

Interviewing Skills

Thursday, February 19, 2009

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Welcome the attendees to the session.

Review the objectives of the session with them. Ensure everyone is here for Interviewing Skills

NOTE: Get everyone comfortable with each other by having them introduce themselves to at least one other person.

NOTE: the idea is to get everyone as comfortable as possible talking to each other so they will feel more comfortable sharing thoughts, ideas, etc. during the session

If people seem comfortable ask them to introduce one other person to the group.

ASK: Participants when the interview process begins. Most will say when they walk in the door or similar.

Participant Information

During this workshop the participant will:

- Understand when the interview process begins
- Understand the types of interviews
- Learn what steps to take prior to the interview
- Learn how to make a positive first impression
 - Body language
 - Speech patterns
- Understand the most formats of interviews
- Understand the most popular interview questions and how to answer them effectively
- Learn the difference between a telephone and in-person interview
- Know how to ask questions that demonstrate interest and your skills
- Learn how to follow up after the interview.

Instruct:

Please introduce yourself to one other person. Include:

- Your name
- How long you have been a parishioner at St. Mark
- How long you have been in the area
- Your favorite food

The interview process actually begins with the first contact by the organization. Each and every contact is an opportunity for the organization and the applicant to assess the other.

SAY: First contact by the organization could be made by phone or by email. In either case, the applicant must be able to respond quickly and appropriately.

In the case of an email contact, the applicant must be able to respond quickly (usually within 24 hrs. or one business day) answering all questions and providing any requested information.

Remember the response must also be well organized and grammatically correct.

TELL: participants that once they have begun to apply for positions they must be prepared to answer the contact phone provided in a businesslike manner.

If the contact phone given is the household phone, everyone who may answer the phone should also answer it in a businesslike manner.

These rules apply even for those with caller-Id.

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<p>Interviewing Skills: Preparing for the Interview</p> <p>ASK: Participants how they may have prepared for job interviews in the past.</p> <p>Ask also, if anyone has been in the position of being a hiring manager. If someone has, ask how they prepared to interview candidates for positions.</p> <p>The answers should be similar.</p> <p>TELL: participants that as applicants they should put in at least much effort in preparing for an interview as the hiring manager.</p>	<p>In this section will discuss: What steps to take prior to the interview.</p> <p>SAY: Knowing what type of interview will be conducted will help you prepare for each appropriately.</p> <p>The types of interviews include:</p> <ol style="list-style-type: none"> 1. Vetting or Screening Interview: Often conducted over the phone by a Human Resources representative. <ol style="list-style-type: none"> a. Purpose: Find out if you meet the minimum qualifications. b. May also begin to assess your true interest and your fit. 2. Qualifying Interview: Usually conducted by the hiring manager – i.e. your potential future boss. <ol style="list-style-type: none"> a. Purpose: To assess if you have the basic skills and more importantly if you have the desire to do the job. b. That is: desires to do the job in question VS (for example) do any job for now until something better comes along. 3. Technical Interview: May be conducted by the hiring manager or some incumbent 'job expert.' <ol style="list-style-type: none"> a. Purpose: To determine if you have the skills, experience, knowledge or ability to learn the job. 4. Approval Interview: Often conducted by the hiring manager's boss. <ol style="list-style-type: none"> a. Purpose: Determine (from their perspective) if you have the desire to work for the organization doing the work in question and if you have the ability to do the work. 5. Match Interview: Often conducted by your future peers and /or future reports. <ol style="list-style-type: none"> a. Purpose: Determine if you will be able to work well within the group and the company culture. 6. Emotional / Consciousness Interview: Usually rare in entry and mid-level positions. More common in high level positions and for positions that require dealing with a stress. <ol style="list-style-type: none"> a. Purpose: Determine if you have the potential fit into the organization and to the handle the stress of the position 	
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<p>Interviewing Skills</p>	<p>Interviewing Skills Interview Types continued</p> <p>7. Final Approval Interview: Again rare for entry and mid-level positions. More common in more senior level positions. Usually conducted by senior level leader – VP, Regional Director, etc.</p> <p style="padding-left: 40px;">a. Purpose: To acquaint this person with you and for you to understand their goals, etc.</p> <p>SAY: Preparing for an interview is every bit as important as preparing your resume' to send out.</p> <p>Good preparation involves:</p> <ol style="list-style-type: none"> 1. Learn all you can about the organization, the position and the person will be doing the interview <ol style="list-style-type: none"> a. If interviewing in an industry different from you current or previous one, learn the language of the industry 2. Review the resume' you sent the organization. Be prepared to talk about your accomplishments by: <ol style="list-style-type: none"> a. Clearly and concisely stating a business problem b. Clearly describe the actions you took to resolve the problem c. Explain the results you received in measurable terms. 3. Dress appropriately: If possible, learn the 'dress code' of the organization and dress one step above. You cannot go wrong with conservative business clothing. For example: <ol style="list-style-type: none"> a. Men wear a quality dark blue or grey with a white or light blue shirt and conservative tie. b. Accessories should also be conservative and matching c. Women should also wear a quality business suit in a neutral color with matching conservative shoes and accessories d. In all cases, grooming should be impeccable – hair neatly cut, clean-shaven, make-up should conservative, shoes clean and polished, etc. 4. Plan to arrive at least 15 minutes early. This will give you time to relax, use the restroom, check grooming, etc. <ol style="list-style-type: none"> a. NOTE: If not familiar with the area, consider arriving the day before to ensure you can find the location and know how long it takes to get there from where you are staying. 	
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<p>Interviewing Skills</p>	<p>First Impressions continued:</p> <ol style="list-style-type: none"> 5. Practice your speech patterns: <ol style="list-style-type: none"> a. Listen carefully to everything the interviewer is saying b. Take moment to think before you answer a question c. Speak in your normal voice paying attention to how you are saying things: <ol style="list-style-type: none"> i. Do not speak too loudly, ii. Do not speak too softly so the interviewer must ask you to repeat every answer iii. Do not speak too rapidly. iv. Modulate your voice to help the interviewer stay in contact with you. v. For example: Describe your 'business problems' in a straight forward way. Turn up the volume and speed just a little to show your enthusiasm for your actions. And talk about your results by pausing for a brief moment and then proceeding with enthusiasm at having gotten good results for your employer. d. Allow the interviewer to set the pace of the interview. That is: <ol style="list-style-type: none"> i. do not rush the interviewer by completing his/her sentences, ii. answering questions before the interviewer finishes asking them or iii. do not talk at the interviewer by telling your (life) story regardless of the question or comment from the interviewer. e. Remember that for a few moments while you or the interviewer are gathering your thoughts – Silence is Golden. Do not talk just to fill the void. 	
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<p>Interviewing Skills</p> <p>ASK: Participants to talk about the different formats of interviews in which they have participated?</p> <p>List: Responses on a flip chart or other resource</p>	<p>Tell: Participants that the most common formats or styles for interviews include:</p> <ol style="list-style-type: none"> 1. One-on-One Structured or Unstructured: This type of interview is generally most common. In the structured type the interviewer follows a script or list of questions and makes notes of the answers. <ol style="list-style-type: none"> a. During an Unstructured Interview the interviewer is often more casual and begins by asking more broad questions – ‘Tell Me About Yourself’ and then asks more in-depth or probing questions. b. Do not become too relaxed by this type of interview. The Interviewer is still trying to find out if you can, will and want to do the job. 2. The next format or style is the Group or Panel Interview where two or more interviewers ask questions and take note of the answers. <ol style="list-style-type: none"> a. Remember initially address your answer to a question to the person who asked it. b. Then expand your response by looking at the other interviewers as you complete your answer. c. It is not necessary to look at every interviewer with each answer but one or two besides the one who asked the question is a good idea. d. Do not try to anticipate who will ask the next question in this type of interview. 3. A third common style is the serial or ‘round-robin’ interview where you may be interviewed by a series of different people. <ol style="list-style-type: none"> a. The keys to success here are to pace yourself and treat each interviewer as the unique person she or he is. b. This can be one way an organization can find out what type of energy you have and how you deal with stress. c. Ensure that you are consistent in your answers but not necessarily word-for-word. 	
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<p>Interviewing Skills</p>	<p>Some of the more popular questions and their suggested responses continued</p> <ul style="list-style-type: none"> • Which of your past jobs did you like best? Why Focus on specific areas in which you can be of value to the organization with which you are interviewing. Do not be non-committal or vague. • What are your long-range and short-term plans/goals? Be prepared to answer this question by researching the organization and its goals. When possible tie your goals with that of the organization. Honesty here really pays off. • What are your top strengths? This question gives you the opportunity to demonstrate self-confidence but do not over do it. • What are your weaknesses? This is an opportunity to demonstrate self-awareness. It is suggested you describe a 'less than favorable' situation from which you learned. If possible, turn it into a discussion of an accomplishment. • Why did you leave your last position? If not released for cause, practice putting a positive spin on what has happened. For example: With my former company's downsizing, I am now free to explore other organizations that can put my experience and skills to good use. • What has been your most significant achievement? Answer this question directly from your list of achievements developed for your resume. Be sure you have researched the company and know as much as possible about their business. Then chose the most appropriate achievement and elaborate just a bit. TELL: Participants that they should follow the same pattern when answering this question: <ul style="list-style-type: none"> Briefly describe the business situation Tell what Actions you took Explain results achieved in measurable terms 	
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<p>Interviewing Skills</p> <p>ASK: Participants the differences between a telephone interview and an in-person interview.</p>	<ul style="list-style-type: none"> • What are your salary expectations? Try to find what to expect to earn in the industry, the location and type of position before the interview. Then try to respond with a salary range. In the event you appear to be over qualified, discuss that salary is only part of the equation and you are more interested in the opportunity; salary will follow as your prove your value. • How long do you think you will stay with us? This may become more common right now. Try to respond positively. E.g. As long as I am making a recognized positive contribution. <p>Say: Now let's discuss the difference between in-person and telephone interviews.</p> <p>Ask: Participants, besides the obvious, what are the differences between a telephone and in-person interview? Some potential answers include:</p> <ul style="list-style-type: none"> ○ More difficult to stay focused on a telephone interview. ○ More difficult to 'read' the other person on the call ○ Telephone interviews can be put on a speaker and made available to several people at once ○ Listen for other answers <p>ASK: Participants how they should prepare for a telephone interview? Potential answers could include:</p> <ul style="list-style-type: none"> • No difference. You still do your research, you be ready for the call about 15 minutes in advance, etc. • You make sure your phone's battery is charged if using a handheld unit. • You ensure you are in a quiet place without background noise; dogs barking in the background do not sound professional. • Dress the part, etc... <p>DO: Review the telephone interview tips in the participant handout.</p>	
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<p>Interviewing Skills</p>	<p>TELL: Participants during most interviews they will have the chance to ask the interviewer questions. This is another opportunity to demonstrate their value.</p> <p>Tell: Participants some questions to consider include:</p> <ul style="list-style-type: none"> • Any questions needed during the interview to clarify the question the interviewer has asked • Why is this position available? • What are your organization’s challenges and opportunities? • May I have a copy of the job description? (esp. if talking to an HR person before the hiring manager interview) • What might a potential career path look like for someone in this position? • What training programs are available to the person in this position? • What are your goals for this position? • What obstacles must be overcome for the person in this position to succeed? • What is your management style? • How will my performance be evaluated? • What opportunities are there for growth in the next 12 months? • Two years? Five years? • What growth do you anticipate for your firm in the next 12 months? <p>Tell: Participants that these and other questions are in their handout.</p>	
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<p>Interviewing Skills</p>	<p>STATE: <u>From Management Recruiters of North Charlotte.</u></p> <p>After your interview, follow-up is critical. When you get in your car, immediately write down key issues uncovered in the interview. Think of the qualifications the employer is looking for and match your strengths to them. A "thank you" letter should be written no later than 24 hours after the interview. Be sure to call your recruiter to discuss your interview and your next steps, as well.</p> <p>Tips from Mar Dulik and J.R. LaManna – Your PAVA</p> <ul style="list-style-type: none"> • Take time to collect your thoughts, and make notes about the interview as quickly as possible. • Discuss the interview your Career Coach or Job Search Partner. • Remember the most important item to consider is if you think this job is the right job for you. That is, Is it a good fit? • While making notes, consider writing down some follow up questions. • One thing you shouldn't do after an interview is stop looking for work. • Remember, you are still a candidate until the organization tells you otherwise. Or perhaps you have not heard from the organization in several weeks or months. 	
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<h3>Interviewing Skills</h3>	<p>Tell: Participants some follow up actions they can take right away include:</p> <ol style="list-style-type: none">1. Send a Thank You note. Email is more immediate if you have gotten their email address. However, a hand-written note may stand out even more.2. Send a follow up letter. In the letter you have the opportunity to state your case one more time. You can do this by studying your notes and responding to the key points about the position you got from the interviewer. If possible, and appropriate, respond with a 'new achievement' to some noted need.3. Place a phone call to the interviewer or the HR person within the following week to express interest, provide a new solution to a discussed business need or arrange another meeting.4. Do not stop your job search just because the interview went well. <p>ASK: Participants if they have any additional questions.</p> <p>Begin Interview simulations.</p>	
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