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Jobs that change the world



The Greater Valley Forge Human Resources
Association

Present

Interviewing Skills Workshop
Interviewing from an Employer's
Perspective

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The Basics

- First Steps
- Preparation
- The Interview
- Following Up
- Accepting The Offer



First Steps

The interview starts the minute you decide to submit your resume!

- Read the job posting
- Research the company
- Review your resume

Read the Job Posting

- Is this something that you really want to do?
- Do you meet the minimum qualifications?
- What are the instructions to apply?
- Is the salary range listed?
- Read between the lines!

Review Your Resume

- Do you have experience that is not listed that could relate to this specific position or company?
- Keep formatting simple
- Proofread your resume & cover letter and have someone else review it as well as the job posting
- Cover letters are not optional

Submitting Your Resume

- E-mail if possible, preferably through the company's website
- Test e-mail to yourself to check formatting
- Only submit one time for each separate job posting
- Follow job posting instructions!
- Keep track of where you have applied



Preparation

- Be patient – there can be a lot of factors involved in reviewing a resume
- Review your “online” appearance
 - Employers review Facebook, My Space, Twitter, etc.
 - Set settings to “Private”, remove embarrassing pictures
- Always be ready:
 - Create a professional voicemail message
 - Be mindful of how you answer your phone
 - Have questions ready for the recruiter
 - Review your list of submitted resumes

Preparation

- Self assessment
- Research the company
- Put yourself in interviewer's shoes
 - Can you do the job?
 - Will you do the job?
 - Do you fit?
- Research the opportunity
- Be emotionally prepared

Practice, Practice, Practice

- Ask friend to role play interviewing with you
- If possible, videotape yourself – look for the nonverbal cues that you are sending
- Practice in front of a mirror if you cannot tape yourself
- Pay attention to the tone of your voice- be sure to inflect and not just go monotone
- Find checklists of behavioral questions and have some answers already prepared

When you get the call...

- A phone screen is an interview!
- Be available, but be prepared
- Avoid phone tag with the recruiter
- Answer questions in as much detail as requested
- Have a list of times to interview
- Clarify the interview information if needed

So, you got the interview!!!!

CONGRATULATIONS!

Now what?!?!

Research the Company

- Know the latest business update
- Have an idea of competitors and what they are doing
- Have something relevant to say about current events (company or macro in the news) related to the company
- Be able to relate the news to the position for which you are interviewing
- Do you know anyone who works there?

Appearance Counts at the Job Interview!



It was a mistake for Eric to wear a t-shirt to his job interview, and it was a bigger mistake to wear that particular t-shirt.

Appearance Counts at the Job Interview!

- Interview Attire
 - Solid color, conservative suit
 - Coordinated blouse or shirt & tie
 - Professional, polished shoes with socks/hosiery
 - Limited jewelry
 - Neat, professional hairstyle
 - Tan or light hosiery
 - Sparse perfume or aftershave
 - Neatly trimmed/groomed nails
 - Portfolio or briefcase
- Wear Your Smile

Don't forget to...

- Be sure to get enough rest and have your coffee before the interview
- Be on time (not too early, not late)
- Be courteous to each person that you encounter
- Bring several copies of your resume
- Bring info that might be needed for the application
- Be present (turn off cell phones, etc.)

The Interview

Types of Job Interviews

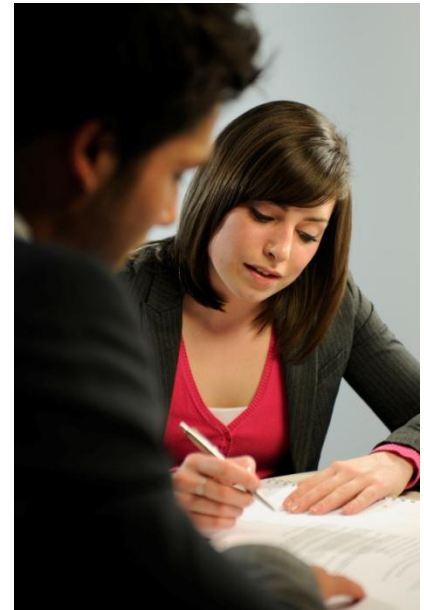
- Telephone
- Impromptu
- Situational
- Structured
- Multiple



The Interview

Types of Job Interviews

- Stress
- One-on-One
- Screening
- Dinner/Lunch
- Committee or Panel
- Group



Types of Interview Questions

- Direct
- Non-Direct
- Hypothetical or Situational
- Behavioral Descriptive



Difficult Questions

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"What we're looking for is someone with a good work ethic without all those troublesome morals."



Build a Rapport with the interviewer

- It's okay to talk about interviewer's interests to break the ice or establish a connection
- Pay attention to the small talk as you are being walked to the interview room and interject as appropriate
- Do not let small talk distract from the business at hand
- Make appropriate eye contact
- It's okay to use subtle hand gestures, but watch for nervous movements

It's Your Show...

- Candidates are expected to do 2/3 of the talking in an interview
- Wait for the entire question to be asked, clarify if needed, then answer to the best of your ability
- Silence is not deadly
 - It's okay to think about your response before talking
 - Do make an attempt to answer every question
- Don't consider any question to be 'beneath you'
- Don't over-sell yourself
- Avoid using colloquialisms

Ask Specifics About the Position

- Be sure to have read the job description thoroughly beforehand
- If software systems used haven't been detailed in the job description, ask what is utilized
 - Be ready to state that you have that experience or have used similar software packages or that you can learn it quickly (if a true statement)
 - Ask preponderance of use, availability of training
- Ask probing questions
 - Shows your interest
 - Provides you necessary information to assess position fit

Asking Questions

- Clarify anything from the job description
- Don't ask basic questions that could have been learned from the website
- Is there travel involved?
- What are the usual work hours for this position?
- What is the typical career path for someone in this role?
- What do you like about working for XYZ company?
- What is the culture of the company? Culture of the department this position works in?
- How long do people usually stay at XYZ company?

DO

- Be concise & specific in responses—be sure to answer the question being asked
- Be energetic and interesting
- Demonstrate your ability to think on your feet
- Have a list of questions for the interviewer during the interview
- Be familiar with different types of questions/assessments - technical, leadership, communication, innovation, interpersonal and have relevant/ current examples prepared for each
- Use only professional language when re-telling stories
- Be polite to everyone (Please, Thank You, etc.)
- Ask about “next steps” and/or timeframe for decision

DON'T

- Be too verbose or technical in responses if not warranted
- Compare your old companies or speak dreamily about them. (If they were so great why do you want to leave?)
- Bash your old company, boss or co-workers. Always take the high road and be tactful in explanations of your decision to leave
- Act overly concerned about vacation time, benefits, etc.
- Get “too comfortable”
- Ask non-work related questions to the interviewer
- Bring up salary during the first interview

Salary Discussion

- This is uncomfortable for everyone!
- Be honest
- Ask what the budgeted amount is for the position
- Internal salary equity will usually prevail
- Don't be too greedy



Following Up

- Send an e-mail or a hand written “Thank You” note
- Don’t place multiple phone calls to ask about the status
- Inform your references that they might receive a call
- Carefully consider what you have learned about the position and be ready to make a decision

Following Up

- If you have another offer, let the company know that you have a certain amount of time to make a decision
- If you are going on vacation, give a time line or alternate contact information
- If you accept another opportunity, let the company know that you are no longer available

Accepting the Offer

- Get any unanswered questions resolved
- If there are any special terms to the offer, make sure you get them in writing
- Notify the company of any time off that you might need within the first 6 months
- Be prepared to give the company an answer within 1-2 days (if not immediately)
- Clarify any info you might need to report for your first day at work
- And finally...



BE EXCITED!!!!

