

Acing the Interview



Connecting students to global careers!

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What do employers say they're looking for?

Strong skill sets

- Communication Skills
- Leadership Skills
- Technical Skills
- Analytical Skills
- Teamwork Skills
- Interpersonal Skills
- Problem Solving Skills

Personality Characteristics

- Honesty/Integrity
- Flexibility/Adaptability
- Work Ethic
- Motivation/Initiative
- Academic Achievement



But, what they're really looking for is...

- how will your personality fit in this organization
- how interested are you in doing the work
- how long do you plan on staying here
- can you work in a team setting
- can I (or we) count on you to get the job done

A conservative estimate is that you will spend at least 2100 hours a year working at an organization and it wants to be sure it knows what it will get out of you



Interviewing – A conversation about you

- If you've been called for an interview, then it means at least two things...
 - you have the minimum qualifications
 - someone thinks you can do the job
- The best types of interviews are the ones where you evolve into a conversation with your interviewer
 - If you get to this point, hopefully your conversation will begin to center around your passions and interests
 - If your interview is just question, then answer, question, then answer, it might not be going so well



Interviewing = Personality

Interviews are all about how your personality is going to “fit” into:

- an organization’s culture
- a team’s group dynamics
- a supervisor’s working style
- the various personality types

The interviewer really is trying to dig at or probe into what type of personality you have so it is best to act as natural as possible to allow your personality to come out



Preparing for the Interview

Prepare so well that you don't care how well you do

Enter the interview with a strong confidence in you

The less nervous you can be, the more likely your personality will be natural

You will not have a perfect interview – it doesn't exist

Bad interviews are not bad – there are just ones that you can learn from

Interviewing is a practiced skill – the more you do it, the better you will get at it



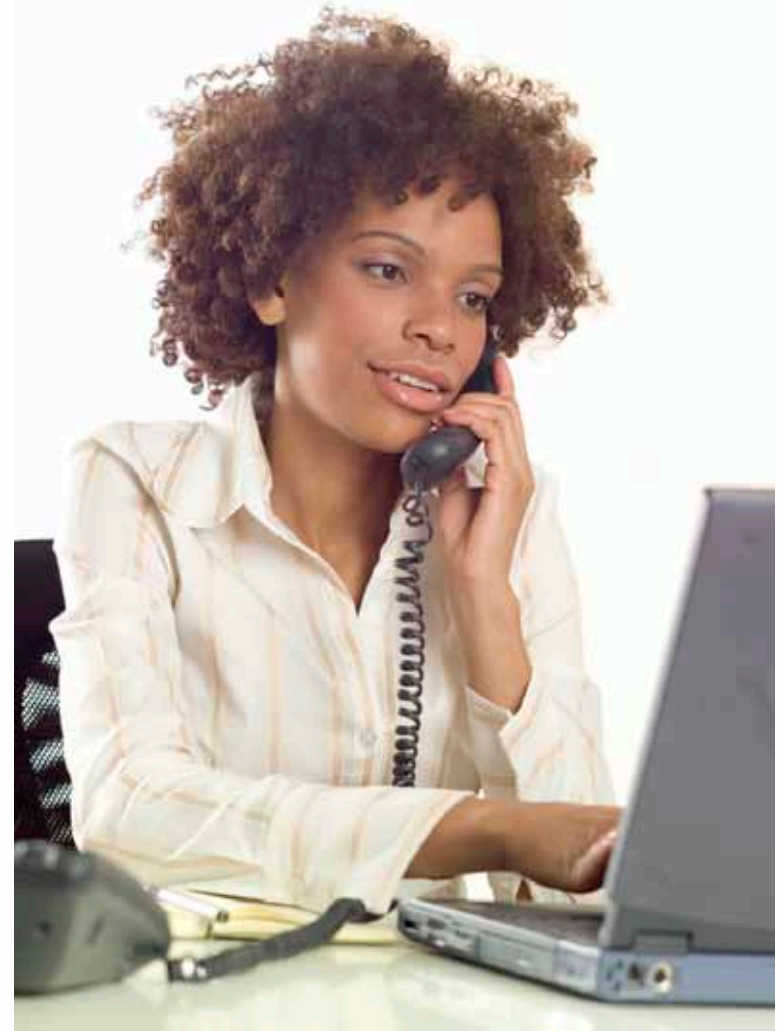
Interview process

Typically, there are initial, short-term interviews

- Called either telephone or screening interviews
- Usually will last 20-30 minutes

Purpose

- Sifting through the masses
- Finding the “cream of the crop”
- Used to eliminate unqualified candidates



Telephone/Screening Interview

Tips for a good phone interview

1. Be an active listener
 - *Lack of non-verbal cues*
2. Show energy and excitement on the phone
 - *SMILE!!!!*
3. Express appreciation for the call
4. Avoid verbal tics
 - *No umms, hmms, likes, you knows*
5. Have everything in front of you – resume, notes, and calendar.
 - *It 's like an open book exam*
6. Make sure it's the right time & place for the call
 - *Find a quiet room*
7. Be sure you're speaking on a land line
 - *Cell phones could get disconnected or distorted*



Image – the 1st impression

- 60% is the... way you look (are dressed)
- 30% is the... way you physically present yourself (body language)
- 10% is ... what you have to say

Women's Image Wardrobe

- Wear a skirt and jacket (matched or unmatched) or a dress and jacket in plain style
- Wear fashionable shoes, preferably heeled, and always tights or stockings
- Make up should be discreet and carefully applied
- Avoid dangly earrings, clanking bracelets and floppy scarves
- If you have loops on your dress/skirt, wear a belt

Men's Image Wardrobe

- It is generally wise to wear a dark suit and a lighter shirt and a dark tie (avoid garish patterns and bow ties)
- Wear black shoes and never suede, must be polished



Positive Body Language

1. Enter a room confidently and look pleased to be there
2. Smile!!!! – Show enthusiasm
3. Firm handshake – NO vice-like grip or dead fish hand
4. Sit back in your seat and place your feet firmly on the floor
5. Body spacing - Do not stand too near someone – about three feet away is acceptable
6. Sit upright and lean forward slightly
7. Speak clearly
8. Control your tempo – don't speak too fast or too slow



Illegal Questions & Asking Questions

Illegal Questions

Most employers are familiar with the laws regarding what questions they can ask and what they can not ask.

If you feel a question is inappropriate, don't get upset and refuse to answer.

–Ask the question “Can you tell me how that pertains to the job” in a polite and respectful way

Asking Questions

You should have questions prepared. It is your chance to interview the interviewer

Don't ask questions that can be readily found on the company website

Ask questions that will directly affect you or show your interest in the company's success



Interview Questions

With any interview, there are the “asked questions” and there are the “questions-behind-the-questions”.

Questions are usually open-ended and used to probe deeper into you as a person.

Questions are not usually asked to make you look bad or perform badly during the interview.



Behavioral Interview Questions

Behavioral questions are used to show how previous behavior can predict future performance

You will be asked to describe problem-solving skills, adaptability, leadership, conflict resolution, multitasking, or stress management

There are no wrong answers to these questions. The key here is to be specific.

Tip: Don't get caught up in the story!!



Appendix



Case Interviewing

- Taken from a real life situation or from your resume
- Looking at candidate's analytical ability
- Perception of the big picture
- Problem solving logic
- Letting the candidate direct the course – choose value
- Business Intuition
- Results oriented
- Intended to...
 - test a candidate's ability to handle a problem or opportunity
 - perform under pressure,
 - make use of resources and come up with creative solutions

Best places for information on case interviewing

McKinsey & Company

BAIN & COMPANY





Panel Interview

Usually made up of 3-6 people from the same or various areas of organization ---*possibly not always the areas you will be working in!!*

Why organizations like them?

- Way for organization to save time and to gain a group consensus
- You will not have to interview with each candidate individually and repeat yourself – all parties hear the same answers
- Interviewers can ask questions relative to their department, unit, or division

How to be successful at time?

- Choose the person(s) on the panel who seem to favor you, but...
- Don't ignore the others
 - this will ultimately be a group decision, and your "friend(s)" on the panel may be able to sway any doubters



Mealtime/Social Setting Interview

Used as method to assess performance in a social situation

Tips for successful social interview

- Take cues from the interviewer
 - Discuss topics via the interview – if talking travel, talk travel not job responsibilities
- Your manners should be impeccable
- Have a pleasant and open attitude
- Thank the interviewer for the food
- Don't talk about matters that are too personal, or ask personal questions
- Order manageable foods, e.g. avoid red sauce
 - Check your teeth in the restroom
- Do not drink (if you do drink in this setting keep to a minimum), smoke or use profanity
 - Candidates often get too relaxed and begin “letting their guard down”



Commonly Asked Interview Questions

Tell me a little about yourself.

QBQ = How do you view yourself?



Commonly Asked Interview Questions

What do you see yourself doing five years from now?

QBQ = How committed are you?



Commonly Asked Interview Questions

Name two or three accomplishments have given you the most satisfaction and why?

QBQ = What do you value?



Commonly Asked Interview Questions

How do you think a friend, classmate, or professor, who knows you well would describe you?

QBQ = What is your personality type?



Commonly Asked Interview Questions

Tell me what you know about
our organization?

QBQ = Did you do your homework on us?



Commonly Asked Interview Questions

When presented with a variety of tasks, how do you prioritize your activities?

QBQ = How do you work? What is your work process?



Commonly Asked Interview Questions

If you had the luxury of creating the ideal work environment, what would it look like to you?

QBQ = How do you like to work with others?



Commonly Asked Interview Questions

Why should I hire you?

QBQ = Explain to me why you are qualified for this position?



Sample Behavioral Interview Questions

Describe to me an example of an important goal you had set and tell me about your progress in reaching it.



Sample Behavioral Interview Questions

Give an example of a time when you could not participate in a discussion or could not finish a task because you did not have enough information.



Sample Behavioral Interview Questions

Tell me about a time when you had to use your spoken communications skills in order to get a point across that was important to you.



Sample Behavioral Interview Questions

Give me an example of a time when you had to go above and beyond the call of duty in order to get the job done.



Sample Behavioral Interview Questions

Describe the most significant written document, report, or presentation that you've completed.

