

Interview Techniques



TIPS FOR INTERVIEWING

Interview Tip 1:

Plan Ahead – Do your homework! Research the company and the position. Be ready to support your educational and career accomplishments with specific examples targeted towards the company’s needs. Have your facts ready.

Interview Tip 2:

Role Play – Once you have finished studying, begin role playing (rehearsing). Write down answers to common questions listed on page 2 and 3. Tailor your answers to the job description and think about what the company is looking for in a new employee.

Interview Tip 3:

Maintain Eye Contact – Have consistent eye contact with your interviewer. Show your confidence and interest in the position with your nonverbal communication.

Interview Tip 4:

Be Positive – Avoid negative comments about past employers. Show your excitement for the new opportunity.

Interview Tip 5:

Adapt – Listen and adapt. Be sensitive to the style of the interviewer. Pay attention to those details of dress, office furniture, and general décor, which will afford helpful clues to assist you in tailoring your answers.

Interview Tip 6:

Ask Questions – Asking questions at the end of the interview demonstrates an interest in the company, and helps you determine if the company will be the right fit for you. See examples on page 4. The best questions come from listening to what you're asked during the interview and asking for additional information.

Interview Tip 7:

Send a Thank You – Email your interviewer and thank him or her for taking the time to interview you. Refer to the thank you letter template on page 5.

SAMPLE INTERVIEW QUESTIONS

1. Tell me about yourself.
2. What was your most significant accomplishment at work?
3. What did you learn from that success?
4. What have you done at your present job that has had a positive impact on the organization?
5. Describe the relationship that you have with your current supervisor.
6. What kind of supervision do you have?
7. What frustrates you about your current job?
8. What do you like doing most in your present job?
9. If you could do anything in the world and money wasn't an object, what kind of work would you do?
10. What is the most challenging task you have completed?
11. What would your boss tell me about your performance?
12. Why do you want to leave your current job?
13. What motivates you?
14. What are your goals for your career?
15. Why do you think you will be successful in the position?
16. Tell me about the best boss you ever had.
17. What are three words that people who work with you would use to describe you?
18. Why would you like to have this job?
19. What do you know about our organization?
20. What is it about the job that appeals to you the most?
21. If you were in my chair, hiring someone for this position, what qualities would you look for in the applicant?
22. On your last job, what did you do to improve your own effectiveness?

SCENARIOS

Describe a situation in the past when you have worked without close supervision on a new or difficult task.

What was the nature of the work?

How did you go about completing the task?

Describe any help that you obtained during your work.

Would you have preferred more guidance with the work? Why or why not?

Describe how you have maintained work records to track progress on a project or to track progress against goals.

What type of records did you maintain?

How often did you update your records?

How did you use the records?

Sometimes people with varying viewpoints have to work together on an assignment.

Have you ever encouraged such a group to work toward common objectives?

What different viewpoints were involved?

How did you motivate the group toward a common goal?

What was the outcome?

Describe a time when you showed someone a better way to do a task.

What were the key issues you considered in deciding how best to assist the person?

How did the person react to your help?

How did the person's performance improve with the task change?

Tell me about a recent situation in which you showed a lot of initiative.

What was the situation?

What did you actually do to show your initiative?

How frequently do you show initiative like this?

Describe a time when you had to balance several projects. How did you prioritize activities?

What factors did you consider in planning the order of activities?

How did you incorporate the project work with daily tasks?

What was the result of your planning?

Tell me about a recent situation in which you tried to motivate a coworker or subordinate.

What specific activities were you trying to improve?

What did you do to motivate the person?

What was the result of your efforts?

How could you have been more effective?

QUESTIONS YOU MAY WANT TO ASK THE INTERVIEWER

1. Why is this position open?
 2. How often has this position been filled in the past five years? What were the main reasons?
 3. What would you like done differently by the next person who fills this position?
 4. What are some of the objectives you would like to see accomplished in this job?
 5. What is most pressing? What would you like to have done in the next 3 months?
 6. What are some of the long-term objectives you would like to see completed?
 7. What are some of the more difficult problems one would have to face in this position?
 8. How do you think these problems could best be handled?
 9. What type of support does this position receive in terms of people, finances, etc.?
 10. What freedom would I have in determining my own work objectives, deadlines, and methods of measurement?
 11. What advancement opportunities are available for the person who is successful in this position, and within what time frame?
 12. In what ways has this organization been most successful in terms of products and services over the years?
 13. What significant changes do you foresee in the near future?
 14. How is one evaluated in this position?
 15. What accounts for success within the company?
- These questions are presented only as interviewing guidelines. They are meant to help you prepare for the interview. Some questions may or may not be appropriate for your interviewing situation.

THANK YOU LETTER TEMPLATE

Dear *Mr./Ms. Contact Person's Last Name*:

1st paragraph: *Create a thank you statement and remind him/her of the job you are applying for.*

Example: Thank you very much for taking time out of your busy day to talk with me about the Customer Service Representative position. I enjoyed meeting you and the members of your department, and I am excited about the chance to work with such a great team.

2nd paragraph: *Add a statement about the interview. Mention something that impressed you or that you wish to clarify.*

Example: Judging by our discussion earlier today, I believe that my ability to consistently go above and beyond for customers is an excellent fit for your team, especially since you mentioned your company just received a prestigious award for “Outstanding Customer Service Skills.” I am confident that I can be a significant contributor to the success of [company or department name]. I sincerely hope you agree.

3rd paragraph: *Final thank you.*

Example: Thank you again for interviewing me. If you have questions or concerns, please feel free to contact me. I look forward to hearing from you again.

Sincerely,

Your Name