

Interviews

An **Interview** is a formal meeting in which people obtain information by asking questions

Preparing to Be Interviewed

Be sure you understand what you are interviewing for

Know the qualifications that an applicant must have

Prepare a Resume- a brief account of an applicant's educational background and employment experience

A resume is your chance to present yourself the way you want to look

Bring a copy of your resume with you to the interview

A resume will provide a quick overview of data about you

A resume will remind the interviewer of your qualifications

A resume should be one page and include:

- *Identification*—your name, address, and telephone number
- *Your objective(job goal)*
- * *Your education*, including honors, awards, or special courses
- *Your previous work experience*-list jobs in reverse chronological order (start with current or most recent and work backwards).
- *Personal Data*
- *References*

Tips on writing a resume:

- be brief
- be positive
- stick to the facts
- keep your language clear
- keep your eye on the goal

Schedule an Appointment

To appear professional always make an appointment.

Determine the Purpose of the Interview—Some possible purposes:

- to make sure you are qualified for the job
- to decide if you are the kind of person the company hires
- to do a preliminary screening interview to determine whether you may proceed in the interview process
- to gather additional information about you

Try to learn the purpose of the interview beforehand so that you can prepare for it.

Finding Out Information for the Interview

The more you know about the company or the interviewer, the better you can anticipate and answer questions as well as pose your own. Interviewers will see your knowledge as a sign of interest, initiative, and responsibility; consequently, they will be more likely to feel that talking with you is worth their time.

Know What You Want to Say

What do you want the interviewer to remember about you? Make sure that you are prepared to provide sufficient information about your qualifications, goals, and interests.

- **Qualifications:** What makes you a good candidate for this job? You should be prepared to provide both **general** and **specific** information.

- **Goals:** What do you hope to achieve with this job? Your general goal might be to find a challenging, rewarding career. You will probably have a specific goal such as a type of position you would like to learn or work into.
- **Interests:** How do you spend your spare time? You might mention that you have several. Be sure to put special emphasis on those interests that relate to the job.

Know What You Want to Ask

A job interview is not a one-way form of communication. Although its main focus is on finding out about you, you will also want to ask questions. In order to make good decisions about the job, you should feel knowledgeable about the situation. More information may help you decide whether to take the job if it is offered. Ask questions such as, “What do you expect in a good employee?”.

Questions you may want to ask:

- What will be my specific duties?
- Who will be my supervisor?
- If I have questions, whom should I ask?
- What kind of clothes are required? If uniforms are required, who pays for them?
- Is there a union?
- Will I be expected (or will I have the opportunity) to work overtime?
- Is there any on-the-job training?
- Why did the person I will replace leave?

If your questions are not answered during the interview, request a few moments to ask questions.

Rehearse for the Interview—You may wish to anticipate possible questions and rehearse your answer. It may be helpful to devise possible follow-up questions. If you have any questions which may be difficult to explain, rehearsing your answer will help you be poised and appear prepared to handle any problem.

What Interviewers Look For:

Promptness

- Arrive on time
- Give yourself more time than you need to get there.
- If you know you’ll be late, call ahead to tell the interviewer.
- If you know you will not be there at all, call ahead to reschedule the interview.

Appearance

- Dress appropriately—Wear whatever you think will bring the best response from the person you are being interviewed by.
- Groom yourself well.
- Do not chew gum.

Poise

- Maintain an assured, confident manner throughout the interview.
- Act like a winner. Offer a firm handshake; don’t sit down until you are invited to do so. Don’t slouch. Maintain eye contact.
- Be prepared. The more prepared you are, the more poised you are likely to be.
- To deal with nervousness, focus on the questions one at a time, and on your answers to them.

Flexibility

- Give answers that reflect your ability to adapt to new situations.
- Give at least one specific example to support your answers.

Honesty

- Be honest.
- Avoid the temptation to exaggerate.
- If you don’t know the answer to a question, say so.

Initiative

- Give answers that show you are willing to take on new tasks and enterprises.

Communication Skills

- Develop good written and oral communication skills.
- Give answers that reflect your ability to take directions from supervisors; to communicate with fellow employees, teachers, and other students; and to express your thoughts effectively in writing.

What Do Interviewers Ask?—They will usually ask four types of questions:

- Questions that request information
 1. Current status—seek to discover where you stand at the moment at work. Example: What are your duties on your current job?
 2. Background—seek to learn about your work and school experience, places you have lived, and things you have done.
 3. Interests—seek to gain insight into the kind of person you are. Example: If you could travel anywhere in the world, what places would you like to visit?
 4. Goals—seek to discover your hopes and plans for the future. Example: If you are hired, how long would you expect to work here? In five years, what position would you like to hold?
- Questions that Probe Deeper—These are questions meant to challenge statements you have made and to find reasons for your actions. Example: You say you quit your newspaper delivery job after three weeks. Why? Why do you think that you would be able to handle dictation if you have not had a course in shorthand?
- Questions that Check for Understanding—Interviewers ask questions to check their understanding of what you said.
- Questions That Require You to Take a Stand—Interviewers ask questions that require you to take a stand to see how you respond under pressure.

In general, questions about marital status, family, race, physical characteristics, age, and other personal information are not allowed unless they directly bear on an applicant's ability to do the job.

How to Answer an Interviewer's Questions

1. **Answer the question the interviewer actually asked.** Listen carefully to be sure you understand the question. Then answer the question the interviewer actually asked, not the one you wish the interviewer had asked. Feel free to use questions that check understanding to clear up any misconceptions.
2. **Answer questions as fully and as honestly as you can.** Don't be afraid to take a few moments to frame, or shape, your responses. Avoid answering simply "yes" or "no" or giving only one or two word responses, but keep to the point. Don't go into long-winded explanations. You don't have to answer personal questions unless they concern your qualifications for the job.
3. **Frame your answers to present yourself in the best possible light.** Emphasize the reasons that make you a good candidate for the job.

Types of Interview Questions

Open Questions—encourage a person to talk at length, to share feelings and impressions. Example: "How did you first become interested in medicine?"

Closed Questions—can be answered with "yes" or "no" or a few words: used to obtain specific information quickly. Example: "Where did you do your internship?"

Neutral Questions—promote objectivity by giving the interviewee no hint of what particular answer you want. Example: "How do you respond when a patient refuses to follow orders?"

Leading Questions—suggest the answer you expect or desire. Example: “Doesn’t it upset you when a patient refuses to follow orders?”

Follow-up Questions—probe for additional information about a previous question. Example: “What was it about being in medicine that interested you?”

Following up an Interview

After an interview, you should write a short letter to the person who interviewed you. This is a courtesy letter to thank the interviewer for taking the time to talk to you. In this letter, indicate that you look forward to hearing from the company as soon as possible.

Packet # 9 Speech

Questions Over Interviews

Answer questions on your own Paper Please. Do Not Write on this Paper.

1. How is an interview different from a question-and-answer session in which an audience asks questions of a speaker?
2. What are at least three things you should do to prepare for an interview?
3. A resume is a brief account of your experience. In general, what information should you include in your resume?
4. What is the difference between the general information and the specific information you provide about your qualifications, goals, and interests?
5. Why is it important to rehearse for an interview?
6. What are at least five qualities interviewers look for in an applicant?
7. What are the four types of questions you may be asked during an interview?
8. What is the difference between an *open* question and a *closed* question? What is the difference between a *neutral* question and a *leading* question?
9. How should you follow up an interview?