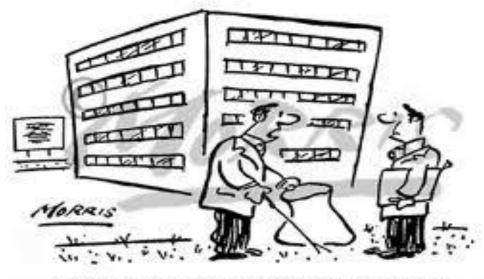


# UCLA Luskin School of Public Affairs Interview Workshop

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**



# **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

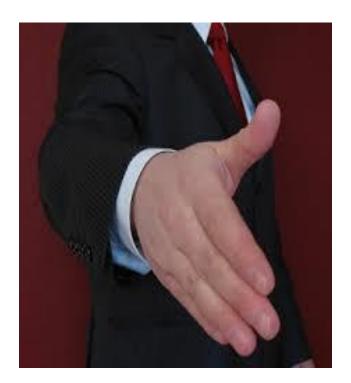


Tip: Practice power-posing (see TED talk by Amy Cuddy)



# **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

