

TEN TIPS FOR A BETTER JOB INTERVIEW



SAN DIEGO
CONTINUING
EDUCATION



Doug Elliot, Career Counselor, Career Development Services

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Prepare by learning these steps...

**Assess your work values, interests, abilities & skills, personality, long-term career goals.
Adjust for clarity.**

Create a SWOT

Explore occupations and industries found in the San Diego.

**Learn about local labor market conditions.
(LMI)**

Evaluate options, make a decision, develop a strategy for achieving your short and long term career goals.

Create a C.A.P. S.M.A.R.T. plan

Take action!

Get training, go to college or conduct a job search using a sales approach.



Prove that you have these...

Do you fit in? = Personality Type - A

Can you do the job? = Skills Sets - A

Can you be counted on? = Reliability - A

Do you want to be there? = Motivation - A

In other words...

Attitude

Aptitude

Attendance

Ambition



Don't be surprised at the interview...

Traditional One-on-One

You respond to interviewer's traditional questions with facts to support your answers.

Examples...

- **Tell me a little about yourself.**
- **Why do you want to work here?**
- **What are your personal strengths?**
- **What are your weaknesses?**
- **What are your goals for the next five years?**



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Group

A group of applicants are interviewed together...often to see how you interact with each other.

Interviewers may ask traditional and behavioral questions.





Panel

**Several staff members
take turns asking you questions...
traditional or
behavioral questions.**





Behavioral / Story Telling

You provide specific examples of what you have done in the past relating to the situation that the interview gives you.

Examples...

- **Describe a stressful situation at work and how you handled it.**
- **Describe a decision you made that was unpopular and how you handled implementing it.**
- **What do you do when your schedule is interrupted?**



Job Task or Exam

You are asked to demonstrate a task, i.e., operate equipment, give a sales presentation, present a workshop, perform a task.

-or-

You are asked to take a test and you're put on a list of eligible candidates to be called later for an interview.





Online Video

**Distance interview often using Skype.
Tips: Have a high-res webcam and be prepared for sound/video delays.**

Keep calm when the connection slows or causes delays.

Get to know your camera and Skype (or other program) before you have this type of interview.





1st and lasting impressions...

- **NO fidgeting – NO Shuffling of papers**
- **Be genuine, remain poised and relaxed**
- **Minimize distracting body language**
- **SMILE; Convey enthusiasm**
- **Speak clearly - not too fast or slow**
- **Shake hands confidently**
- **Look at all interviewers in the eye**
- **Listen carefully to the question**
- **Sit up and lean forward**



Phone

Phone interviews can catch you off-guard unless it is scheduled ahead of time.

Employers may call to pre-screen or to schedule an interview if they like what you say.



1st Impressions on the Phone* ...

- **First Impressions In A Phone Interview**
- **If your first interview is over the phone, you can still make a good impression. Tips include:**
- **Be prepared, relaxed and comfortable.**
- **Give positive answers and smile while you talk.**
- **Stand up and walk around while talking.**
- **Do not interrupt the interviewer.**
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*** Read more at <http://www.careerealism.com/>**



The power of communication...

**It's only effective when there's a...
mutually agreeable exchange of
information between at least
two individuals**

The power of communication...

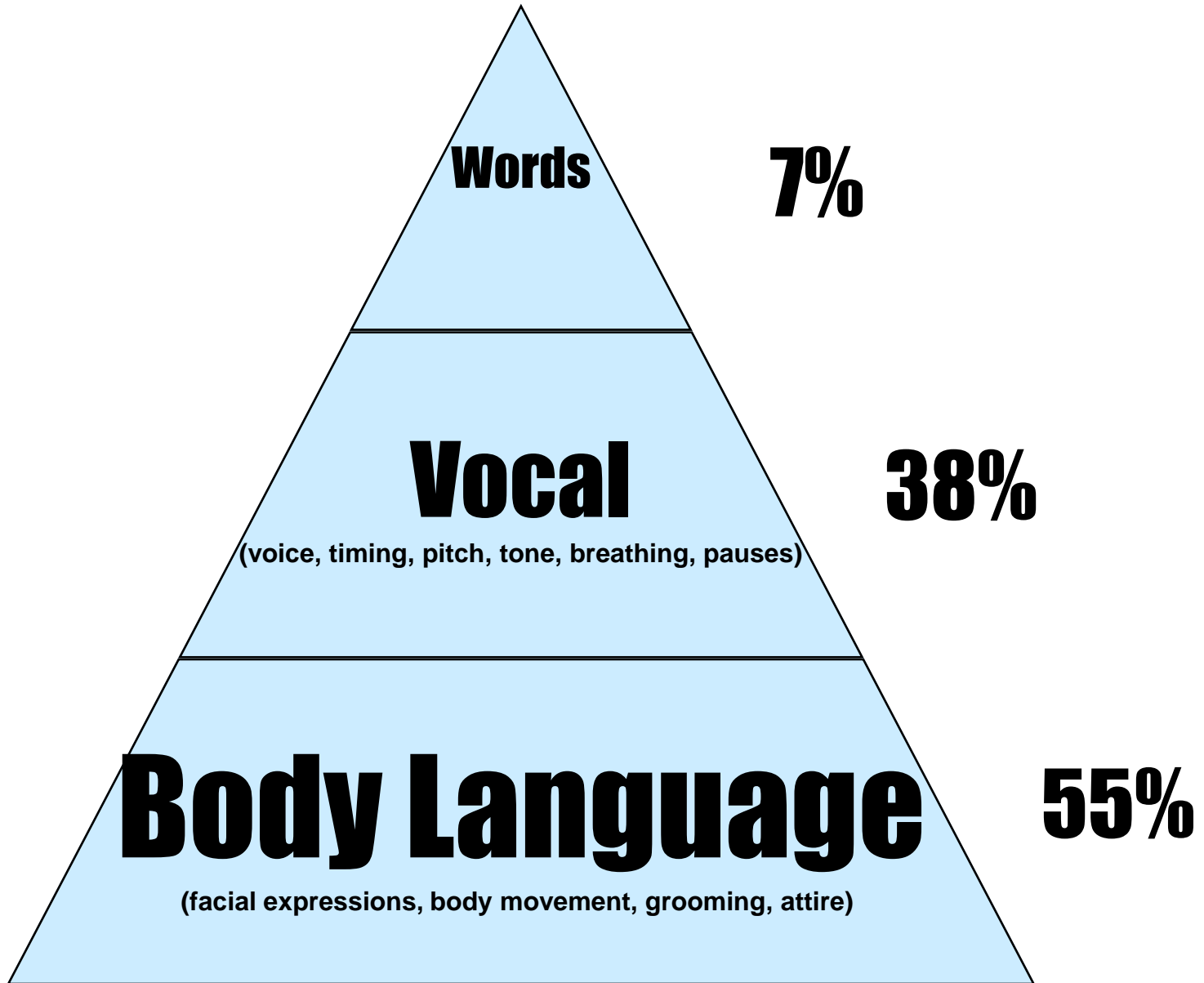
Words

Vocal

Body Language

= 100%





96% of 330* employers said that
COMMUNICATION and INTERPERSONAL SKILLS are
the most important employee traits!

Next in line...

**Learning aptitude, collaboration teamwork and
creative-problem solving, strong work ethic.**

University of Phoenix Survey 2005



The missing step for job seekers...

Thoroughly research..

- **The job announcement**
- **The duties of the occupation**
- **The organization and it's primary goal**
- **The industry and recent trends**
- **The local labor market**



Answer should be...

Recent

Relevant

Concise

Precise

Think “stories”, NOT “answers”

Think “results”, NOT “duties”

Prepare and practice via PAR/STAR...

Answer questions using the **PAR/STAR** method...

State the **P**roblem/**S**ituation/**T**ask

State what **A**ction you took to solve the problem
or complete the task

State the **R**esults of your actions


Clearly illustrate your achievements...

Instead of...

“Responsible for maintaining website.”

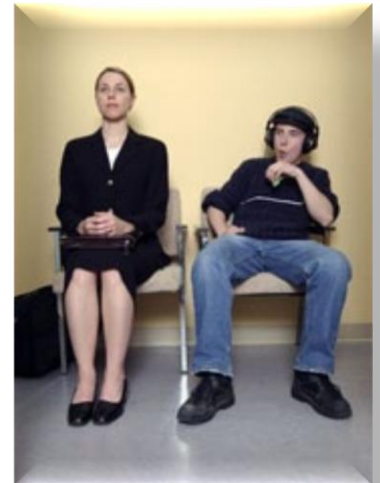
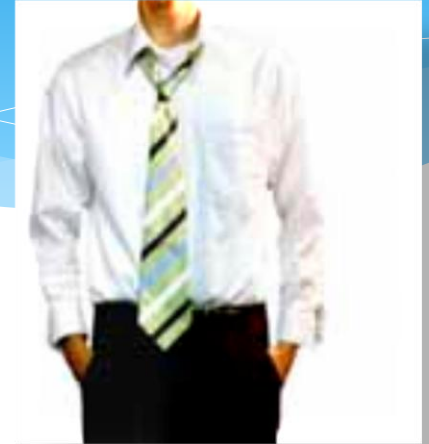
Use...

“Created and maintained firm’s first website using customizable site-builder which increased retail foot traffic, online inquiries and sales.”

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- **Be specific**
 - **Use numbers, statistics, and percentages**
 - **Tell powerful results:**
 - **Improved morale, resulting in “Employee of the Month” award**
 - **Streamlined operations and saved agency \$25,000 annually**
 - **Cut costs by training employees to troubleshoot tech issues.**
 - **Increased sales from \$100k to \$500k with revamped lead sheets.**
 - **Start a *BRAG FILE* to collect accomplishments**



- **Map out location on Google**
- **Arrive early and go alone!**
- **Leave CELL PHONE in your car or make sure you turn it OFF**
- **Have copies of relevant documents with you**
- **Be courteous to everyone you meet. Everyone!**



Prepare then Practice...

- **Use your Personal Pitch / Commercial when meeting people**
- **Sit with people you don't already know at meetings**
- **Stand near the food at conferences**
- **Keep moving and meet new people**
- **Introduce people you meet to others**
- **Use your business card**
- **Leave with at least one contact who can help you network**
- **Think "close"**



A few interview websites...

www.glassdoor.com

<http://cds.sdce.edu/content/interview-resources>