

A photograph of two people shaking hands over a wooden desk with two laptops. The person on the left is wearing a silver watch. The image is overlaid with a semi-transparent grey filter and a yellow border.

# JOB INTERVIEWS: PART 1



by Kristine Knutter



# LEARNING OUTCOMES

At the end of the lecture you will be able to:

- Gather information about the company and interview process before an interview
- Address your weaknesses in a compelling way
- Deal with nerves and project confidence
- Ask questions that impress your interviewer
- Show good manners and manage your body language
- And much more!

# PURPOSE OF AN INTERVIEW

- Convince the employer you have necessary skills and knowledge & will add value
- Learn more about the company culture; show culture fit
- Allow the employer to see your personality and build trust
- Explain your career ambitions and how the role fits in your plan
- Demonstrate your communication skills
- Address any questions or concerns the employer has about you

# INTERVIEW PREPARATION

There are five steps to be completely prepared for your interview:

1. Gather Information
2. Identify Possible Interview Questions
3. Prepare and Practice Saying Responses
4. Follow a Checklist the Day Before the Interview
5. Follow a Checklist on the Day of the Interview

# JOB INTERVIEW PREPARATION CHECKLIST

## JOB INTERVIEW PREPARATION CHECKLIST

### General Information

Company Name:

Position:

Date of Interview:

### Step 1: Gather Information

Company and Department

Write accomplishments, values, culture, goals, products, or services

Position

Write key responsibilities

Type of Interview and Questions

E.g., One-on-one; behavioral

Interviewer(s)

Write name, title, and contact info

### Interview Questions

#### Practice Saying Responses

Practice to complete steps 2 & 3.

#### 1 Day Before the Interview

Final items

Bring a notebook, pen, toothpaste and a toothbrush, deodorant, and a water bottle for women

Review the time to leave home

Check your route, line map or bus schedules or visiting the place in person. The latter will help you with problems finding the place and parking if you are driving. You will also get to the office.

Review possible interview questions one last time

#### 1 Day of the Interview

Leave home until leaving home

Check your route, shop near the interview location about one hour before the interview

Review your resume, help you directly or indirectly in the interview. If you are going well, catch up on the employer's latest publications or social media. If not, read your responses in the Mindset Exercise, or watch a funny video

Find a quiet place like a study room or restroom to do power poses or meditate

Turn your phone on silent mode and place them out of sight

Go to the office where the interview will take place, arriving 5-15 minutes early

Other:

Other:

# STEP 1: GATHER INFORMATION RE: THE COMPANY

To gather information about the company, you can:

- Check out the company's website and social media presence
- See the social media pages of the company's employees and customers
- Review the company's presence on professional networking sites
- Read reviews of the employer and its products and services
- Talk to current or former employees
- See if the salary offered is competitive on Salary.com (if available)



FEDERAL RESERVE NOTE  
KB 94571448 I  
B2



THIS NOTE IS LEGAL TENDER  
FOR ALL DEBTS, PUBLIC AND PRIVATE  
*Anna Escobedo Cabral*  
Treasurer of the United States

SERIES 2013  
A



KB 94571448 I  
B 2013  
*Janet L. Yellen*  
Secretary of the Treasury



ONE HUNDRED DOLLARS



# **STEP 1: GATHER INFORMATION RE: THE POSITION**

To gather information about the position, you can:

- Review the job description
- Read reviews from people who have worked in that position
- Ask current or former employees

# **STEP 1: GATHER INFORMATION RE: THE INTERVIEW**

To gather information about the interview, you should ask the recruiter or HR contact:

- What type of interview you will have
- The estimated interview time
- What kinds of questions you will answer

# **STEP 1: GATHER INFORMATION RE: THE INTERVIEWER(S)**

To gather information about the interviewer, you can:

- Ask the recruiter or HR contact who will conduct the interview
- Find their professional profiles online
- Study their career path, deliverables, and look for common interests

# **STEP 1: GATHER INFORMATION RE: THE DRESS CODE**

To gather information about the company's dress code, you can:

- Talk to people who have worked there
- Check out photos on the company's website and social media sites
- Search for the employer on an employer review website



## **STEP 2: IDENTIFY POSSIBLE INTERVIEW QUESTIONS**

To identify questions you may need to answer, you can:

- Ask any company insiders you know what questions they answered
- Ask a friend or professional to look over your resume and ask you related questions
- Find actual interview questions from employer review websites
- Review the interview exercises in the course files

# INTERVIEW QUESTIONS EXERCISE

Tell me about a time you faced an ethical dilemma at work. \_\_\_\_\_ or changing numbers, you

- E.g., S
- unco
- Expla
- Expla

## INTERVIEW QUESTIONS EXERCISE

This exercise will help you identify how to respond to common interview questions. The questions fall into five categories: Opening, Behavioral, Situational, General, and Closing. Below each question, you will see recommendations on what to include in your response.

For some questions, you will prepare responses only one time that you may use again and again in various interviews with minor changes, such as questions about your past behaviors. For other questions, particularly those related to a specific job or employer, you need to prepare entirely new answers before each interview with a new employer. Accordingly, the questions in this exercise fall within "Single Response Questions" or "Multiple Response Questions."

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

---

*Single Response Questions*

Tell me \_\_\_\_\_

- \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

### Behavioral Interview Questions

You will be asked to describe how you behaved in employment-related situations in the past, which will help the interviewer predict how you might behave in the future. Write two to three points below each question.

Tell me \_\_\_\_\_

- Recount a time when you had to deliver bad news.
  - Some examples of bad news: Your team will not meet the deadline, you need to miss work for an emergency, you're firing a person
  - Explain who you delivered the news to. (E.g., A client, co-workers, or a manager)
  - Share steps you took to prepare for the difficult conversation.
  - Show how you carried out the news. (E.g., Respectfully, telling the person directly but compassionately, avoiding mixed messages, explaining your rationale behind the news, telling how the decision was made and alternatives considered)
  - Show how you handled the reactions. E.g., answered questions, allowing venting, not debating

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Reca \_\_\_\_\_

- \_\_\_\_\_
- \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

## **STEP 2: IDENTIFY QUESTIONS YOU CAN ASK**

Find out if this truly is the right job for you by asking questions

- Ask questions that come to you during the interview and bring a list of pre-prepared questions that you can reference if needed
- You may want to ask about the company, role, possible supervisor(s), company culture, employees, and what will be expected of you

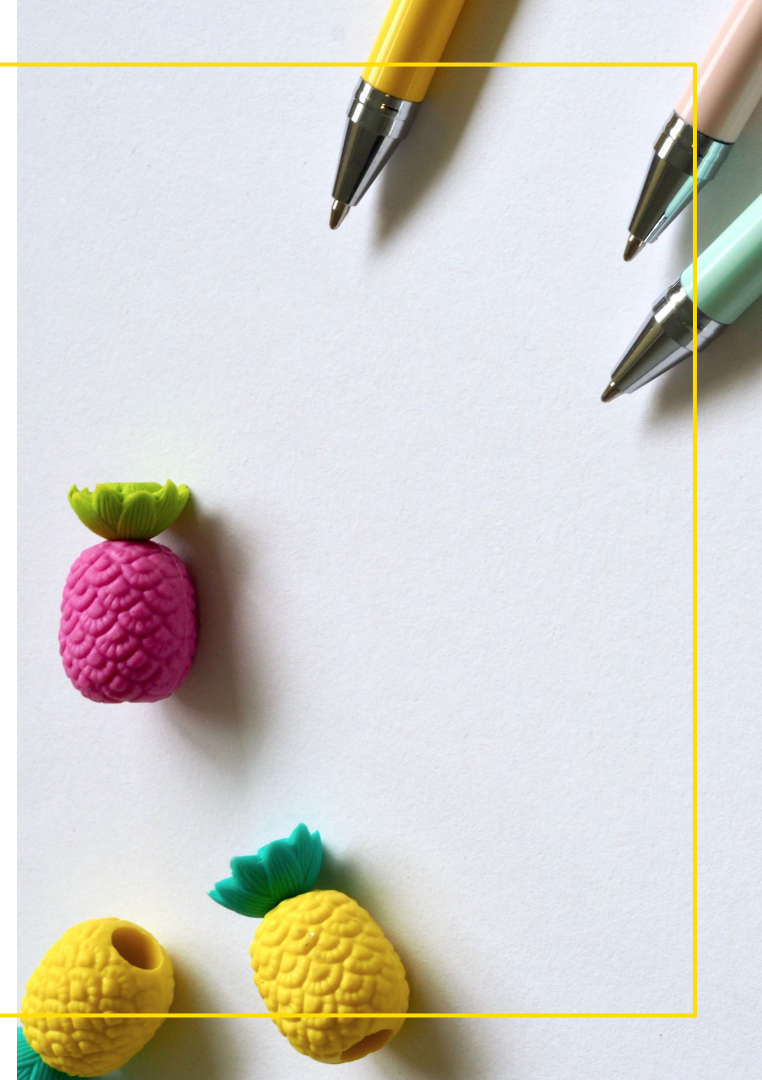


# SAMPLE QUESTIONS YOU CAN ASK

- Could you tell me why you are looking for a [job title here]?
- Does your company have professional development opportunities?
- What do you like best about working for the company?
- What are the most important qualities you look for in potential employees?
- Are there opportunities for staff to get to know each other?

# SAMPLE QUESTIONS

- How would you describe your company culture?
- What is the time commitment for this position?
- What will training look like for this position?
- How will performance be reviewed for this job?



# PAUSE THE COURSE TO WRITE YOUR QUESTIONS ON THE LAST PAGE OF THE INTERVIEW QUESTIONS EXERCISE

**INTERVIEW QUESTIONS EXERCISE**

This exercise will see you into five various questions within 15 minutes.

For these very few up with the question.

**Behavior**

You will help the question.

Recount

- 
- 
- 
- 
- 

- 1.
- 2.
- 3.

Why do you think you would succeed in this position?

- Mention the skills you have that they are looking for.
- Mention other skills you have that will help you succeed. E.g., You get along well with different types of people, your passion for job at hand, expected culture fit.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

What questions do you have for us?

- See the example questions below and then add your own questions.
- Consider anything you need to know about the company to determine your level of interest in the job. E.g., You may have questions about the job, training and professional development, performance expectations, the company, the team, the culture, or next steps that you were unable to find answers to in your research and that were not revealed in the interview.
- You may also ask questions about the interviewer's experience at the company, which can help build rapport.

Example Questions:

- Could you tell me why you are looking for a [mention job title here]?
- Does your company have professional development opportunities?
- What do you like best about working for the company?
- What are the most important qualities you look for in potential employees?
- What are the company and team culture like?
- What do you and others typically do for lunch?
- What's the team like that I'll be working on?
- What's been one of the internal changes you have seen since you started working for the company?
- Is the work environment here more independent or collaborative?
- What is the time commitment for this position?
- What does the training process look like for this role?
- In considering my fit for this role, is there anything in my background that you have more questions about or that concerns you?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# STEP 3: PREPARING RESPONSES

It is critical you address a few items with conviction and confidence in your interview:

- Relevant Accomplishments
- Relevant Skills
- Why You Want the Job

Write down the main points for your responses; avoid writing a script

## **STEP 4: CHECKLIST-DAY BEFORE IN-PERSON INTERVIEW**

- Lay out your clothes
- Pack your bag or briefcase
- Identify how you will get to your interview
- Practice saying responses to possible interview questions one last time
- Go to bed early

## **STEP 4: CHECKLIST-DAY BEFORE VIDEO INTERVIEW**

- Choose a spot for the interview and a device
- Ensure the camera is stabilized and placed close to eye-level
- Test your audio, video, headphones, and internet connection with a friend
- Practice saying responses to interview questions one last time
- Lay out your clothes
- Go to bed early

# STEP 5: CHECKLIST DAY OF IN-PERSON INTERVIEW

- Follow your normal routine until you leave your home
- Go to a place near the interview location about one hour before the interview
- Do something that may help you in the interview
- Do power poses or meditate in a private space
- Turn all your electronic devices to silent mode and place them out of sight
- Go to the office where your interview will take place, arriving 5-15 minutes early

## **STEP 5: CHECKLIST DAY OF VIDEO INTERVIEW**

- 20 minutes before interview: close unnecessary web browser tabs
- Place a pen, notepad, a copy of your CV, and water on your desk and remove clutter
- Do something to feel happy and relaxed. You'll be friendlier in a good mood.
- Turn unnecessary electronics to silent mode and put them out of sight
- Use the restroom if necessary
- During the interview: sit up straight, nod, smile, and use natural hand gestures





# PRACTICING SAYING RESPONSES

Keep these things in mind as you practice responses:

- Talk naturally and use intonation
- Pause between thoughts
- Use the words the interviewer uses
- Match their speed and volume
- Keep your answers brief
- Identify weak points in your responses
- Make adjustments as needed
- Record your interview responses
- Watch the recording and observe how you come across

# LEARNING FROM MOCK INTERVIEWS

Watch the Mayo Clinic's 3-part Mock Interview videos to see examples of the following:

- Making a First Impression
- Behavioral Interview
- Leaving a Lasting Impression

While watching the videos, identify which behaviors and responses are professional and which ones are unprofessional.

# MAYO CLINIC MOCK INTERVIEWS



Type  
<https://youtu.be/WAm-3jNPDlc> in your browser  
to watch the Mayo Clinic  
“Interviewing” series

# INTERVIEWING FOR A JOB WITH AN AMERICAN COMPANY



Type  
<https://rachelsenglish.com/preparing-job-in-interview-1-5/> in your browser to watch the Rachel's English "How to Interview for a Job In American English" series

**SMALL TALK**

**BE FULLY PRESENT AND  
READY TO TALK TO ANYONE  
YOU ENCOUNTER**

# HOW TO ACT DURING SMALL TALK

- Let the other person lead the conversation
- Be ready to fill silences with comments and questions
- Be positive and polite
- Don't complain
- Maintain your composure and show respect to the other person
- Accept water if it's offered

# WHAT YOU CAN SAY DURING SMALL TALK

- Thank the interviewer for meeting with you
- Compliment the interviewer
- Ask questions
- Bring up common interests
- Comment on something you see or hear in the office
- Thank the interviewer for their time after the interview





# BODY LANGUAGE INTRODUCTION

Communicate you are interested and engaged through your body movements

- Decide what you want to convey through your body language
  - confidence
  - humility
  - consideration
  - warmth
- Determine what body movements will convey your objectives

# SHOWING POSITIVE BODY LANGUAGE

- Smile and give eye contact to everyone you meet
- Shake your interviewer's hand firmly
- Stand up and sit up straight and don't cross your arms
- Don't do anything that could be distracting
- Direct your attention to your interviewer
- Use your hands to explain things
- Respond to what the interviewer is saying through your body language

*“Talented people are attracted to those who care about them.”*

*- Adam Grant, Organizational Psychologist Professor & Author*

