Resources for Job Seekers – Interviewing Tips and Techniques

On the following pages you will find information that will help you prepare for a job interview. This document is not a resource for getting the interview; it is meant to be a guide to help you become a great candidate and shine during the interview process!

Live links will take you to the website information provided.

KNOW YOURSELF

- Your personal value
- Your interests
- Your abilities and skills
- Your qualifications for a job
- Your career goals and employment preferences

RESEARCH THE COMPANY, AGENCY OR ORGANIZATION

- Who is the employer? What is their mission?
- What is their product or service?
- What has happened recently? Mergers, deregulation?
- What is the company climate/environment like?
- General industry trends?
- What/who is their competition?

This will allow you to relate your assets to the organization and position and to ask your own well-directed questions during the interview.

RESOURCES TO HELP YOU RESEARCH COMPANIES & ORGANIZATIONS

- Review the companies’ web pages and their annual reports.
- Check other social media resources (such as GLASSDOOR, LinkedIn, TweetMyJob, etc.) to get an overview of the work environment.
- Contact the hiring organization and ask to be sent information
- Stay connected with professional associates and interest groups that pertain to your areas of interest and expertise.
PREPARE FOR THE INTERVIEW

TYPES OF INTERVIEWS

1. **Screening:** The screening interview is the first interview of a series with the main purpose to screen out inappropriate candidates. It will often take place over the telephone and includes verification of resume information or requests additional information. Screening interviews also may take place during job fairs or on-campus recruitment. The screening interview saves a company considerable time and expense in eliminating weak candidates. Be prepared. Keep a copy of your resume and the job description by the telephone. Research the company and prepare for interview questions as soon as you submit your resume and cover letter.

2. **One-on-One:** The one-on-one interview includes an employer and the candidate with an exchange of questions and answers.

3. **Panel Interview:** In the panel interview you are interviewed by several people at the same time. The panel interview is often used to see how you would fit in with the group. It is easy to be intimidated by a panel interview, however, relax and focus your responses on all panel members.

4. **Group Interview:** Although not common, group interviews are sometimes conducted. In the group interview you are interviewed with several other applicants. In the group interview, the employer will observe interpersonal communication skills along with problem solving skills.

5. **Series Interview:** In the series interviews, you meet with several individuals within the same organization - one at a time. This is particularly true for high level positions and academic faculty positions. The interviews may take place over 2-3 days. Although you may be asked the same questions several different times, it is important to respond enthusiastically and treat each interview as a single opportunity.

6. **Stress Interview:** In this interview, the employer asks situational questions which test your ability to handle stressful situations. Recruiters for sales and marketing positions often use this interviewing technique.

7. **Teleconferencing:** In this day of high tech, many companies are conducting interviews via teleconferencing. By using innovative telecommunication systems, employers can interview a candidate miles away from the company. In this situation, face the camera and respond as if you were talking with an actual person.

8. **Information Interviewing:** This interview is initiated by the job applicant and is not conducted to obtain a job. Candidates interview professionals in the field to find out more about careers. This is a great way to learn about a different career path from an expert!

Informational interviews allow people who are interested in a particular career field, job, company, or industry to interview (talk with) a person who is currently, successfully employed in a job in their field of interest. People who request informational interviews want to know about the job, career, industry or company from the perspective of an insider. They want knowledge and information about real life experiences that extends beyond what they can read in a book or hear about from a career counselor.

Informational interviews are requested by:

- internal employees who are curious about other jobs in the company,
• external individuals who are interested in the field, job, company, or industry of the person with whom they request an informational interview,
• job searchers who want to know about the job, the field, the company, the industry, and the career potential of their identified area of interest, and
• job searchers and others who want to develop a networking relationship with an individual who is employed in their field, job, company, or industry of interest and who may have access to jobs and employment information that will benefit the job seeker in his or her job search.

Participating in informational interviews is a kindness on your part and it provides you with the opportunity to influence people entering your field. Informational interviews also broaden your own network and help you exert influence on your field of expertise. Informational interviews may also help you identify candidates for your jobs and other professional opportunities such as membership in your industry’s professional association. Plus, it’s fun to share what you know in informational interviews.

STAGES IN THE INTERVIEW PROCESS

1. First impressions: Introduction and greeting. Small talk about traffic, weather, etc.
2. Instructions: Employer informs applicant of interview process and summarizes the job description.
3. Interview: Questions and answers.
4. Wrap-up: Applicant has opportunity to ask questions. Employer informs about next stages of the hiring process.
5. Follow-up: Applicant follows-up with thank you letter.

SUCCESSFUL INTERVIEWING TIPS

I. PREPARE BEFORE THE INTERVIEW

• Perform a thorough self-evaluation. (Know your strengths and weaknesses.)
• Research the position, the organization and the community.
• Be prepared to discuss how your background can benefit the organization.
• Know your overall and major GPA
• Advise the appropriate people that you would like to use them as references
• Have a professional telephone greeting on your answering machine.
• Rehearse...Rehearse...Rehearse

II. DRESS FOR SUCCESS

• Take time to be well-groomed, have neatly trimmed hair, moderate makeup, be well-groomed and clean.
• Dress in business attire (minimum business casual)
• Look professional. You are more likely to be heard in the interview and employers will be more likely to assume you can perform the job.
III. PREPARE TO MARKET YOURSELF

- Know the points you want to make
- Create an outline of the strengths, skills and assets you have to offer and want to communicate in the interview.
- Develop examples or “stories” that demonstrate in some detail how you have applied these assets. Describe the situation, action and outcome.
- Prepare intelligent questions you want to ask the employer

IV. MAKE A GOOD FIRST IMPRESSION

- Arrive early.
- Bring extra copies of your resume.
- Be courteous to everyone you meet: receptionists, etc.
- Greet the interviewer by name, with a smile. Be sure you know the correct pronunciation & spelling of the name.
- Shake hands using a firm, but not too firm, grip.
- Show enthusiasm and confidence in your voice and posture.

V. PAY ATTENTION TO BODY LANGUAGE

- Watch your posture; sit up straight, don’t slump
- Rest your hands on the table to help ensure correct posture
- Avoid fidgeting
- Avoid excessive hand gestures
- Make good eye contact and maintain it throughout the interview

VI. DURING THE INTERVIEW

- Listen attentively to the questions
- Use professional language; avoid slang.
- Ask for clarification if you do not understand a question
- Give complete answers and use specific examples and accomplishments whenever possible
- Use illustrations, descriptions, statistics and testimonials to support your claims
- Answer questions with honesty and sincerity
- Be aware of the time allocated
- Speak loudly and clearly enough for the employer to hear you
- Don’t criticize former employers faculty or associates.
- Avoid talking about personal problems

VI. THE END OF THE INTERVIEW

- If the job interests you, ask for the job. For example: “After hearing more about your company and the position I am even more interested in the job. I hope to be working with you soon”.
- Ask when you can expect to hear back from the employer and the next steps in the process.
• Thank the interviewer and collect a business card or get the person’s name, phone and email.

VII. FOLLOW-UP AFTER THE INTERVIEW

• Take a moment to make some notes after each interview
• Write and send a thank you letter that same evening
• Forward any requested material promptly
• If you don’t hear from the company within one week, contact them about the status of the position

TOP INTERVIEW QUESTIONS

The following are top interview questions from the country’s leading employers (compiled by MonsterTRAK.com).

• Tell me about yourself.
• What do you know about our company?
• Why do you want to work for us?
• What unique qualities or abilities would you bring to this job?
• What are your major strengths and weaknesses?
• How long do you plan to stay at our company? Where do you see yourself in five years?
• Tell me about a time when you failed at something, and what you did afterwards.
• Describe a time when you worked on a team project. What was your relative position on the team? Were you satisfied with your contribution? How could it have been better?
• Why did you choose your school and course of study?
• Think back to a situation in which you had to resolve a conflict. Tell me how you did it.
• Tell me about a project that you had either at work or school. Describe in detail how you managed it and what was the outcome.
• What do you do in your spare time?
• What salary are you expecting?
• What other types of jobs or companies are you considering?
• Have you any questions for us?

Behavior-based interview questions (compiled by the National Association of Colleges and Employers)

• Describe a situation in which you had to use reference materials to write a research paper. What was the topic? What journal did you read? (research)
• Give me a specific example of a time when a co-worker or classmate criticized your work in front of others. How did you respond? How has that event shaped the way you communicate with others? (communication)
• Describe a situation in which you recognized a potential problem as an opportunity. What did you do? (initiative)
• Give me a specific example of a time when you sold your supervisor or professor on an idea or concept. How did you proceed? What was the result? (assertiveness)
• Describe the system you use for keeping track of multiple projects. How do you track your progress so that you can meet deadlines? (commitment to task)
• Tell me about a time when you came up with an innovative solution to a challenge your company or class was facing. What was the challenge? What roles did other play? (creativity and imagination)
• What, in your opinion, are the key ingredients in building and maintaining successful business relationships? Give me examples of how you've made these work for you. (relationship building)
• Describe a time when you got co-workers or classmates who dislike each other to work together. How did you accomplish this? What was the outcome? (teamwork)
• Tell me about a time when you failed to meet a deadline. What things did you fail to do? What were the repercussions? What did you learn? (time management)
• Describe a specific problem you solved for your employer or professor. How did you approach the problem? What role did others play? What was the outcome? (decision making)

Many employers are asking behavioral questions. You won’t get the typical “Tell me about your strengths and weaknesses” questions in a behavioral interview. Instead, you’ll be asked to provide specific examples highlighting skills that are necessary for the job. Here are some examples of behavioral interview questions:

1. Describe a time when you tried to persuade a person or group to do something they didn’t want to do.
2. Give me an example of a time when you faced a lot of obstacles to achieving a goal.
3. Talk about a stressful situation you’ve experienced.
4. Describe a time when you had trouble seeing eye to eye with a colleague.
5. Tell me about a project or role that you’ve taken on that is outside your job description.
6. Give me an example of when you worked with a group or team of people to complete a project.
7. Talk about a time when you were faced with a difficult decision and describe how it turned out.
8. Describe a time when you had to cope with strict deadlines or time demands.
9. Give me an example of a time when you were forced to make an important decision without all of the necessary information.
10. Tell me about a time that you made a presentation at work that received a significant amount of critical feedback, much of it negative. How did you handle the situation?

Breaking down a Behavioral Question

Career counselors recommend you use the "STAR" method to answer these types of probing questions. That’s ST for situation/task, A for action, and R for result. Bill Byham, author of “Landing the Job You Want,” gives an example of a successfully answered question:

Question: Tell me about a time when you went out of your way to satisfy a customer.

Situation/Task: I was working in the production department of a large publishing company. We received a letter from a 9-year-old girl who was unhappy because the gold design had worn off the cover of a book we had published. She wanted a refund. My boss gave the complaint to me to handle.

Action: I immediately requested a refund check from our accounting department. I also called our printer, who investigated and identified one run of books in which the covers had been improperly printed. I obtained a copy of the book with a properly printed cover, and sent the book, the refund check and a personal letter to the girl, thanking her for pointing out the problem and apologizing for the inconvenience.
The girl’s mother called me to thank me for the response. She told me that she was going to recommend our books to all her friends with children.

Preparing for the Behavioral Interview

1. Think about a situation which matches the questions listed above.
2. Write about your experience using the STAR method.
3. Practice talking about the experience. You may wish to tape yourself.
4. During the interview, answer questions succinctly. Avoid rambling.

From "The New Job Interview" by Sherri Eng, San Jose Mercury News

**QUESTIONS TO ASK EMPLOYERS IN A JOB INTERVIEW**

- Why is the position available?
- What are you hoping a person in this position will accomplish?
- What are your expectations for new hires?
- What types of assignments/projects may I expect the first six months on the job?
- What personal qualities will make someone successful on this job?
- What will my responsibilities be as far as__________?
  (Ask about any areas not clear from the job description)
- Can you give me an ideas as to what percent my time will be spent ________?
- Do you have a detailed description of the position for which I am being considered?
- What is the greatest challenge facing your staff (department. or organization) right now?
- What are your company’s (or department’s) goals for the next two to three years?
- How would you describe the corporate culture?
- What are some characteristics of your company that make it attractive (or different from other companies?
- What do you like best /least about working for this organization?
- What are the possibilities for job advancement and promotion? or Is it organizational policy to promote from within?
- How large is the department?
- Whom will I be working with?
- Will I be working on a team or in a group?
- Who will my supervisor/supervisors be or whom would I report to?
- What hours will I be working? Is overtime expected? If so, how much?
- Is there a probationary period?
- Is there training provided on the job? How long is the training period? Who will be training me?
- Do you financially assist employees with the costs of any college classes or job related training courses? or What are the advanced educational opportunities with XYZ company?
- Is relocation likely or required? Are relocation expenses covered?
- Will I be required to travel? If so, how often?
- Do you do formal evaluations of your employees? Who conducts these and how often are they done? Is the evaluation put in writing?
- When can I expect to hear from you? or When should I check back with you?
• When will an offer of employment be made and how?

**QUESTIONS NOT TO ASK**

• What is the salary?
• What are the benefits?
• How much vacation/sick time will I get?
• Questions about the organization that you should research before the interview:
  o The hiring organization’s services or products.
  o Where it is located. (including branch offices, etc.)
  o How long it has been in business
  o How many people does the company employ?
  o Who is in charge of the company/organization?
  o Who is in charge of the department you want to work in?
  o Who are the company’s competitors?
  o What has been its growth?
  o What are its prospects for the future?
  o What are the entry and top level salaries and positions?
  o The hiring organization’s recent history, competitors, mergers, acquisitions, etc.
  o The general job responsibilities.

**WEB RESOURCES**

http://humanresources.about.com/od/interviewing/Interviewing_Tips_and_Interviewing_Techniques.htm

http://humanresources.about.com/od/interviewing/a/behavior_interv.htm

http://humanresources.about.com/od/glossaryi/g/informational_interviews.htm

**FROM THE EMPLOYERS PERSPECTIVE**

It is helpful to understand how the employer conducts their interview and why they ask the questions they do. This knowledge helps you be prepared for the interview and able to “speak the language” of the employer (again, you have prepared by thoroughly understanding the industry, company, job requirements, etc). Below is some information that is part of the training given to recruiters.

**THE BEHAVIORAL INTERVIEW**

Want to know the best way to identify whether a candidate's characteristics and motivations match the behaviors needed for your job? A behavioral interview is the best tool you have to identify candidates who have the behavioral traits and characteristics you believe are essential for success in your open job.
Additionally, in a behavioral interview, you ask the candidate to pinpoint specific instances in which a particular behavior was exhibited in the past. In the best behavioral interview, the candidate is unaware of the behavior the interviewer is verifying.

The actual behavioral interview is preceded by behavior trait identification and a job description. The upfront work makes the interview effective and successful. Here’s what you need to know about how to prepare for and conduct a behavioral interview.

**How to Conduct an Effective Behavioral Interview**

- Start your preparation for a behavioral interview by identifying what you want the employee to be able to do in the open job. Use a job specification and write a job description to describe the requirements of the position.
- Determine the required outputs and performance success factors for the job.
- Determine the characteristics and traits of the individual whom you believe will succeed in that job. If you have employees successfully performing the job currently, list the traits, characteristics, and skills that they bring to the job.
- Narrow the list to the key behavioral traits you believe that a candidate needs to be able to perform the job.
- Write a job posting that describes the behavioral characteristics in the text. Make sure the characteristics or requirements section of your job description lists the same behavioral characteristics.
- Make a list of questions, both behavioral and traditional, to ask each candidate during the behavioral interview. A structured list of behavioral interview questions makes candidate selection more defensible and allows you to make comparisons between the various answers and approaches of your interviewees.
- Review the resumes, cover letters, and other job application materials you receive, with the behavioral traits and characteristics in mind.
- Phone screen the candidates who have caught your attention with their qualifications, if necessary, to further narrow the candidate pool. You want to schedule the most qualified candidates for a behavioral interview.
- Schedule interviews with the candidates who most appear to have the behavioral characteristics, along with the skills, experience, education, and the other factors you would normally screen for in your application review.
- Ask your list of behavioral and traditional questions of each candidate during the behavioral interview.
- Narrow your candidate choices based on their responses to the behavioral and traditional interview questions. Complete the selection process using these recommended steps.
- Select your candidate with the right mix of knowledge, experience, and behavioral characteristics that match the needs of the job guiding your decision.

In preparation for a behavioral interview, in one company, a list of behavioral characteristics was prepared for the position: sales representative.
Characteristics Identified for the Behavioral Interview

Behavioral characteristics identified by the interview team included:

- Adaptable
- Articulate
- Accountable
- Perseverance
- Listener
- High energy
- Confident
- High integrity
- Self-directed
- Focused
- Effective networker
- Money hungry
- Enthusiastic

The company prepared a job description that reflected these behavioral characteristics. Then, the company posted the job in a variety of online and offline locations.

Behavioral Job Posting for Sales Representative

Part of the job posting stated:

"Successful track record in selling and customer account management for small, medium and large customer accounts; high, demonstrated energy levels; extremely motivated to succeed; accountable for results; computer skills in Microsoft Windows products including MS Word, Excel, and PowerPoint;

"excellent written and verbal communication skills; interacts with and works well with others in various fast changing, environments/situations including strong networking and listening skills; effective problem solving skills; able to motivate others through persuasion and leadership; able to prioritize, manage time and orchestrate multiple tasks simultaneously; able to maintain self-confidence and high self esteem in tasks such as cold calling and prospecting;

"able to effectively work independently or in a team environment; able to maintain company and customer confidentiality; practices corporate and personal integrity on the highest level.

"Salary and commissions commensurate with contribution."

Resumes and cover letters were screened for the stated behavioral and traditional characteristics and traits listed. Interviews were set up with the most likely candidates.
Behavioral Interview Questions

These are examples of behavioral interview questions that were asked of the candidates. Keep in mind that the employer is seeking evidence of the behavioral traits established at the beginning of the hiring process.

The applicant may or may not have figured out the behavioral characteristics the employer is seeking. If the candidate read the job posting carefully and prepared for the behavioral interview, a savvy candidate will have a good idea about what behavioral traits the employer is seeking.

- Tell me about a time when you obtained a new customer through networking activities.
- Give me an example of a time when you obtained a customer through cold calling and prospecting. How did you approach the customer?
- What are your three most important work related values? Then, please provide an example of a situation in which you demonstrated each value at work.
- Think of a customer relationship you have maintained for multiple years. Please tell me how you have approached maintaining that relationship.
- Your manufacturing facility shipped the wrong order to one of your important customers. Describe how you solved this problem both internally and externally.
- The quantity of parts and the part numbers of items available for sale change daily. Talk to me about how you have handled similar situations in the past.
- If you are hired as our sales representative, you may see the need to change the organization of the department. How have you approached such situations in the past?
- Give me an example of a time when your integrity was tested and yet prevailed in a selling situation.

Following the Behavioral Interview

With answers to behavioral questions such as these, you have comparisons you can make between your candidates and you can assess their approaches to selling. You have a good idea about how the candidate has approached selling situations similar to yours in the past.

The values and behavioral characteristics and traits you have identified and sought out give you a much better idea about whether the selected candidate is a good fit for your position. Use a behavioral interview to select the sales representative most likely to succeed.

THE PHONE SCREEN

This will be your first introduction to the employer and theirs to you. Remember that speaking too fast, in an unpleasant tone, poor volume or affect; all these can lead to a short phone call! Have a friend listen and critique your reply to sample questions on the phone as a review for you.

The phone screen allows the employer to determine if the candidate’s qualifications, experience, workplace preferences and salary needs are congruent with the position and organization. The phone screen saves managerial time and eliminates unlikely candidates. While I recommend...
developing customized phone screen questions for each position, these phone screen best practices will guide you.

You want to ask enough questions during the phone screen to determine if the person is a viable candidate. Remember, you have already screened many resumes and applications to come up with your short list of applicants eligible for a phone screen. Applicants you phone screen should be your best prospects at this point in your recruitment process.

Interested in what you should be able to expect from the candidate during the phone screen? Go to my Phone Screen Format.

**Phone Screen Document; Sample Format:**

Candidate’s Name: _____________________________________________

Today’s Date: ____________ Resume Attached: YES ___ NO ___

Position Title/Location: ________________________________________

**Initial Phone Interview for the Specific Position**

Develop a question that will assess the experience of the candidate in the position you are recruiting. (Example: How many years of inventory management experience do you have?)

Response:

Develop a question that will assess the experience of the candidate specific to your needs. (Example: Tell me about your experience with an inventory of over half a million parts.)

Response:

Develop a question that will assess the experience of the candidate specific to your needs. (Example: Tell me about your experience with computerized inventory control systems.)

Response:

Describe your educational background and experience.

Response:

Not to limit you or commit you to a certain dollar figure, but what’s the minimum salary you’d consider right now to accept another position?

Response:
Are you willing to agree to have a drug test, a criminal background check, references checks, educational background checks and others as appropriate for this position? YES __________ NO __________

If the candidate’s responses to these questions satisfy the phone interviewer, proceed with the interview. If not, tell the candidate that you have other candidates who appear to have credentials and experience that more closely match the expectations of the position. **End the phone interview.**

**Learn About Past Company and Job in the Phone Interview**

What size was the organization where you last worked in terms of revenue and employees?

Response:

What were the organization’s primary products and markets?

Response:

If the person had reporting staff, how many people reported to you directly – what were their titles?

Response:

If the candidate is not currently working, why and when did you leave your most recent position?

Response:

How have you spent your time since you left your most recent position?

Response:

How did your most recent position support the accomplishment of the mission of your organization?

Response:

In your previous position, what do you consider your greatest accomplishment(s)?

Response:

What were your most significant failures?

Response:
How would your supervisor and coworkers describe your work?

Response:

What is your reason for leaving your current position?

Response:

If currently employed, what would need to change at your current position for you to continue to work there?

Response:

**Determine Candidate's Work Environment and Cultural Needs**

Describe your preferred work environment.

Response:

Describe the management style you exhibit and prefer.

Response:

What must exist in your work place for you to be motivated and happy?

Response:

**MORE WEB RESOURCES**

45 Proven Job Interview Techniques for Landing Your Next Job


You have absolutely no chance of getting a job if you can't make a good impression during the job interview. Find out what you need to know about interviewing and get real techniques to ace your interview here.

**Before the Job Interview**

*Wear something that is job interview appropriate.*

- Make sure there is no confusion about where you are supposed to go for the interview. Get a map or make a practice run to the place so you know how long it will take to get there.
- Research the company. You should know exactly what they do before you go in.
• Be prepared to answer questions about yourself. Look up common interview questions and come up with answers for each.
• Make a list of questions to ask the company. You can ask about the company itself, the company’s customers, the position and the people you will be working with.
• Practice your job interview with a friend or family member. Ask them to critique your answers afterwards.
• Record your practice interview sessions with a video camera so you can critique yourself later on. Pay special attention to your posture and body language.
• Determine your availability. The interviewer may ask you when you can start the job.
• Determine your bottom line. Will you accept the job if the pay is low? What about benefits? Interviewers often ask how much you expect to make.
• Be prepared to be tested during or after the job interview. Some employers require job applicants to take a written test, or to submit to drug screening.
• Wear something that fits you well, looks nice on you and is job interview appropriate. No short skirts, t-shirts, flip-flops or other casual clothing. Unless you wear a tux or an evening gown, you can’t be overdressed.
• Use the restroom before you go. There’s no telling how long the interview may last.
• Don’t douse yourself in perfume or cologne. Some people have sensitive noses. A shower and deodorant is sufficient.
• Don’t wear fur or jewelry that might be offensive to someone else.
• Don’t smoke in the car on the way or on the interview premises. Again, some people have sensitive noses.
• Make sure your breath is fresh. Dragon breath never makes a good impression.
• Spit your gum out before you go into the building. It is harder to talk and smile with gum in your mouth.
• Show up at least 10 minutes early - 15 minutes is even better.

During the Job Interview

_Shake hands firmly, but not too firmly._

• Greet every single person in the room with eye contact and a handshake. Be sure to treat everyone from the receptionist to the CEO equally.
• It’s important to have a steady, firm handshake, but make sure you don’t squeeze too hard. Bone crushing is hardly a friendly greeting.
• Control your voice when you speak. Speak clearly, and make sure your volume is appropriate. Your interviewers need to be able to hear you, but the people in the next room don’t.
• Don’t use slang when you greet people. ‘Hey, how ya doin’?’ is not a proper greeting in a formal setting.
• Don’t be a space invader. Try to give everyone in the office a few feet of personal space. People have boundaries and nobody likes to have them violated.
• Be conscious of your posture when sitting or standing. Try not to slouch or look too stiff.
• Don’t sit down anywhere until you are asked to. When you do sit, don’t fidget. It makes you look nervous.
- Keep hand talking to a minimum. It is okay to make gestures while speaking, but it is not okay to look like a mime while doing it - unless you are interviewing for a job as a mime. Then it's acceptable.
- If you are given water or something else to drink, sip it; don't gulp or chug. Remember that you are at the interview to answer questions about yourself, not to enjoy a beverage, so try to minimize the time you spend with liquid in your mouth. Never attempt to speak before you've swallowed.
- Smile and nod your head on occasion when being spoken to so you don't look like a mannequin.
- Try to look interested when people speak - no matter how boring they are.
- Keep answers short and to the point. Nobody wants to listen to you babble.
- When you do answer a question, don't start out with words like 'uh' or 'um.'
- Do your best to sound confident when you speak.
- Remember to maintain eye contact throughout the job interview. Looking away while someone is talking will make you seem disinterested, shy or shifty.
- If you are being interviewed by multiple people, try to look at them all while talking. Nobody should feel left out of the conversation.
- Ask questions! You’re at an interview, not an interrogation. Asking questions helps to demonstrate your interest in and knowledge about the position. Employers will expect you to have at least one question about the job, the company or the people you will be working with.
- Don't look at the clock or your watch at any point during the interview. It makes you look like you'd rather be somewhere else.
- If you are left alone in a room, don't do anything you wouldn't do in front of a group of people. You might be on camera.
- This should go without saying, but we'll say it anyway: Don't flirt with anyone you meet on the day of your job interview. You have no idea who you are hitting on or how it might impact your chances of getting the job.

After the Job Interview

Make an impression after the interview has ended.

- When the job interview has ended, you should shake hands with everyone once again and thank them for their time.
- If you are still interested in the job at this point, now is the time to say it. Tell the employer you want to work with the company and hope you will be considered for the position.
- If you are absolutely sure you are NOT interested in the job after the interview, you might want to mention that too. Whatever your problem is with the position, the company may be willing to resolve the issue.
- Ask your interviewer when a decision will be made and whether or not you can follow up at a later date. This way you won't be sitting by the phone or making a pest out of yourself for no reason.
- Send a thank you note to your interviewer(s) immediately after leaving the interview. This can be done via snail mail or e-mail. The thank you note should be short and to the point, and should make it clear that you are interested in the position.
- Send a thank you note to the receptionist or anyone else who was helpful but not directly involved in your job interview.
- Go home and write down everything you can about the interview. Take special care to note what went well and what didn’t. If you don't get the job, this information could prove very helpful later on.
• Don't be afraid to follow up with your interviewer or with HR. If the interviewer said you would hear something in a week and you don’t, there is nothing wrong with initiating the contact yourself. Just remember to be polite when you call - no guilt trips.

**OUTPLACEMENT SERVICES**

(not recommendations – use for your research if you are interested in utilizing this type of service).

http://www.lhh.com/Pages/default.aspx

http://www.transitionsolutions.com/

http://www.powertransitions.net/

Thank you for attending the seminar and I wish you every success in your next career adventure! Remember your attitude is the most important thing you can bring with you.