A survey by Employers indicate the following as the worst offenses during interviews (www.careerbuilder.com):

1. Biggest mistake acting bored or cocky (63%)
2. Dressing inappropriately (61%)
3. Inadequate preparation for an interview (58%)
4. Cell phones & other electronic devices (50%)
5. Not asking good questions (49%)
6. Failure to remove unprofessional online content from social networking pages and blogs (19%)
7. Not sending a post-interview thank you note (12%)

**Others noted:**
- Discussions about compensation before a job offer is extended
- Repeatedly spamming employers with your resume and cover letter
Types of Interviews

- Screening Interview
- Phone Interview
- One-on-One Interview
- Panel Interview
- Peer Group Interview
- Luncheon Interview
- Second Interview
- Video Interview
General Tips for a Successful Interview

Interviewing 101: The Day Before

1. Get your clothes ready
2. Have multiple copies of your resume
3. Get accurate directions
4. Know who you will be interviewing with
5. Know the job description and research the company
6. Know your resume front and back
7. Get a good night sleep
A Complete Interview Outfit
Additional Items for a Professional Look

- Professional Leather Portfolio
- Professional Brief Case
- Laptop Holder
- Professional Pen
- Business Card Holder
General Tips for a Successful Interview

The Day of Your Interview

- Make a good first impression - **dress to impress**
- Typically you want to arrive **15 minutes early**
- Turn off your cell phone!
- Be nice and courteous to **EVERYONE**
- Smile, seem enthusiastic about being there
- Spend about **1-2 minutes max per answer**
- Bring extra copies of your resume
- Bring a list of references
- **DO NOT ASK ABOUT SALARY**
- Always ask questions at the end
- Thank them and follow-up with a **Thank you letter**
During the Interview

Stages of an Interview

- **The Greeting** - don’t forget your firm handshake and your great smile
- **Exchange of Information** - background and discussion
- **Closing** - don’t forget to ask informed questions and ask for business cards
During The Interview

Tips to Remember

- Eye contact
- No slouching
- Hands on your lap or on the desk
- Do not fidget with your clothes, hair, or jewelry
- Do not place your belongings on the employers desk
- Do not drink or chew gum during the interview
Commonly Asked Questions During an Interview

- Types of Questions...
- Illegal Questions...
- Tough Questions...

...and how to answer them.
Preparing for the Obvious Questions

- **Knowing Yourself**: Interests, Skills, Abilities, Experience, Education, Goals
- Your Relevant Skills & Qualifications
- Strengths & Weaknesses
- Accomplishments & Achievements
- Your Current Employment
- Your Past Employment
- Performance
- Your Management Style
- Your Education & Training
- Character/Personal Traits
Common Questions

Tell Me About Yourself?
- Educational Background
- Relative Experience
- Related Skills
- Career Goals & How They Relate to the Job

“I graduated from University of California, Riverside with a bachelors degree in Business Administration, with an emphasis in Human Resources. While a student I took advantage of an internship opportunity that focused on human resources consultant. Through this internship and my current role as Human Resources Assistant, I learned the overall aspects of human resources, training, and labor relations. I also had the opportunity to participate in various hiring committees. Currently, I am interested in pursuing a management position that will allow me utilize the skills that I have acquired. Which is why I am interested in your position.”
Common Questions

- **What are your strengths?**
  - Provide at least 2-3 examples
  - Provide examples of why they are your strengths and how they have helped you be successful

- **What are your Weaknesses?**
  - Be honest
  - Do not use clichés
  - Think of an area of improvement for you and how you are working toward improving or overcoming that weakness
  i.e. “I tend to speak too fast at times, especially when I am speaking about a topic that I am really passionate about. However, I realize that in this type of field speaking too fast can be challenging for others to fully grasp what I am saying. This is an area that I am currently working on because I know it can impact my effectiveness when working with others.”
Behavior Questions

- Interviewers often ask behavior-based questions about your experiences that may indicate how you would handle tasks and problems in the future. *(the job competencies they’re designed to measure are in parenthesis)*

**SAMPLE BEHAVIOR QUESTIONS**

1. Describe a situation in which you recognized a potential problem as an opportunity. What did you do? *(Initiative)*

2. Give me a specific example of a time when you sold your supervisor or professor on an idea or concept. How did you proceed? What was the result? *(Assertiveness)*

3. Tell me about a time when you failed to meet a deadline. What things did you fail to do? What where the repercussions? What did you learn? *(Time Management)*
Group Exercise: Tackling Behavior Questions

Always Remember the STAR approach

Situation
Task
Action
Result!
STAR’s

- QUESTIONS
  - Pressure, leadership, problem, difficulty, project, conflict, etc.

- SITUATIONS
  - Work, volunteering, class projects, club, church, sports, service learning, internship
Behavior or Situational Questions

Behavior Questions (Situational Questions):

- **S- situation**
- **T- task**
- **A- action**
- **R- result**

Describe a situation when you completed a task successfully.

- **Situation:** “I was asked to develop a new electronic filing system to replace the paper files.”
- **Task:** “To eliminate all paper files while retaining the information within those files to increase customer satisfaction.”
- **Action:** “I developed an Excel spreadsheet to log which files existed. I then prepared new electronic forms to replace the old forms.”
- **Result:** “The customers are now able to update the information on-line without filing a new form each time. All files were updated into the new system in a timely manner and customers expressed being more satisfied as a result.”
Closing: Make a Strong Closing

- Make sure to add anything else that you would like them to know about you as it pertains to the job.
- **ALWAYS** ask questions at the end of the interview.

**Questions to Ask in the Interview**

- Why did you choose to work for this company?
- How would you describe your company culture?
- What is the natural career progression for employees with my skill set?
- What is the next step in the interview process?
- When can I expect to hear from you?
After the Interview

- Always ask questions
- Always thank the interviewer at the end with a firm handshake, eye contact and, a smile.
- Send a thank you letter
- Follow up!
Conclusion

- Practice!  Mock Interviews are helpful.
- Network
- Remember that preparing for the interview is the most important thing to do, because...
- ...Interviewing is a crucial part of getting the job!