

Interviewing Strategies & Skills



LSU Health Shreveport
Office of Staff Training and Development

Eight Keys to Interview Success



- **Make a positive impression**
- **Communicate your skills**
- **Use control statements to your advantage**
- **Answer problem questions well**
- **Ask the interviewer appropriate questions**
- **Help employers know why they should hire you**
- **Close the interview properly**
- **Follow up after the interview**



Know Yourself



- **Be able to articulate YOUR**
 - **Skills**
 - **Values**
 - **Interests**
 - **Abilities**
 - **Long term plans**
- **Be able to give examples of them**
- **Think on your feet**
 - **outside the box**
- **Use common sense**



Types of Interviews



1. Behavioral Interviews
2. Informational Interview
3. Lunch and Dinner Interviews
4. Group Interviews
5. Second Interviews
6. Structured Interview
7. Unstructured Interview
8. Panel Job Interview
9. Telephone Interviews
10. Exit Interview



Be Prepared for....



- Questions about résumé
- Typically asked questions
 - *“Why should we hire you?”*
 - *“Tell me about one of your weaknesses...strengths”*



Be Prepared for...



- **Interview starter questions**

- *“Tell me about yourself?”*

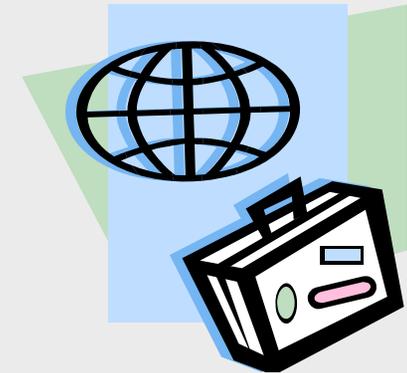
- *Education*

- *Job Experience*

- *“Tell me what you know about us”*

- *Research company beforehand*

- *Website*



- **Questions for organization**

- *“How soon do you expect to make your decision”*

- *What will be the most immediate tasks for the candidate hired?*

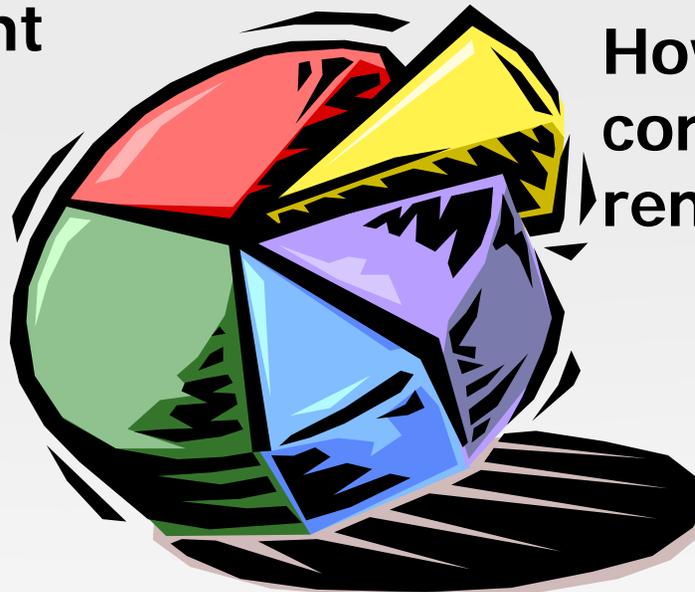
Show the complete picture



Tell me about yourself...

Make a lasting impression....

Use this statement
to take the
opportunity
to tell a story....

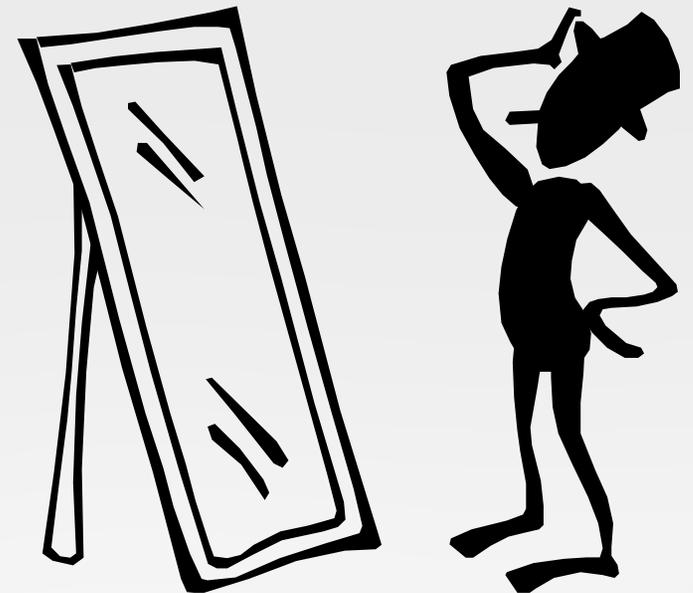


How do you want
companies to
remember you?

Practice Makes Perfect...



- **Practice**
 - tape recorder
 - mirror
 - video camera
 - friends, family
- **Notecards**
- **No memorized answers**
 - just concepts and key “buzz words”



Preparing for the Interview



- **Research the industry**
- **Research the careers that interest you**
- **Research the company**
- **Research the job itself**
- **Research the interviewer**



Important Questions to Answer in Your Research



- **Who is the employer and what does it do?**
- **Who is its main competition?**
- **What has the organization accomplished in the last three years?**
- **What is the job description for the job in which I am interested?**
- **What skills and training are required?**
- **How can I contribute to the organization?**



Preparing for the Interview



- **Familiarity with business location**
- **Copy of up-to-date resume & in folder**
 - References included
- **Know who is interviewing you (if possible)**
- **Few questions prepared for interviewer *at end of interview***
- **Visualize setting, positive interview**
- **Anticipate stressors**
- **What to wear**



First Impressions Go a Long Way



Men

Suit
Jacket
Pressed shirt
No beepers

Women

Suit
Plain jewelry
No perfume
Hair groomed



Remember....
First Impressions
are Forever Impression



What Not to Wear



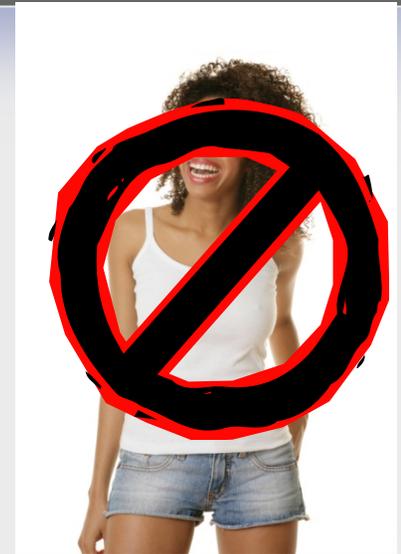
- No sleeveless shirts
- No open toe shoes
- Clothes should be comfortable
 - avoid too tight, too short
- Flip-flops or sneakers.
- Underwear (bras, bra straps, briefs, boxers, etc.) that is visible. Don't wear any underwear that shows - even if your bra straps match your top.



What Not to Wear



- Shorts.
- Jeans.
- Skirts that are too short.
- Pants that are too low-rise or too tight.
- Blouses that are too low-cut or too short - don't show your cleavage or your belly.



Good Rule of Thumb... If you have to really think about it, then it should probably NOT be worn!!!

Accessories May Include...



- Shoes
 - Polished, comfortable
- Socks/Hose
 - Do not go without socks/hose
- Belts
 - If have belt loops, wear a belt
- Jewelry
 - Minimal
- Purse/ Brief Case



Helpful Hints...



- **Dress for the position you want, not the position you have**

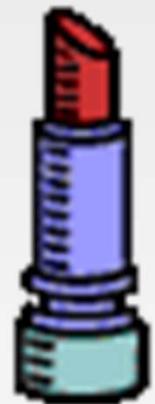
- **Men**

- Wear a white t-shirt under dress shirt
 - Helps with perspiration
- Have someone help you tie your tie



- **Women**

- Go easy on make up, jewelry, perfume



Different clothing types



- **Professional Dress**
 - Interview outfit
 - Daily clothing for professional office setting
- **Business Casual Dress**
 - Dress down Fridays or casual office environment
 - Career Fair
- **Casual Dress**
 - Company picnic
 - Traveling for work





Overcoming Stress



- Identify what you are stressed about.
 - Worried about finding the location on time?
 - Map out the location or do a test run the day before.
- Prepare a checklist of what needs to be done before the interview and check them off as you go.
 - Copies of resume
 - Ironed clothes



Overcoming Stress



Interview Day

– Arrive at the Right Time

- 10-15 minutes before interview

– Use visualization

- Before your job interview you can use visualization techniques to help you relax. This involves closing your eyes, breathing deeply and picturing yourself confidently and calmly greeting the interviewer, answering the interviewer's questions fluently and establishing a good rapport with the interviewer. Remind yourself that the interview is not an interrogation, the interviewer wants to see you succeed.



Day of the Interview



- **Fresh shower, well groomed**
- **Leave plenty of time for mishaps**
- **Eat prior to the interview**
 - Avoid too much caffeine and sugar
- **Arrive early**
 - 15 minutes ample time
 - too early makes you and the interviewers nervous
- **When arriving at a business, be courteous to *all* employees**



Overcoming Stress



Interview Day

- Physically Relax
 - Smile: This releases endorphins which reduce stress
 - Keep your posture straight, with your legs crossed at the ankles or feet flat on the floor
 - Hunching and crossing your arms makes you look nervous
 - Voice Delivery: Pause before you answer
 - This gives you a chance to breathe and organize your thoughts. Speak slowly and calmly.
- Acting and looking confident by sending the right message with your body language, even if you are not feeling confident, helps you to feel in control.

The Interview Process



- **Casual conversation**
 - *“How was the traffic? Did you find us O.K.?”*
- **Down to business**
 - Actual interview begins
 - Listen to questions and for information about the job or company.
 - Employer will discuss company/position
 - Proceed to ask questions about skills, etc.
 - Behavioral questions (situation)
 - End by asking if you have questions

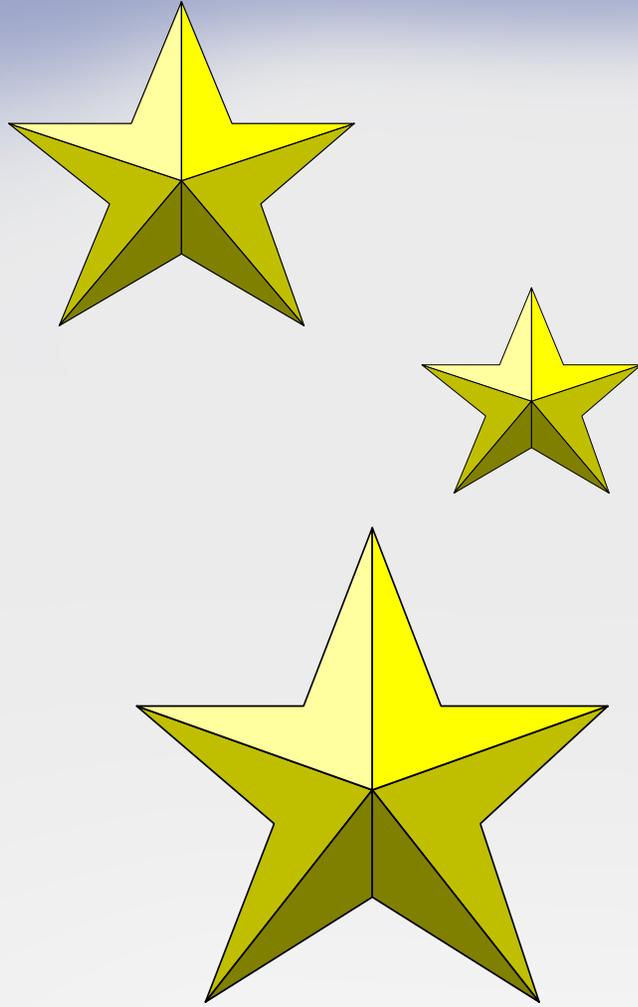
The Interview Process



- Closing the interview
 - Employer initiates
 - Standing up, shaking hands
 - *“Thank-you for interviewing”*
 - Let employer know you are interested
 - Prepare closing statement
 - *“Thank you for taking the time to interview me, I’m very interested in this position...”*



Behavioral Interview Techniques



● **STAR** METHOD

—**S** - situation

—**T** - task

—**A** - action

—**R** - result

S.T.A.R.



Situation **or** **T**ask

Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.

Action you **t**ook

Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did -- not the efforts of the team. Don't tell what you might do, tell what you did.

Results you achieved

What happened? How did the event end? What did you accomplish? What did you learn?

The Three-Step Process for Answering Interview Questions



- 1. Understand what is really being asked.**
- 2. Answer the question briefly in a non-damaging way.**
- 3. Answer the real question by presenting your related skills.**



The Three Types of Skills



- **Adaptive**
- **Transferable**
- **Job Related**



Adaptive Skills



***Adaptive skills* are the skills you use every day to survive and function. Some of them could even be considered part of your basic personality. Such skills include getting to work on time, honesty, enthusiasm, and getting along with others.**

Transferable Skills



Transferable skills are general skills that can be useful in a wide variety of jobs, like the ability to write clearly or to prioritize tasks.



Job-Related Skills



Most *job-related skills* are specific to an occupation, such as knowing how to fly an airplane. Job-related skills are most often gained through work experience, education and training, and hobbies.



The Skills Employers Want...



1. Willing to learn
2. Basic academic skills in reading, writing, and computation
3. Good communication skills
4. Creative thinking and problem solving

The Skills Employers Want...



5. Self-esteem, motivation, and goal setting
6. Personal and career development skills
7. Interpersonal/negotiation skills and teamwork
8. Organizational effectiveness and leadership

The Ten Most Frequently Asked Interview Questions



1. Why don't you tell me about yourself?
2. Why should I hire you?
3. What are your major strengths?
4. What are your major weaknesses?
5. What sort of pay do you expect to receive?
6. How does your previous experience relate to the job we have here?

The Ten Questions (Cont.)



7. What are your plans for the future?
8. What will your former employers say about you?
9. Why are you looking for this sort of position, and why are you here?
10. What makes you the best candidate for this position?

Types of Behavioral Interview Questions You May Encounter....



- Give me an example of a problem you encountered & how you handled it?
- Give me an example of a time when you faced a lot of obstacles to achieving a goal...
- Talk about a stressful situation you've experienced...
- Tell me about a time when you've been a team player..
- Tell me about a project or role that you've taken on that is outside your job description....

Types of Behavioral Interview Questions You May Encounter....



- Tell me about a situation when you “took the ball & ran with it.”
- How have you handled situations in which you had to deal with something that you're not totally comfortable with?
- How do you build your confidence?
- Give me an example of how you’ve failed...
- Tell me about a time when you’ve had to challenge authority...

The Laws That Protect You from Discrimination



- **Title VII of the Civil Rights Act**

Makes discrimination on the basis of race, gender, religion, or national origin illegal in hiring discussions.

- **The Americans with Disabilities Act**

Requires that an employer provide an equal opportunity for an individual with a disability to be considered for a job

Follow-up



- 📄 Make notes on the interview
- 📄 Sending a thank-you note
 - within 24 hours
 - hand written
 - computer generated
- 📄 Expect to hear within 7-10 work days



Seven Tips for Thank-You Notes



- **Decide whether to use e-mail or regular mail**
Use quality paper and envelopes
- **Decide whether to handwrite it or computer-print it**
- **Use a formal salutation**
- **Keep the note short and friendly**
- **Be sure to sign it**
- **Send it within 24 hours after the interview**

Sample Thank You Note



August 11, 20XX

Dear Mr. O'Beel,

Thank you for the opportunity to interview for the position available in your production department. I want you to know that this is the sort of job I have been looking for, and I am enthusiastic about the possibility of working for you.

Now that we have spoken, I know that I have both the experience and skills to fit nicely into your organization and to be productive quickly. The process improvements I implemented at Logistics, Inc., increased their productivity 34%, and I'm confident that I could do the same for you.

Thanks again for the interview; I enjoyed the visit.

Sara Smith

(505) 665-0090

The Verdict



Job is offered to you

- *“Thank you for calling, I’ll get back to you with my decision by the end of the day..”*
- *“Thank you for calling. Yes. I accept the position.”*

Job is not offered

- *“Thank you for taking the time to interview me..”*

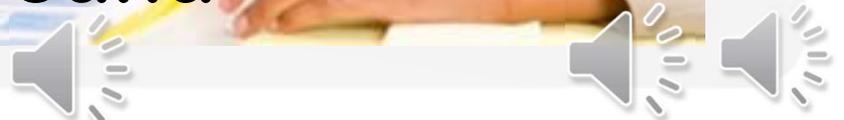
Professional/polite



Scenarios: What did you like or dislike about your previous job?



When you're asked what don't like about your previous job, don't be too negative. The reason is that you don't want the interviewer to think that you'll speak negatively about the new job or the company when you're ready to move on, if you get this job. Rather, it makes sense to talk about yourself and what you're looking for in a new role. Your answers may sound something like this....



Scenarios: What major challenges or problems did you face in your previous job, and how did you handle them?



When asked the job interview question "How did you handle a challenge?" be sure to include specific examples of how you handled a particular difficult situation. Discuss how you researched the issue and contributed to finding a solution. Examples of good responses include....



Scenarios: What Motivates You?



There isn't a right or wrong answer to interview questions about what motivates you. The interviewer is trying to understand the key to your being successful in the job he is interviewing for, and wants to make sure it's a good fit. Consider, in advance of interviewing, what actually does motivate you and come up with some specific examples to share during the interview. Your response will vary based on your background and experiences, but, you will want to share your enthusiasm and what you like(d) best about your job. Here are some examples:



Final Tips



- **Know yourself**
- **Know the employer**
- **Don't forget to follow up**
- **Remember, no matter what questions interviewers ask, the underlying question is always, “Why should I hire you?”**

Comments / Questions



Remember to be yourself...

Everyone is nervous...

Be prepared

