STRATEGIES FOR SUCCESSFUL INTERVIEWING

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BEHAVIORAL INTERVIEWING is the result of volumes of psychological research indicating that past performance is the best predictor of future performance.
INTERVIEWER’S RESPONSIBILITIES

• Evaluate communication skills
• Assess listening skills
• Analyze situational behavior
• Uncover traits and work style
• Identify desired/problem characteristics
GOALS OF ALL INTERVIEW QUESTIONS AND ANSWERS

I am what you need (in their words)

I have had success doing what you need

Quantifiable/tangible equals persuasive

I can do the same for you
YOU CONTROL 83% OF THE PROCESS

Most Common Job Interview Mistakes

- Little Knowledge of the Company: 44%
- Lack of Career Goals: 23%
- Lack of Enthusiasm: 16%
- Other Reasons (Chemistry): 17%

Source: Poll of 150 executives of nation’s 1000 largest companies
APPLICANT’S RESPONSIBILITIES

Know all about YOU

• Identify and be able to articulate your skills
  – technical and transferable
• What can you do to make the company better?
• What is the unique benefit of hiring you?

But, it’s all about THEM

Identify their problems

Present yourself as the solution by demonstrating all the reasons they should hire you
KNOW THE INTERVIEWER

Is she a hiring manager?

Is he a potential co-worker?

Is he a general HR recruiter?

Is she a technical HR recruiter?
BE AWARE OF CULTURAL DIFFERENCES

American Business
- Assertiveness
- Company first
- Egalitarian
- Punctual
- Bottom line
- Eye contact
- Rules, policies, laws

Family of Origin
- Humility
- Family first
- Patriarchal
- Time is relative
- Relationships
- Showing respect
- Getting things done
IMPORTANT TIPS

FIRM HANDSHAKE

EYE CONTACT
STRATEGIC PREPARATION, STEP BY STEP

1. Research – self, industry, company, position

2. Anticipate – collect potential interview questions

3. Develop – create answers to interview questions

4. Practice – prepare for your performance

5. Staging – pay attention to the details
PRE-INTERVIEW CHECKLIST

1. Do you meet the requirements for the position?

2. Have you thoroughly researched the company?

3. Do you know the company’s culture? Is it a fit for you?
   
   www.quintcareers.com

4. Are you ready to explain your past successes as they relate to what you can do for the company?
DRESS FOR SUCCESS
THE INTERVIEW BEGINS AS SOON AS YOU ARRIVE ON THE PROPERTY

DON’TS
TYPES OF INTERVIEWS

- Behavioral
- Structured
- Unstructured
- Panel/Committee
- Series
- Group
- Stress
- Telephone
- Screening
- One-on-One
- Meal
- Company Visit
  - May include informal/social activities
BODY LANGUAGE SPEAKS LOUDER THAN WORDS

Mehrabian’s Research

- Non Verbals: 55%
- Tone of Voice: 38%
- Words: 7%
THE INTERVIEW

• Introduction (break the ice)

• Body

• Closing
FOUR STEPS TO ANSWERING BEHAVIORAL QUESTIONS

1. LISTEN carefully to the question and “paraphrase”

2. THINK, don’t jump to answer

3. FORMULATE your presentation from the best example from work, school or life experience

4. PRESENT using the STAR model
FORMULATE YOUR ANSWERS USING S T A R

- Situation
- Task (role)
- Action
- Result
INTERVIEWER:

“Tell me about a time when you were a part of a team that included an uncooperative member. How did you deal with the situation?”
SITUATION:

“There was one member on a team of 5 who could not make any of the suggested meeting times to work on a class project.”

TASK (role):

“I was one of the group. There was no formal leader.”
ACTION:

“After the second meeting, I contacted the “missing” member and asked him when he would be able to meet with us.”

RESULT:

“He advised me that his wife was very ill and he wanted to be with her whenever possible. He also wanted to contribute to the project. I made arrangements to communicate with him via phone and email, keep him updated and give him assignments. The team was then able to successfully complete the project with all members contributing.”
Employers look for:

______________________________
______________________________
______________________________
______________________________
______________________________

Look at the job description.
WHAT EMPLOYERS LOOK FOR

- Communication
- Coping strategies
- Tolerance of ambiguity
- Team building
- Decision making style
- Assertiveness
- Energy
- Following policies
- Analytical problem solving
- Leadership
- Conflict management
- Organization
- Creativity
- Adaptability
- Goal setting
- Self-confidence
- Maturity
- Self-discipline
Interviewers Evaluation

Quality, depth and range
Use of models and concepts
Detail of your answer
Communication of the answer
Enthusiasm

Did not demonstrate evidence
Demonstrated evidence
Superior demonstration of evidence
HAVE QUESTIONS FOR THE INTERVIEWER

Present yourself as a potential employee…

What are some projects that I might be working on?

What is the management style of the person who will be supervising me?

How will my performance be measured?

What is the next step in the hiring process?
AFTER THE INTERVIEW

Thank you notes –
Electronic should be immediate (by sunset that day) to all interviewers
Handwritten or typed within 24 hours

Continue to show interest; follow up within 5-10 days, unless otherwise specified

Do a self-analysis and determine how to make necessary changes the next time
At least three times in front of a mirror
At least once with a “reasonable” other
At a mock interview workshop
5 MOST BUNGLED INTERVIEW QUESTIONS

1. Tell me about yourself.
2. Where do you see yourself in 3-5 years?
3. Why should we hire you?
4. Why do you want this job?
5. What is your greatest weakness?
For more workshop information or to schedule an appointment,

Call 480 965-2966

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