


# The Art of Interviewing



Kick  
Start  
*your career*




# The Art of Interviewing

- Evaluate Yourself
    - Prepare today!
  - Types of Interview Questions & Dissecting Effective Responses
    - General
    - Behavioral
    - Case Study
    - Off-the-wall
  - Handling Illegal Questions
- 




# • Prepare for the Interview

- Know Yourself.  
[Decision Making Worksheet](#)
  - Know the position you are applying for – research the employer.
  - Know the company listing the position – prepare a list of questions.
  - Practice! Practice! Practice!
- 



# Evaluate Yourself



- **Non-Verbal Communication**
    - *Handshake, posture, eye contact, friendliness*
  - **Verbal Communication**
    - *Grammar, diction, limited use of non-words*
  - **Ability to Answer Questions**
    - *Preparedness, responsiveness, confidence*
  - **Provide Relevant Examples**
    - *Illustrate qualifications through relevant experiences*
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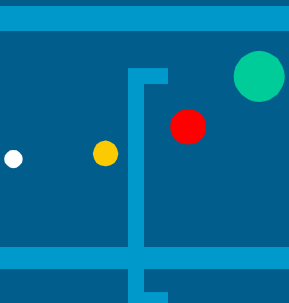
# • 30 Second Impression!

- Dress Professionally [Tip Sheet](#)
- 90% of the way you communicate with other people is through body language (gestures, expressions, etc.)




-From Marie Farquharson's book  
*Body Talk*





# Preparing to answer interview Questions



## Know the . . . .

- Company & Field
- Job Description
- Yourself (Skills, Values & Interests)
- Resume (Experience)

Make connections for the employer between what they are seeking and what you can provide. Scream, “I am the match you are looking for.”





# TIPS for Answering!!!



## ■ Create a Strategy

- Project your image/professional profile
- Utilize your experiences, skills, interests and values as a backdrop to answer the question

## ■ Provide specific examples

### ○ STAR Acronym

- Situation
- Task
- Action
- Result (Don't forget this one)

## ■ Convey your individuality and excitement!!






# “Tell me about yourself.”




Intro question that appears very broad. However,

- Do not answer it in general terms (NO life story or irrelevant information).
  - Think of it as a **1 – 2 minute** “commercial” of your personal highlights.
  - Focus on skills, accomplishments and relevant experiences.
  - **IMPORTANT:** Mention why are you interested in the position/ field.
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# Other General Questions

- What makes you the ideal candidate for this job?
  - Why did you choose this major?
  - What do you know about our organization?
  - How do you plan to contribute to the success of our work place?
  - What do you value most?
  - How do you compensate for your lack of experience?
  - Is this really what you want to do?
- 




# A Sample – Dissected!!!

Question: **What makes you the ideal candidate for this position?**

**MENTION YOUR STRONGEST QUALIFICATIONS (Draw connections to the position for the employer).**

*“My international experience in addition to my position at the Technician as the Director of Advertising makes me an ideal candidate because I offer a global perspective as well as a broad range of skills applicable to public relations. I am also very excited about the position and confident in my abilities to excel in it.”*





# Behavior Based Questions



- Tell me about a time...
- Describe for me a situation when...
- Give an example of...


Your Goal: To illustrate for the interviewer that you have applied relevant skills in real situations





# Examples



- Tell me about a time when you came up with a creative solution to a problem you were facing?
  - Describe a situation where you had to let down a customer in order to uphold company policy.
  - Have you experienced a failure when organizing a program, and how did you deal with it?
  - What is the hardest decision you have ever had to make?
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# Answering the Weakness ?

- Make it **skill based** rather than behavior based.
  - *I don't feel my publishing skills are as strong as they could be.*
- Do not disguise a strength as a weakness.
- Beware of “canned” responses.
  - *I am a perfectionist.*
- Close by telling them how you plan to compensate.
  - *Since that experience last semester, I have tried really hard to find a better balance between close attention to detail and keeping sight of the big picture.*



# • • A Sample – Dissected!!!


Question: *What are your weaknesses?*

## **SKILL BASED WEAKNESS**

“My technical skills are a weakness. I recognized it last year when I tried to put together a website for Alpha Zeta.”

## **HOW YOU COMPENSATE**


“Since then, I have taken several of the free computer courses offered at my school and have increased my knowledge of programs like Dreamweaver, which I am excited about.”





# Case Study Questions




- Case study presents “what would you do if...”
  - How would you react in given scenario
  - No right or wrong answers – but, there are better and worse answers
    - Explain your thought process and support answers with examples when possible
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# Examples



- How would you deal with an irate client?
  - Give an example of the best way to sell a purse to a man.
  - What would you do if one of the children you were watching threw a fit in the grocery store because they wanted some candy?
  - How would you confront a fellow employee who you knew was misusing company equipment for their own private use?
  - Sell me this calculator on my desk.
- 






# A Sample Dissected!!

Question: ***How would you deal with an irate client?***

“First, I would try to calm the client down by assuring them that their needs are very important to the company. Then, I would listen to what their problem was and work with them to decide upon a mutually agreeable resolution. If the client continued to be upset and I knew that I would not be able to resolve the problem, I would have him talk to the manager.”





# Off-the-wall Questions




- Employers may ask to:
  - Measure creativity.
  - Watch for reactions.
  - Evaluate problem-solving and analytical skills.
  - Monitor ability to think quickly.





# Examples



- If you could be a cartoon character, who would you be and why?
  - Which fruit does your personality most resemble?
  - If you had to describe yourself as an animal, what animal would you be?
  - How many street signs are in a four block radius of the NCSU campus?
  - If you could be anyone from history, who would you be?
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# A Sample Dissected!!



*Question: If you were a cartoon character, who would you be and why?*

“Bugs Bunny- because he always likes a challenge, never loses his sense of humor and always ends up on his feet.”



# Questions To Ask Employers

## Why Ask Questions???

- A lack of questions may be mistaken as a **lack of interest**.
- To gain more information about the position/organization for yourself. *Remember- it's a **mutual exchange** of information.*


## Questions to Ask!!

- Ones that are not readily answered through company literature.
- Questions based on your conversation.
- Questions that demonstrate your knowledge of the company and field/industry.




# Examples



- Why do you like working for this organization?
  - Does your company value professional development among employees?
  - Would you describe a typical day's activities?
  - What are your department's major projects in the upcoming year?
  - I know that you've recently experienced a period of very rapid growth. How has that changed the ways you operate?
  - What is the next step in the search to fill this position?
- 




# After the Interview

- Send personal thank you notes to all interviewers via mail.
  - Keep records in notebook.
    - Important dates, good or bad experience
  - Stay in pursuit.
    - Follow-up with a phone call to review status of employee selections
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# Illegal Questions




- Birthplace, nationality, ancestry, or descent of applicant, applicant's spouse, or parents
    - Your last name, Monet, is that French?
  - Applicant's sex or marital status
  - Race or color
  - Religion or religious days observed
  - Physical disabilities or handicaps
  - Pregnancy, birth control, and child care
  - Number of dependents
- 





# Examples of Illegal questions

- Are you married?
  - Do you have any children?
  - Do you have any disabilities?
  - Have you ever been arrested?
  - How did your parent's divorce affect you?
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# How to Handle Illegal Questions

You have the following choices:

- Answer
- Reply to the underlying concern
- Inquire about question's relevance
- Change the subject
- End the interview





# Thought for the Day



Before everything else,  
“Getting Ready” is the  
secret of success.

*Henry Ford*

