



Interviews:

An interview is an opportunity to showcase your skills and accomplishments, and show the employer you are the best candidate for the job or internship. Essentially you want to explain why you want to work there, why they should hire you and that you possess the personal qualities they need (motivation, drive, strengths, etc.)

BEFORE THE INTERVIEW:

- Research the employer.
- Identify your strengths and skills for the specific position.
- Compile examples of accomplishments and scenarios that showcase your skills.
- Prepare questions for them.
- Practice with a mock interviews.

DURING THE INTERVIEW:

How to Dress

- If you have a suit, wear it, even if the employer is in a casual industry.
- If you don't have a suit, dress in professional work attire that is clean and pressed.
- Keep jewelry/perfume/cologne to a minimum.

Making the first impression

- Plan to arrive at 10-15 minutes early. If you are late, call to let them know. Also, don't arrive too early; you don't want to have to wait around the lobby for too long.
- Introduce yourself to the receptionist and indicate who you are there to see. Remember the interview starts the moment you drive into the parking lot and doesn't end until you drive away.
- Know how to pronounce the interviewer's name.
- Shake hands firmly.
- Maintain eye contact with your interviewer.

Your attitude

- Show confidence, interest, assertiveness, and enthusiasm.
- Be yourself. Smile, relax, and be friendly.
- Be honest.
- Be courteous, polite, and respectful at all times.
- Allow the interviewer to lead the interview.

Verbal Communication

- Pause for a moment before answering questions. Take time to formulate a well thought out, organized response.
- Answer questions thoroughly by stating results and using examples.
- Don't monopolize the conversation or ramble on. Answer questions succinctly.



- Make sure to answer each part of the question asked.

Nonverbal Communication

- Make eye contact when speaking.
- Always wait until you have been offered a seat, or until the interviewer sits.
- Be aware of your posture the entire interview.
- Do not talk with your hands too much.

Your Past

- Don't be evasive. While past failures need not be volunteered, do not try to cover them up. If you do have a blemish on your record, do not make excuses. Give a simple evaluation of the situation, and what you learned from it, and move on.
- Never speak poorly about former supervisors, colleagues, or employers. If you were unhappy, simply explain that it was not a good fit.

Be attentive

- When introduced to others, remember their names.
- Pay attention. Do not ask questions about information that was already addressed in the interview.
- Ask for a business card at the close of the interview to ensure that you have proper contact information.

Negotiating Salary

- The employer should be the one to introduce this topic. It generally will be discussed during the second interview or at the time of the offer.

Sample Questions to Ask

- What type of training does your company provide?
- What do you enjoy about working here?
- What are some of the challenges this role will face?
- What qualities are you looking for in the person you hire?
- What are the short and long term goals of this company?
- How will my performance be measured?
- **AVOID ASKING QUESTIONS ABOUT SALARY AND BENEFITS**

AFTER THE INTERVIEW

- Thank interviewers for their time and shake hands firmly with a smile.
- Indicate that you look forward to hearing from them soon and welcome them to contact you if they need any additional information.
- Send a thank you letter within twenty four hours reiterating your interest in the position. Email a thank you that day and ideally follow-up with a hand written version.
- Follow up promptly by providing any credentials, references, transcripts, or samples of work that might have been requested by the interviewer.



- Evaluate your performance immediately following the interview:
 - How well did you answer questions? What tone of voice did you and your interviewer use and how did the interview progress?
 - How comfortable was the interviewer with you and why do you think this is so?
 - What did you find difficult about the interviewing process? Think in terms of the preparation involved, speaking to them face to face or corresponding.
 - How well did you ask questions? Consider your confidence in asking them, the length of questions and the responses received.
 - What can you do to improve your performance next time? Remember interviewing is a learning process, so build the experience for the future.
- Keep records of important dates and details for follow-up

INTERVIEW STYLES:

All interviews are different. It is likely you will experience both of the following interview styles. The best way to prepare is to perform a mock interview to practice.

- Directed: interview will have a definite structure with an itemized agenda and specific questions.
- Non-Directed: less structured with broad, general questions. This may feel like a conversation.

INTERVIEW FORMATS:

1. Telephone Interviews

After confirmation that an employer wishes to proceed further with your application, the next step is generally about 30 minute telephone interview (screening interview). These are prearranged and will involve a conference call with one or more individuals from Human Resources and the management team. Telephone Interviews can be difficult due to poor quality reception and the absence of face-to-face communication. It is important that you present yourself in the best way possible, so we suggest the following:

- Ensure you are prepared for your interview and are ready to take notes.
- Ensure you are in a totally quiet, private space for the interview. Avoid background noise.
- Research the company prior to interview so you understand as much as possible and can ask pertinent questions.
- Do the same with the job description. Prepare questions for any aspects of the role or reporting structure that you wish to clarify.
- Write down the names of the interviewers and do not be embarrassed to ask them to spell their names.
- Many interviewers are inexperienced - be prepared to assist them by volunteering information that is relevant or valuable and display your interest by asking questions.
- It is a good idea to have your resume, notes, or any other material that may assist you "handy" so that you may reference them in the phone interview.

2. Video Conference Calls

Potential employers will often request a video conference interview (Skype) in the first stage with top applicants. You must remember that this type of interview is just as important as if you were meeting the interviewer in his or her office. Here are a couple of additional points to keep in mind for Skype interviews:

- Always do a test run with your equipment prior to the interview.



- Be prepared to have a telephone interview at short notice if there are technical problems with connections.
- Now that you can be seen, it is important to ensure that you are appropriately dressed and that the scene behind you is free of distractions. Make sure the room is clean and neat. You don't want to distract the interviewer.
- Be aware that the microphone picks up all the noise in the room. Don't tap your pen or shuffle papers.
- Make eye contact with the camera, not your computer screen. If you don't, the camera will be focused on the top of your head (not your face or eyes), which is a missed opportunity to build rapport.
- Use the picture-in-picture feature so you can see how you appear.
- You will be asked the same type of interview questions as in a face to face interview. Also, be prepared to ask your own questions.

3. Face to Face Interviews

Many employers will have their preferred candidates visit their offices for a face-to- face interview. This interview can be with only one person or with a panel of interviewers.

4. Interview During a Meal

When interviewing for an internship or full time position, the employer may invite you to lunch or dinner as part of the interviewing process. Your dining skills play an important role in creating a positive impression, and the lack thereof could result in the loss of an offer if you are unable to manage a meal in a social setting confidently. To ensure that you are successful in handling an interview or meeting over a meal, be sure to go over dining etiquette tips before you interview.