

UCLA Luskin School *of* Public Affairs
Interview Workshop

VC Powe, Director, Career Services and Leadership Development

Goals

- Sell your experience and skills
- Show enthusiasm and demonstrate “fit”
- Decide if this is a good match for you



"In the interview they told me the job would involve some paperwork."

Interviewers Look For

- Personality
- Experience
- Accomplishments
- Knowledge
- Skills



Stages: Pre-Interview

BUSINESS PROFESSIONAL

BUSINESS CASUAL

BUSINESS PROFESSIONAL

BUSINESS CASUAL



What to wear?

This guide demonstrates acceptable Business Professional and Business Casual Attire for your upcoming career events.
NOTE: For Interviews, always choose Business Professional attire.

Stages: Preparation

- Determine type: phone, in-person, Skype
- Research organization and position
- Identify your 4-5 most compelling stories featuring your skills
 - Practice aloud
 - Prepare for tough questions
 - Know what sets you apart from other candidates



Tip: Practice power-posing (see TED talk by Amy Cuddy)

Stages: Interview Opening

- Greet interviewer by name
- Use a firm handshake
- Make eye contact
- Contribute to small talk



Stages: Interview Opening (cont.)

Who would you hire?



Stages: Interview Opening (cont.)

- Self check:
 - Appear interested and enthusiastic
 - Remain calm
 - Monitor body language
 - Speak clearly
 - Be yourself



Types of Interview Questions

- Situational/Behavioral
 - Describes your behaviors, explains your actions, paints a picture for interviewer
 - Examples: Tell me about a time when..., Tell me what you would do if..., Tell me about a problem you've encountered and how you resolved it.
- Open-Ended
 - Why do you want this job?
 - What are your strengths?
 - Tell me about yourself?
 - Why should I hire you?
 - What do you know about our organization?

Tough Questions

- Tell me about yourself
- What is your greatest weakness?
- Why should we hire you?
- Tell me about a time when you had to work on a team that didn't get along well. What happened? What role did you take? What was the result?
- What qualities do you look for in a supervisor?



Exercise: Tough questions

- What was the most challenging aspect of this activity?
- What insights did you gain?
- What was hard to articulate as a candidate?
- Which stories do you need to practice more?

How to Answer Questions

- STAR FORMAT
 - Situation
 - Task
 - Action
 - Result



How to Answer Questions

- Original: I managed the accounting project team.



- Improved: In my role as business manager, I led a six person accounting team in the design and implementation of new reporting procedures with a time savings of 15%.

Stages: Interview Closing

- Summarize key points
- Express appreciation
- Next steps



Stages: Post-Interview

- Record key points and comments
- Note names of interviewers
- Send a “Thank You” that day



Interview Tips

- First impressions are critical
- Keep the tone professional
- Appear confident
- Pay attention to your nervous habits
- Listen as well as speak
- Be prepared to address any negative issues
- Never be negative about a former employer
- Ask questions



Informational Interview

- Purpose
 - Gain insight into a specific field, organization, and/or individual
- Process
 - Research organization/role of individual prior to meeting
 - Contact individual by email or LinkedIn
 - Request approximately 30 min of their time
 - Be prompt
 - Treat it like a job interview
 - Follow up with a thank you

