

BEFORE THE INTERVIEW

- Research the company, both on the internet and, if possible, in person or talking with others.
- Confirm your appointment.
- Know how to get there and how long it takes to get there.
- Arrive 15 minutes early.
- Be polite and friendly to everyone from the time you arrive until you leave.
- Anticipate and be prepared to tell the employer why he/she should hire you.
- Dress for success: exude professionalism, confidence and a great first impression. The degree of formality should be just above the level of what would be worn to do the job you are applying for.
- Pay attention to detail: press your clothes, shine your shoes. Be sure you are well-groomed.
- Prepare 6-10 “talking points” on the biggest reasons the employer should hire you.
- Prepare questions that you want to ask the employer.
- Get a good “padfolio” and pen to take with you; stock the padfolio with a clean notepad, 2 copies of your resume and references, and the page containing your talking points and questions in bullet-point form.

THE ACTUAL INTERVIEW

- Concentrate on making a good first impression: offer a warm smile and a firm handshake.
- Present an attitude of being powerful and pleasant, not casual and overly friendly.
- Sell yourself by selling the skills you will bring to the job and why you will be a great worker.
- Demonstrate your availability, friendliness, and dependability.
- If you don’t understand a question, don’t start answering it; ask for clarification.
- Don’t be afraid to pause and organize your thoughts before answering questions.
- Be honest.
- Don’t initiate discussion of wages and benefits until the job is offered to you.
- Use examples to support the information you provide to the employer during the interview. For details, see the S.T.A.R. section on the other side of this page.
- As your talking points are covered in your answers to questions, mark them off. When the employer asks, “Is there anything else you’d like us to know?”, check your talking points list and mention anything that hasn’t been marked off.
- When the employer asks “Do you have any questions for us?”, refer to your list.

AFTER THE INTERVIEW

- Write a thank you note and mail it that day.
- Continue networking.

THINGS TO REMEMBER

- Relax. You’re having a conversation about a job, not being subjected to interrogation. And if you come across as uncomfortable, it can make the interviewer uncomfortable.
- If you are a mature person, emphasize your knowledge and experience.
- If you are a young person, emphasize your enthusiasm and willingness to learn.
- First impressions are important: employers hire people they like! If they like you, they will examine your skills. When they don’t like you, your skills won’t get you the job.
- If interviewing with a public sector employer (city, country, or state) expect a panel interview. Private employers may do this as well.

**For possible job interview questions,
please see the other side of this page.**

THE “S.T.A.R.” TECHNIQUE FOR ANSWERING SOME INTERVIEW QUESTIONS:

This is good to keep in mind for questions phrased along the lines of, “Tell us about a time you had to prioritize multiple projects” or “Tell us about a time you had to deal with a difficult deadline to meet.”

- **Situation:** What was the situation? What was happening?
- **Task:** What was it you needed to do?
- **Action:** What did you do? How did you do it?
- **Result:** How did it turn out?

QUESTIONS THAT COULD BE ASKED DURING THE INTERVIEW:

Remember, you want to present your answers in a way that convinces the employer that you are a talented, responsible individual they can trust to not only do the job, but be an asset to their organization.

- Tell me about yourself.
- What interests you most about working for this company?
- What interests you most about this job?
- Why should we hire you?
- What is your greatest strength? What is your greatest weakness?
- What were your major contributions to your last job?
- Can you give us personal references?
- What are your greatest career accomplishments?
- Do you like to manage people? What is your management style?
- If you could choose any company to work for, for whom would you work?
- What are your professional career goals?
- What did you like most about your last job? What did you like least?
- Are you willing to travel?
- Will you be able to relocate?
- Why have you changed jobs so frequently?
- What would other people say about your work?
- May we contact your last employer?
- Have you been responsible for making hiring decisions?
- Can you delegate responsibility?
- Have you ever fired anyone?
- What are your short/long term goals?
- How has your attendance been in your jobs?
- How do you deal with conflict?
- What do you think makes a good employee?
- How long will it take you to make a contribution to our company?
- What kind of salary do you need?

