

# INTERVIEWING TECHNIQUES



**PANHANDLE JOB FAIR WORKSHOP**

**09/16/2010**

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# AGENDA

- **WHAT IS AN INTERVIEW?**
- **THE 5 – Ps**
  - Preparation
  - Practice
  - Personal Presentation
  - Performance
  - Pertinent Questions
- **AFTER THE INTERVIEW**
- **QUESTIONS?**

# WHAT IS AN INTERVIEW?

- **A conversation between a prospective employer and prospective employee to determine employer/employee compatibility**



# TYPES OF INTERVIEWS

- **Behavioral Based (Structured Interview)**
- **Pre-Screening Interview**
- **Face to Face Interview**
- **Panel Interview**

# INTERVIEW STAGES

- **Introductory Stage**
- **Employer Questions**
- **Applicant Questions**
- **Closing Stage**

# THE 5 P' s – PREPARATION

- **Research and know the organization you are interviewing for**
  - **Know the requirements and responsibilities of the position**
  - **Find out as much information about the organization as possible**
  - **Talk with people who work in the organization and are familiar with the job**
  - **Learn the terminology of the job**

# THE 5 P' s – PREPARATION

- **Most questions will ask for a STAR response**

Describe the **SITUATION**

Describe the **TASKS**

required

Describe the **ACTIONS** you took

Describe the **RESULTS** or outcome of the situation



# THE 5 P' s – PREPARATION

- **Review the requirements in the job description and build an interview question around each...develop possible answers that highlight your strengths**
- **Have examples for each requirement in mind when you go into the interview**
  - **Prepare your examples using the STAR format**
  - **Be prepared to adapt your examples to fit the intention of the interview question**
  - **Should be able to describe the STAR in about three–four minutes**

# THE 5 P' s – PREPARATION

- **Examples of Experiences**
  - **Think about situations that you have dealt with either at work (preferred) or in your personal life,**
    - **How might these situations relate to potential questions during an interview**
    - **What would they demonstrate about your abilities or strengths**
    - **How do they relate to the requirements/duties of the position**

# THE 5 P' s – PREPARATION

- **Consider situations where you:**

- Demonstrated leadership
- Solved a problem
- Increased company profits
- Made a good/poor decision
- Handled change
- Received criticism
- Met/missed a deadline
- Worked as part of a team



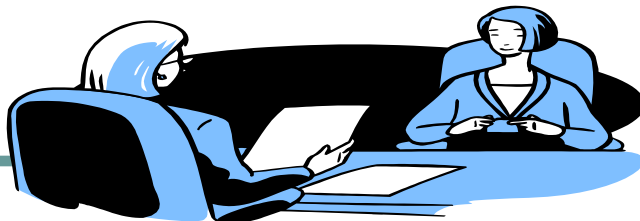
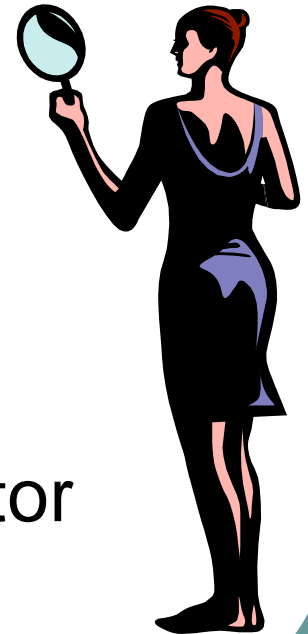
# THE 5 P' s – PREPARATION

- This is an “open book” test. Bring what you need to answer questions including your resume, the job description, memory joggers, work history, etc.

# THE 5 P' s – PRACTICE

## ● PRACTICE, PRACTICE, PRACTICE

- Practice these answers - Most people can't just "wing it," which is ironic because most people think they can
- Practice answering the questions with someone or in front of a mirror
- Role play with a trusted friend or mentor



# THE 5 P' s – PERSONAL PRESENTATION

- **Dress appropriately**
- **Don't go over board on the perfume/cologne, accessories, etc.**
- **Arrive early, ensure privacy for telephone interview**
- **Introduce yourself to those present**
- **Focus on interviewing etiquette – firm handshake, eye contact, relay confidence, SMILE!**
- **Appear natural, friendly, and poised**
- **Be fully engaged and energetic**
- **Remain positive and confident!**

# FIRST IMPRESSIONS COUNT!

- **NON VERBAL MESSAGES**
- **DIRTY CLOTHING**
- **CLOTHING WITH SLOGANS/SLANG**
- **HAIR STYLE**
- **PIERCINGS**
- **TATTOOS**
- **HATS ON INDOORS**
- **CLOTHES THAT DON'T FIT**
- **POSTURE**
- **ODORS**
  - SMOKE
  - BODY
- **BIAS (INHIBITS IMPARTIAL JUDGEMENT)**



# THE 5 P' s – PERFORM

- **Listen carefully to the question...don't be afraid to ask for the question to be repeated**
- **Your answer needs to include a particular situation that relates to the question, not a general one**
- **Remember to talk specifically about what you did even if you use a team oriented example**
- **As the questions are being asked, don't be afraid to jot the question down on a note pad**
- **Select your “best answer”, not just “an answer”  
Highlight your achievements**

# THE 5 P' s – PERFORM

- **Be sure to answer the question, not a question you may have prepared for**
- **Feel comfortable about talking about your skills and qualifications (show depth & breadth of experience)**
- **Listen to the probing (additional) questions carefully**
- **Say what you want to say and don't ramble**
- **Look at (engage) everyone, when you are answering questions**
- **Don't be afraid to smile, laugh, and show your personality**
- **Use your body language to your advantage (i.e. Show that you are engaged, an active listener and anxious to get the job)**

# THE 5 P' s – PERFORM

- **Characteristics/Actions That Should Come Out In Your Stories:**
  - **Leadership abilities**
  - **How you deal with difficult people**
  - **Communication skills (written and oral)**
  - **How you motivate yourself and others**
  - **Standing up for what you believe (integrity/honesty)**
  - **Ability to give or receive criticism**
  - **Helping people without being told (initiative)**

# The 5 P's- Pertinent Questions

- **Do not end the interview without a question for the interviewer**
- **Prepare a challenging question about the organization. It shows that you have thought about the interview and the organization before walking in the door**
- **It is also a chance to cement their thinking about you as a member of their team**
- **Never discuss benefits or compensation at this time**

# Examples of Last Questions

- **Can you walk me through a typical day in this position?**
- **What do you like best about your job or working with this team?**
- **What are the goals and initiatives of the team?**
- **What are the performance expectations for this position during the first six months? Within the first year?**
- **What are the characteristics of success in this job?**
- **What are the position's areas of responsibility and level of authority?**
- **What are the opportunities for career growth within your organization?**

# AFTER THE INTERVIEW

- **End on a Positive Note**
- **Thank You Notes**
- **Follow up Actions**
- **Salary Offer**
- **Ask for Feedback**



# QUESTIONS?

**\*\*\*REMEMBER\*\*\***

**The resume gets you the  
interview,  
the interview gets you the job!!**

