



## **WELCOME TO HYBRID TECHNOLOGY TRAINING'S INTERVIEWING SKILLS COURSE!**

*This course equips the student with the tools for success before, during and after an interview. Preparation is vital for a successful interview experience. The diversity of people make for varying types of interviews. However, the one consistent entity at each interview is you. Therefore, we are here to help make your classroom and future job search experience as rewarding as possible by equipping you with the relevant knowledge, skills and understanding required by industry to thrive in our technologically evolving society.*

*Thank you for taking the time to invest in yourself through education and this program. You have made a great decision.*

*The Interviewing Skills Workbook is designed to enhance your learning experience and to provide you with an easy-to-reference tool upon completion of your hybrid technology training. Simply fill in the blanks as you complete each section of the course. This is an interactive course. Be sure to interact with the instructor and your classmates as required during the instruction.*

*Please keep in mind that the contents of this course are for educational purposes only and are not intended as legal advice. Consult with your own legal counsel for specific legal advice if and when warranted.*



## INTERVIEWING SKILLS

A job interview can be a stressful time of life filled with uncertainty and anxiety. The key words in the above statement is “can be.” You control the “can be.” Prior planning, preparation and practice eliminates the anxiety of the unknown when you begin to look at the interview process as an opportunity verses an event.

*Interviews are an opportunity for you to shine.*

### **Exercise #1: Elevator Pitch (Practice and Say It with Confidence)**

An elevator pitch provides a clear and concise verbal representation of yourself in 30 seconds.

1. Prepare
2. Practice
3. Say IT with Confidence
  - 30 second explanation of you
  - A speech that summarizes
    - ✓ who you are
    - ✓ what you do
    - ✓ why you are the best candidate or what you’re looking for
  - Vision of your resume (short version)
  - Tailor to interviewer and not to you



## INTERVIEW TYPES

### 1. Structured (Directed)

- Fixed format with prepared questions
- Questions are in same order for each interviewee

### 2. Unstructured (Undirected )

- Interview without any set format
- Interviewer may still formulate some key questions in advance
- Allows for questions based on your responses

### 3. Behavior

- Interested in past behaviors
- Looking for examples and details for how you dealt with problem-solving, adaptability, conflict resolution, and leadership
- Provides expectation for what the employer can expect when hiring you

### 4. Group

- Involves several applicants interviewed at the same time
- Provides a sense of each candidate's leadership style and skills



- Reveals if candidates are easily intimidated or overbearing when working with peers

#### 5. Telephone

- Checking to see if you have the right qualifications
- Questions assess communication skills

#### 6. Mealtime

- Interview with or without a set format
- Reveals interpersonal skills & manners
  - How you handle your silverware
  - How you treat the host, other guests and serving staff

Tip: Allow the interviewer to lead the conversation

Tip: Order food quickly, non-messy, leave some food on the plate

## INTERVIEW PROCESS

~ ***HAVE CONFIDENCE IN YOURSELF*** ~

#### 1. Before the Interview

- ✓ Research the company and the position in advance via



- Internet
  - Company website
  - News
  - Social Media
  - Current employees
- ✓ Plan to be on-time (**15 minutes early**) to the interview
- Time the route; Know the exact location
  - If possible, find out the name of the interviewer
  - Have your resume and/or letters of recommendation available to carry with you
- ✓ Practice the interview with someone who will tell you the truth
- ✓ Make the mock interview as real as possible (include dress)

## 2. During the Interview

- ✓ Go alone
- ✓ Silence and put away cell phone & gadgets
- ✓ Keep a pleasant disposition – Smile/Be polite
- ✓ Firm handshake with eye contact
- ✓ Greet the Interviewer and introduce yourself
- ✓ Wait to be asked to have a seat
- ✓ Consciously maintain good posture



- ✓ Listen attentively to the question (lean forward), Internalize before responding
- ✓ Keep eye contact with the interviewer when responding
- ✓ Answer questions completely; appropriate details to support the point and do not ramble
- ✓ Be enthusiastic about the job position and working at the company
- ✓ DO NOT LIE (I do not know but will gladly learn)
- ✓ DO NOT discuss health, personal finances and problems
- ✓ DO NOT make negative statements about a previous employer
- ✓ If asked about weaknesses, always end with steps taken to reduce/eliminate the weaknesses
- ✓ Ask questions that reinforce your interest in the position and company
- ✓ ASK FOR THE JOB and what type of follow-up you should expect
- ✓ Firm handshake and eye contact when departing
- ✓ Thank interviewer for their time and consideration

### 3. After the Interview

- ✓ Send the Recruiter/Interviewer a “Thank You” note
- ✓ Remember the names of those encountered (write them down)
- ✓ If given permission to call back for the results of the interview –  
Call Back



## INTERVIEW PREPARATION

1. Grooming: See Business Etiquette Slides
2. Preventing Nervousness by asking the following questions:
  - ✓ Why am I nervous?
  - ✓ Don't I have adequate skills and experience for the job?
  - ✓ Why do I want/need this job?
3. Remember to speak with confidence, yet not overconfident
4. Make a conscious effort to speak clearly and concisely
5. Be careful to project your voice so that you are heard, yet not too loud
6. Body language tips (your body parts are talking too)
  - ✓ look interviewer in the eye without staring
  - ✓ smile when appropriate
  - ✓ remain alert
  - ✓ good posture (do not cross your arms)
  - ✓ no gum or chew tobacco



## ACTIVE LISTENING TIPS

1. Listen with an open mind
2. Listen for specific details
3. Listen objectively, without judgment or Interruption
4. Make eye contact and fully engage
5. Ask clarification type questions
6. Avoid the temptation to think about what you are going to say next

## COMMUNICATE AND CONNECT

*“How well we listen can greatly influence our relationships and our ability to succeed”*

1. **Action** - something you do; connecting visually; what the interviewer sees
  - Arrive on time
  - Make eye contact and give firm handshake
  - Posture and alertness
  - Confident questions and responses
2. **Thought** – something you know; connecting intellectually; what the interviewer understands
  - Experienced and technically proficient





- Authentic interview responses
- Prepared and well versed on the company and position

3. **Emotion** – something you feel; connecting emotionally; what the interviewer feels

- Passionate, heartfelt responses, w/o too much emotion
- Excitement about working at the company
- Excitement about making a difference in the company and others

## TYPES OF QUESTIONS

1. Behavior Based Questions

- Usually starts with “Give me an example when you...”
- Do not respond with a story that depicts you in a negative manner
- If you do not understand a question, ask for clarity
- Explain the goal for your story
- Do not be afraid to ask for feedback
- Don't be intimidated

2. Problem - Solving Questions

- Listen attentively for the details of what is being asked
- Ask clarifying questions



- Use the S.T.A.R. method when responding (covered later in this workbook)
- Prepare strong examples in advance of the interview that are relevant to the position
- Be specific about the actions that were taken
- Be concise
- Explain in detail how you reached your conclusion

### 3. Aggressive Questions

*The interviewer's disposition does not dictate your responses, body language, attitude or emotions - You dictate your response...*

- Usually a scare tactic to gage your stress level
- Remain focused on why you are interviewing for the position
- Be prepared to answer the "weakness" question
  - ✓ What is your greatest weakness?
- Be prepared to answer the "hypothetical situation" question
  - ✓ Have you ever made a mistake that cost the company money?
- DO NOT BE INTIMIDATED

### 4. Unrelated Questions

- EXAMPLE: If you could eliminate one of the U.S. states, which one would it be and why?



- SAMPLE RESPONSE: I would not eliminate any of the U.S. states.  
There is a personal pride that each American enjoys being unified and on one accord. We may not always agree, but the freedom and liberty of belonging to the best team in the world is worth the numerous discussions of different opinion. I would not want to take that away from anyone.
- Shows decisiveness and the importance of teamwork

## THE S.T.A.R. METHOD

S: Situation

T: Task

A: Action

R: Results

Step 1: Explain the Situation

Step 2: Explain the Task of the role that you played?

Step 3: What Action did you take?

Step 4: What was the Result of your Action?

## DISCUSSING WEAKNESSES

1. Be honest and do not reference essential skills as a weakness (*"I pay too much attention to details"*)
2. Discuss work related weaknesses



3. Discuss how you've conquered or working to fix those weaknesses
4. Discuss a negative that the employer already knows, and add steps taken to overcome the challenge
5. DO NOT become defensive
6. DO NOT try to be a perfectionist who works too much
7. DO NOT make your weakness common to all employees in your field
8. This is a time to display your self-awareness

## INTERVIEW MISTAKES

1. Poor personal appearance or chewing gum
2. Tardiness for interview
3. "Know-it-all" attitude, overaggressive
4. Lack of interest, enthusiasm
5. Lack of preparation for interview about company
6. Sloppy completed job application
7. Too many excuses
8. Unwillingness to admit mistakes
9. Apparent lack of maturity
10. No clear vision for career planning
11. Refusal to accept criticism
12. Financially Incompetent



13. Poor eye contact and body language
14. Lack of confidence
15. Visible nervousness interfering with responses
16. Making negative statements about previous employer
17. Too selective about type of position, hours, days and/or location

**ILLEGAL QUESTIONS:** Any questions that reveals age, race, national origin, gender, religion, marital status, sexual orientation, citizenship, disabilities, arrest and conviction record, military discharge status, or pregnancy status



# CONGRATULATIONS



You have completed our Interview Skills course. Best of luck to you on the Interview Simulation and Embedded Assessment.

We look forward to working with you again as you complete the Soft Skills portion of the Hybrid Technology Training course. Please contact us if we may be of further assistance.

**Hybrid Technology Training Team**