throw in any extraneous information
 - Doesn't get to the heart of the question
 - Doesn't emphasize one of your strengths

Preparing for Questions You'll Often Be Asked

The questions in this section are here for you to read through on your own so they don't catch you off guard in an interview. But you'll only get a few of them, so don't spend time crafting a detailed answer to each question! Just be generally prepared for them.

→ Ability and Compatibility

- Skills and Experience
- Job Compatibility
- Culture Compatibility
- Interpersonal Skills
- Problem-Solving Ability

→ Driving Forces

- Enthusiasm
- Motivation
- Creativity & Leadership Skills
- Professionalism

Skills and Experience

- What are your key skills?
- What sets you apart from other applicants?
- What are your strengths?
- What are your weaknesses?
- How does your experience relate to this particular job?
- What skills do you think are most critical to this job?

Job Compatibility

- What were the most rewarding aspects of your job at ABC company?
- What were some of the limitations of that job?
- What are you hoping to achieve in your next job?
- What would your ideal job be like?
- Now that you've heard about this job, which aspect interests you most? Least?
- What aspects of the job do you feel most confident about? Least?
- What concerns you most about performing this job?
- In your last job, how did the realities differ from your initial expectations?
- In What type of work setting do you feel you are the most productive?

Culture Compatibility

- What would your friends tell me about you?
- How would your last employer describe your work habits and work ethic?
- Tell me about your relationship with your past supervisors. With co-workers.
- Talk about a work environment you think would be ineffective for you
- What situations excite and motivate you?
- Whom did you choose as your professional references, and why?
- Tell me something you learned from reading a recent book?
- Do you prefer to work alone or in a group?
- Tell me about a situation in which you found it difficult to remain objective

Interpersonal Skills

- Tell me about an effective manager you've had
- What type of management style is most effective with you?
- Have you managed people? How would you describe your own management style?
- What type of people do you work with most effectively?
- Does your current supervisor do anything you really dislike?
- What are the steps you take to organize and plan for a major project?
- Tell me about a time when you've had to work under pressure
- Tell me about a time when you had to defend an idea to your boss or someone else in an authoritative position
- Have you ever become defensive around your boss or peers?
- Describe a leader you admire
- What personal characteristics add to your overall effectiveness?

Problem-Solving Ability

- Describe a time you used problem solving to obtain successful results
- How do you usually go about solving a problem?
- How do you measure the success of your work?
- How do you balance your reliance on facts and data with your reliance on intuition?
- Tell me about a time when a problem arose that you failed to anticipate
- Describe an opportunity in which you felt the risks far outweighed the rewards

Enthusiasm

- What led you to apply for a position in this industry?
- What attracted you to this job?
- What makes you think you'd be good at this job?
- How do you stay current?
- Where do you see yourself in five years?

Motivation

- Tell me something about yourself that I wouldn't know from reading your resume
- What aspect of the company interests you the most? Why?
- What other firms are you interviewing with, and for what positions?
- Do you think you're qualified for this position? Are you over-qualified?
- What would your dream job be like?
- What motivates you to do this kind of work?
- What salary would you expect for this job?
- Why should we hire you?

Creativity and Leadership Skills

- Would you rather be a hammer or a nail?
- Would you rather be a big toe or little toe?
- If you got on an elevator and everyone was facing back, what would you do?
- What's the most innovative project you've worked on?
- Describe how you've overcome an obstacle in a creative manner
- How resourceful are you?
- Give me an example of where you had to persuade others to adopt your idea
- Give me an example of a situation in which you've taken the lead

Professionalism

- Give an example of how you saw a project through, despite obstacles
- Tell me about a time when you showed real determination. Diligence.
- What is the most difficult task you've ever been given?
- Would your past supervisors describe you as someone who goes the extra mile?
- Are you punctual?
- Tell me about a time when you feel you didn't perform to your full potential
- Do you think of yourself as concept-oriented or task-oriented?
- What would your supervisor say about your attention to detail?
- What caused stress in your past jobs, and how did you manage it?
- How do you prioritize tasks in your work?

It's Time for Your Questions

- By choosing your questions wisely, you can demonstrate your
 - Level of intelligence
 - Organization and preparation
 - Interest in *their* company and *this* job
 - Goal of ensuring that there is a good match
 - Higher level of thinking than other candidates

Basic Questions That You Might Want to Ask the Interviewer

- Please explain how the team is organized and where this position fits in
- Can you give me a more detailed understanding of what I might be doing?
- How would I be able to help achieve the team's specific objectives in my first three months?
- What is the one thing I could do in my first three months that would really get your attention? (in a positive way!)

Questions about the Culture That You Might Ask

- How would you describe the culture of both the team and the company?
- What do you like best about this company? Why?
- What have you liked least?

Directing the Interview When the Interviewer is Inept

Dealing with an Inept Interviewer

- Unlike the HR screeners, the hiring manager:
 - May be a great manager, with NO training in how to interview
 - May not stay on track
 - May spend all the time doing the talking, and not asking the right questions to get to know you
- And so, the inept interviewer may make the wrong decision without really getting the facts about you!
- You need to help an unskilled interviewer focus on how your unique skills directly benefit the department by citing a number of specific examples from your work, school and life experience

What Mistakes Do Inexperienced Interviewers Make?

- Spend most of the time telling you about the position, the company, themselves, or their philosophy
- Just ask questions that confirm what's on your resumé
- Show up unprepared
 - Haven't read your resumé and cover letter
 - Haven't thought through the requirements of the position
 - Haven't listed questions to ask you
- Ask illegal questions
- Show up "Out of it." They may be under the influence, they may accept telephone or other interruptions, they may actually work on other tasks during the interview
- Unless you take control, they won't learn about YOU!

An Interviewer Who Talks Too Much

- Give him/her a chance to talk for a while, and then find a way to jump in
 - Sit higher, raise a finger, lift your eyebrows, part your lips
 - Find a slight pause and interrupt
- Once you've got the floor, talk about some aspect of your experience that relates to what the interviewer is saying, and which brings up a strength
 - Acknowledge what the person is telling you
 - Illustrate your point with a specific example
- **Then continue *without a pause*** into another experience that illustrates your next strength

The Interviewer Who Isn't Prepared

- If it becomes obvious that the interviewer hasn't read your resume:
 - Give the first part of your Elevator Speech – your academics and your most recent job using it to highlight strengths and reinforcing your explanation with an example
 - Then *without pausing* ask, “Would you like me to continue with a brief summary of my other experience?” (The answer is almost sure to be yes).
 - In order to do this, you need to have identified for each job how you used one or two of your strengths, and an example that illustrates those points.
- If the interviewer hasn't fully thought through what he or she expects you to do, or what characteristics the position requires in a candidate
 - Ask, “Can you tell me a little about the position? What kind of tasks would I be assigned, and what kind of skills or strengths would I need?”
 - Then...pick examples from your work, school projects, or other activities that illustrate those skills and strengths, and start telling about them!

The Interviewer Asks Illegal Questions

- Typical illegal questions:
 - Age
 - Marital Status
 - Health Status
 - Religion, race or ethnic background
 - Children
 - If you've been arrested
(but they CAN ask if you've been *convicted* – of a felony)
- If you don't think your answer will hurt you, go ahead and give it
- If you think the answer *might* hurt you
 - Remember that the interviewer is probably asking this question in order to answer their *REAL* question, “Is there something personal that will get in your way and prevent you from doing the job. So answer:
 - “Mr. Smith, I can assure you that has no effect on my ability to get this job done. I keep my personal life and professional life separate, and I take my professional life very seriously. I always give 100% to my job.”

The Interviewer is Distracted

- If there are many interruptions
 - Be patient, assure the interviewer that you've allocated ample time.
 - If they ask you to reschedule, try to accommodate them. If they don't, then consider asking them whether they would like to reschedule. *Then try to reschedule for later that day*, and then hang around. It will minimize your commute, and maximize the pressure on the interviewer to give you a fair shot!
- If the interviewer seems bored
 - Try varying your voice (tone, loudness, pauses, etc)
 - Start asking them some questions
- If the interviewer seems "under the influence"
 - Say something like, "You don't look like you're feeling too well. Would you like me to reschedule this interview for another day."
 - Then decide whether or not you really want to work for this person!

Coming to a Close

Establish the Next Step

- If you feel pretty confident, ask a hard “close” question
 - “Mr. Smith, if you have any doubts about whether or not I can do this job well, can we get those out on the table and probe into them in order to come to resolution one way or the other?”
- The general preference is for candidates to ask “soft-close” questions
 - “I’ve really enjoyed our discussion, and I’m very interested in this position. Where do we go from here?”
 - “Are there others here at XYZ you will want me to meet with? Can we set up those interviews now?”

How to End the Interview

→ Summarize

- What you learned about the job –ask for confirmation
- That you really are interested in the job
- Your key strengths that relate to the job
- That you feel you have a good match

→ The final words (said while you are standing still, smiling, looking the person in the eye, and finally shaking hands):

- Thank you, Mr. Smith.

I've really enjoyed meeting you. I like what I've learned about XYZ and about this job. I believe I'll do very well in it, and I believe this position will be both interesting and fulfilling. I look forward to taking the next step toward you hiring me. Thank you.

- **THEN, STOP TALKING!**

After the Interview

Your Follow-Up Letter

- Immediately when you get home, write your follow-up letter, and mail it or email it
- 1st Paragraph – 2-3 sentences
 - Thank interviewer for his or her time
 - Mention something that might jog interviewer's memory of who you are
- 2nd Paragraph
 - Restate your interest in the company & job
 - Briefly restate your most relevant skills
 - Add anything important that you didn't cover during the interview (e.g. another really good example)
- 3rd Paragraph
 - Final thank you
 - How much you look forward to hearing from him or her
 - If you made definite plans to follow up, describe those plans (e.g. "As we discussed, I'll look forward to hearing from you next week.")

The Job Offer

- Get the job offer in writing, including
 - A written job description
 - Salary and benefits
- Ask about personnel policies or review their personnel handbook
 - Be sure you are comfortable with the personnel policies such as work hours, vacation time, sick leave, dress code, etc.
- Do you really want this job
 - Will you enjoy the job and the company?
 - Does it lead to a career that interests you?
- Will you feel comfortable in this environment?
 - Are the culture and staff compatible with you?
 - Is the physical office environment ok?
- What about the money?

You Can, *and Should*, Negotiate

- In most cases, you can negotiate the salary, even if you're happy with the offer
- A study indicated that
 - Of new college graduates, men are paid more than women (after normalizing for difference in the distribution of types of jobs)
 - Men negotiated salary much more frequently than women
 - The starting salaries of those who negotiated were higher than those who didn't, for both women and men
 - This difference accounted for a large part of the difference between male and female salaries!
- Most companies have a salary range for each position
 - You can often move to the upper end of the range pretty easily

Negotiating Tips

- As background, find out what other companies pay for comparable positions
- Ask what the salary range is for this position in your screening (or real) interview
- Then, when you get the offer, ask for the top of the range
- You mustn't ask for an outrageous salary
- If the company stands firm, and some companies will, then ask if you can have another two days (or some other specific period) to think over their offer. They may fold before you do, and call you back with a little more!
- If they don't fold, then decide if you'll take their offer. If so, call them back and... ask one more time if they can increase the offer somewhat.
- If the answer is still no... go ahead and accept the offer! And show some enthusiasm!

Well Mr. Smith, I really want to work for ABC and I really like this job, so I'm do want to accept your offer. I hope that over the coming year, as I prove myself and demonstrate my abilities, that you'll adjust my salary as you feel is appropriate. I really look forward to joining you! When would you like me to start?"

In Summary

Your Expectations and Attitude

- Expect to have to work hard and often on your search
- Think creatively, see it as an exciting, long-term challenge (Think: Amazing Race)
- Put forth at least as much effort as you would for all your classes put together in a semester – this is your REAL final exam!
- Take advantage of your resources
- Stay positive (employers will notice!)

In Summary

- Figure out what *you* want in a job
- Prepare yourself by
 - Knowing about the company
 - Memorizing the strengths you demonstrated in each job, with examples
- Go into the process with the goal of deciding if you have a good match, rather than the goal of getting the job
- Be professional, honest, open, friendly
- Always follow through after each interview with a letter, and anything else you promise
- Don't be afraid to negotiate
- Enjoy the process. It's a big world out there, and the more you explore it, the broader and stronger you will become as a person
- And remember... you WILL get a job. A GOOD one!

<https://www.youtube.com/watch?v=Y-mNcEctZQY> The Best Answer to "What's Your Expected Salary?" Andrew LaCivita (6,5')

<https://www.youtube.com/watch?v=qgbekQ7MPEI> Why Do You Want To Work Here? Learn How To Answer This Job Interview Question Deniz Salal (5')

https://www.youtube.com/watch?v=J_g7wCHh7q0 What Are Your Weaknesses? Learn How To Answer This Job Interview Question With This #1 Tip Deniz Salal (10')



thx.

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