Thank you for being on time. Your instructor appreciates it, and your next employer will too.
Tell me about yourself.
Today’s Topics:

- Prepare for Your Interview.
- Nerves.
- What to Wear.
- The Interview Process.
- What Employers Want.
- Questions and Answers.
- After the Interview.
- Negotiating.
- Rejection.
- Resources.
Three questions

.compose

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Can you do the work?

Will you love the work?

Can I tolerate working with you?
RESEARCH THE COMPANY!!

Online sources:

 Girlfriend Company website.
 Girlfriend Google.
 Girlfriend LinkedIn.
 Girlfriend Glassdoor.

Personal Network:

 Girlfriend Family.
 Girlfriend Friends.
 Girlfriend Informational interviews.
 Girlfriend Best source of all: someone who knows both you and the company!
RESEARCH THE COMPANY!
Know Yourself

Know what’s on your resume!

Be able to talk about your accomplishments.

Think about what you liked at previous jobs (and didn’t.)

Prepare your success stories!
Nerves

✧ It’s normal!
✧ The interviewer may be more nervous than you are.
✧ The competition is scared of YOU!
✧ Turn the fear to energy.
YOU HAVE THE SKILLS TO DO THE JOB!

And the interviewer knows that!
Dealing with Interview Fear

舞蹈 Prepare for your interview!

舞蹈 Rehearse success stories.

舞蹈 Professional Practice Interview.

舞蹈 Plan for horrible questions.

舞蹈 Relaxation exercises/play calming music.
Dealing with Interview Fear, continued

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 1. Two professionals talking shop.
 2. Small talk.
 3. Focus on interviewer; solve his problems.
 4. Ask for clarification if you need it.
Ask yourself ...

Do I want to work in a place like this?

The interviewer is evaluating you.

You also need to evaluate the interviewer!

And the company, the building, the location, the company culture, and anything else you can find.

Ask yourself if what you're doing today will get you closer to where you want to be tomorrow.
More preparation tips

- Call or email to confirm.
- Test drive.
- Organize your pocketbook and briefcase the night before.
- Eat before you go.
- Know the interviewer’s name.
Even more preparation tips

✿ Allow plenty of time.
✿ What information can you find in the waiting room?
✿ BE NICE TO THE RECEPTIONIST!
What to bring

‡ Packet of information:

... Extra resumes.

... Reference list.

... Work samples.

... Consider a recent performance evaluation.
What to bring, continued

- Notepad/portfolio.
- Pen (and a backup!)
- Breath mints. (It can’t hurt.)
- Questions!
What to bring, continued

- Driving directions and a map (even if you have GPS.)
- Cell phone and the interviewer’s phone number.

...But don’t take it in to the interview!
What to wear?
What to wear? continued

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Dress as you would for an important day on the job.

Dress conservatively (generally.)

Look like the staff.

Clean and well-groomed.
What to wear? continued

 бю Pantsuits for ladies?
 бю In most places, they’re fine, however ....
 бю Some offices require more formal business clothing.
 бю Do your research!
 бю Call the company.
What to wear? continued

❖ Choose comfortable but stylish shoes.
❖ Don’t dress for casual Friday.
❖ It’s okay if you are dressed better than the interviewer.
Don’t forget your best smile!
What **not** to wear

![Diagrams showing examples of inappropriate attire]

- **BUSINESS CASUAL**
  - clean collar
  - crisp shirt front
  - pressed shirt cuffs
  - sharp crease
  - clean hem

- **GOING-OUT-OF-BUSINESS CASUAL**
  - limp collar
  - sloppy shirt front
  - puckered lumpy shirt cuffs
  - wrinkled, no crease
  - dirty stained hem

*Image: Last Dude! I'm Tattooed! So what?*
What not to wear

遵守以下建议，确保你不会因穿着不当而被误解。

1. 不要戴极端的发型。
2. 遮盖纹身和穿孔（通常情况下）。
3. 不要戴太多珠宝。

遵守这些规则，你可以确保自己在任何场合下都能获得尊重和认可。
What **not** to wear, *continued*

- Don’t wear a new outfit or shoes for the first time.
- Don’t wear a hat (unless the job is outdoors.)
- No capris, shorts, bare legs, leather jackets.
- Don’t wear more than a dab of cologne, after shave, etc.
What not to wear, continued

♫ Don’t wear anything that’s cut so short or so low as to require your attention.
Quote from an employer:

 Wass We are hiring like crazy ...

 The CEO is not even going to consider anyone’s qualifications unless they show up to the interview dressed like a professional.”
Make a good first impression.

» Don’t complain.

» Get the interviewer’s name right, and use it often.

» Show confidence!
First impressions last!

- Demonstrate your knowledge of the company.
- Show enthusiasm for the work itself, not just the paycheck.
- Breathe.
Talk

( enough but not too much. )

Give enough information for the interviewer to imagine you doing the job successfully.

Don’t feel obliged to fill up silence.
The interview process

- Screening interview.
- Phone interview.
- Video interview.
- One-on-one interview.
- Panel interview.
- Serial interview.
- Group interview.
Screening interview

- Human resources professionals, not hiring managers.
- If salary is discussed now, they are trying to save time, but may not be very flexible.
- It is a real interview!
- Goal: get more extensive interview at company.
Phone interview

♫ Basic questions, brief interview.

♫ Use corded, landline phone if possible.

♫ If you aren’t ready, ask to call back.

♫ DO NOT TAKE A PHONE INTERVIEW WHILE YOU ARE DRIVING!
Phone interview, continued

Schedule phone interview if you can; be prepared!

Stand up and smile.

Be animated; speak slower.

If your phone interview is early in the morning, be sure to speak beforehand.

Get the next interview!
Video interview

Practice!

Check equipment and lighting.

Look at the camera, not the computer screen.

Use a plain background, solid color clothing.

Get your reference material together before interview.
One-on-one interview

итесь a conversation with your new business buddy.

Learn what you can about the interviewer: Google, LinkedIn, Twitter, etc.
Panel interview

♫ Get their business cards.
♫ Customize your stories.
♫ Make eye contact with each one in turn.
♫ They may have different roles.
Serial interview

❖ Several interviewers giving individual interviews.

❖ Usually lasts several hours to a whole day.

❖ You’ll probably get the same questions more than once; don’t contradict yourself.

❖ Take a break if you get the chance.

❖ Send each interviewer his own thank-you note.
Group interview

- Many candidates, one interviewer.
- Presentation about company, then one-on-one interviews.
- May break the whole set of candidates into smaller groups.
- They’ll want to see how you work as a team or compete with others, your knowledge base and how you handle yourself in public.
Stress Interview

- Interviewer acts angry, bored, distracted.
- Do you really want to work there?
- Stand up, walk around.
- Write on white board or flip chart.
- “I came here to solve problems for you.”
Lunch interview?

- You’re still being interviewed!
- Choose something light and familiar.
- Don’t choose most expensive or least expensive item.
- Don’t get a box to go.
- Don’t pick up the check.
- Use your best table manners!
Professional Practice Interview

- Practice interview with FCWS board member or staff.
- They’ll ask questions you can expect at real interviews.
- Know what to expect.
- Free feedback!
Interview myths

♫ If you have the best skills, you’ll get the job.

♫ Interviewers tell you if you didn’t get the job.

♫ If you didn’t hear back in a reasonable time, you didn’t get the job.

♫ The job opening is the company’s top priority.

♫ The interviewer knows what he’s doing.
General job interview tips:

- The interviewer is not your enemy, but he’s not your friend, either.
- What’s the most important part of the job?
- Practice your presentation, but don’t memorize it.
- Put the best face on the truth.
More general job interview tips:

芻 Watch the interviewer for visual clues.
芻 Use active listening skills.
芻 Save salary discussions till an offer is on the table.
Even more general job interview tips:

- Tell the interviewer how you can save him time and money.
- Answer concisely (complete but short.)
- Tell stories about your accomplishments.
Last of the general job interview tips:

♫ Listen. Don’t interrupt the question with your answer.

♫ If you don’t say it, they won’t know it.

♫ Connect the dots. (“Here’s what I’ve done ... What that means for you is ....”)
Body language
Be sticky!

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- Help the interviewer remember you.
- Ask for the backstage tour.
- Ask what real-life problems they are trying to solve; tell them what you would do.
- Demonstrate that you are willing to go the extra mile.
What do employers want?

- Do more than the minimum.
- A job well done, no errors, credibility.
- Demonstrate what you’re good at.
- Be on time!
- Initiative, resourcefulness, interest in the work.
- Good judgment.
- Ability to work well with others and fit in.
- Cheerfulness, pleasant attitude.
- Team player who wants to contribute to something beyond himself.
- Professionalism, courtesy.
- Willingness to accept feedback.
CCAR Formula

 Doe  **Context**  (what was going on.)

 Doe  **Challenge**  (problem you had to solve.)

 Doe  **Action**  (what you did to fix the problem.)

 Doe  **Results**  (the great success.)
Take a break!
HORRIBLE INTERVIEW QUESTIONS

(Close your handout.)

(Really.)

(Do it now please.)
Behavioral questions

Many interviewers are currently using behavioral questions, rather than the standard ones.

Studies show that they can make better hires by knowing what you’ve done in the past.

An exercise in story-telling.
What are you passionate about?

What they don’t want to hear:

... Golf.

... (Your girlfriend/boyfriend.)

What they hope to hear:

... Something you’ll be doing on this job.

... A characteristic of this company.
Do you prefer to work independently or on a team?

What they don’t want to hear:

... (A lie.)

What they hope to hear:

... Your actual preference.

... “I enjoy working on my own for some projects and with a team for others.”

... An answer that reflects the company’s policy (and your research.)
What type of work environment do you prefer?

💡 What they don’t want to hear:

... Something entirely different from the environment at this company.

💡 What they hope to hear:

... That you are flexible with the type of environment you prefer (if you are.)

... Describe the environment they have at this company, and what you like about it.
What is your preferred management style?

What they don’t want to hear:

... Complaints about your former managers.

... A management style they don’t subscribe to.

What they hope to hear:

... Whether you prefer to have your manager spend a lot of time watching you, or give you the task and go away, or something in between.

... Your theory of managing others.
Traditional questions

- You may also get some of the traditional questions, like “What’s your greatest weakness?”

- Be as prepared as you can.

- Look through the qualifications for the job and expect them to question your abilities in those areas.
What is your greatest strength?

What they don’t want to hear:

... “I’m an expert at quilting.” (in a job that does not involve quilting.)

... “Oh, not much of anything.”

... “I don’t know.”

What they hope to hear:

... A personality trait or skill that’s relevant to the job.

... A little bit of detail about it.

... Why they should care about it.
What's your greatest weakness?

♀ What they don’t want to hear:

… One of the main tasks of this job.

… “I don’t have any weaknesses.”

♀ A better answer:

… A real weakness of yours that is irrelevant to the job.

… A real weakness of yours that you’ve had some success in conquering.
Why did you leave your last job?

♫ What they don’t want to hear:

... “I got bored and quit.”

... “I punched my boss out and he fired me.”

♫ Better answer:

... “I’m looking for a better opportunity.”

... “My whole department was laid off/My company closed.”

... The most positive version of the truth.
(BUT WHAT IF I WAS FIRED? OR LAID OFF?)

Many companies have closed over the last few years; others have offshored jobs, downsized, and shed employees for other reasons.

If you were fired, don’t lie; tell your story as positively and briefly as possible, and move on.

See handout on table: “Why Were You Fired?”
Why do you want to work for us?

 повышенный What they don’t want to hear:

 ... “I’m broke and I need a job.”
 ... “I dunno.”

 повышенный What they hope to hear:

 ... “You have a reputation for being best in the industry.”
 ... “I am a great match for this company because ....”
 ... “Based on my research, ....”
What did you like best about your old company?

What they don’t want to hear:

… “The pay.”

… “The benefits.”

What they hope to hear:

… (Something your old company has in common with this company.)
What did you like least about your old company?

🌿 What they don’t want to hear:

... My boss or co-workers.

... The tasks.

... Something you’d have to do on this job.

🌿 What they hope to hear:

... Something positive.

... Something that won’t be a problem on this job.
What’s most important to you in a job?

- Very few wrong answers here.
- Interviewer is trying to figure out if you’ll be comfortable in his company.
- But don’t say “the money” or “the benefits” (even if that’s true)!
What did you think of your old boss?
What do you hope to be doing in five years?

What they don’t want to hear:

… “Your job.”

… “To be CEO of (some other company.)”

… A job that’s totally irrelevant to this one.

What they hope to hear:

… “I hope to be right here, hopefully a few rungs up the ladder, because I care about this company and the kind of work you do.”
Are you available to work overtime?

♀ What they hope to hear:

… “Sure!”

♀ But before you answer:

… “How much overtime?”

… “I can if I have enough notice.”

… “I can work up to X.”

… “No, I’m sorry, but I can’t.”
CRAZY QUESTIONS

What would you do for a Klondike Bar?
“Illegal” questions

- Race
- Color
- Sex
- Birthplace
- Religion
- National origin
- Age
- Disability
- Marital or family status
What to do?

 فلاستني الطلب!

- Just answer the question.
- “Why do you want to know?”
- Answer the question behind the question.
- Change the topic.
- Let the interviewer know that the question is discriminatory.
- Refuse to answer the question.
- End the interview and leave.
“Do you have any questions for me?”
You might like to know...

- When can I expect to hear from you?
- What are the next steps?
- What do you like best about working here?
- What challenges do you expect over the next year?
- Do you have any reservations about hiring me?
Show me the money!

- There’s only one right time to talk about money.
- “Are you making me an offer?”
- “What was your previous salary?”
- If you aren’t ready: “I don’t have enough information yet to talk about salary. ... I’m sure if we agree I’m the right person for the job, salary won’t be a barrier for either of us.”
Ask for the job!

“I’m excited about this opportunity!”

“My background and experience are a perfect match.”

“This job is my first choice, but I’ve received an offer from another company....”

“I’d like to work on a trial basis ....”
Tests

- Skills test.
- Ethics test.
- Personality inventory.
- Will you be penalized for skipping questions?
- Most important: answer honestly!
After the interview

- Congratulations! You’re still alive!
- What went well?
- What would you do differently next time?
- Take notes.
- Don’t beat yourself up!

“When You Know Better, You Do Better.”

Maya Angelou
After the interview

Send a thank-you note!!!!
Background check

- Google and social media.
- Social Security number.
- Work history.
- Driving record.
- Credit report.
- Military history.
- Criminal background.
While you wait....
While you wait ...  

❖ Follow up!
❖ Don’t just call to “check the status.” Provide value for the employer.
❖ Most important: KEEP LOOKING!!
Research salaries

Know what you need to live on.

Research what the job market thinks you’re worth.


Maryland Workforce Exchange.
AT LAST!!

Before you say, “YES!”

What’s the whole package?

What’s most important to you?

Prepare to negotiate.
Don’t be afraid to negotiate; it’s expected.

You can price yourself out on the high end, but you can also ask for too little.

Identify a range, not a specific number.
Many things are negotiable.

... Signing bonus.

... Parking/transportation costs.

... Extra time off.

... Health insurance.

... Earlier performance evaluation.
Negotiating, *Continued*

- Whatever the offer, be sure to say, “Thank you!”
- Ask to have the entire offer in writing.
- Ask for a couple of days to think it over.
- Be sure you understand everything before you sign on the dotted line.
REJECTED!

♫ You are not qualified.
♫ You didn’t seem to fit in.
♫ You acted desperate.
♫ You acted disinterested.
♫ You didn’t show enough energy.
♫ You asked for too much money.
♫ You asked for too little money.
♫ You used poor grammar.
♫ You live too far away.
♫ You didn’t send a thank-you note.
♫ The boss’s niece needs a job.
♫ They just preferred someone else.
Dealing with rejection

- Don’t take it personally.
- But learn from the experience.
- Keep in touch.
- Distract yourself.
- Keep perspective.
Dealing with rejection, continued

- Even great candidates get rejected sometimes.
- It’s not necessarily about you.
- No job is right for everyone; everyone is right for some job.
Three questions

♭ Can you do the work?
♭ Will you love the work?
♭ Can I tolerate working with you?
MY BEST TIP
Next steps

 Malk Evaluation.
 Malk See list of websites at end of handout.
 Malk Research companies.
 Malk Sign up for Professional Practice Interview!