



INTERVIEW SKILLS











An interview is a conversation where questions are asked and answers are given in order to determine whether or not someone is going to be suitable for a job or service.



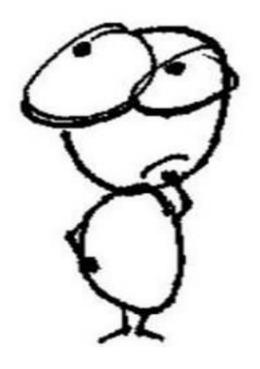


Types of Interview?





- 1. Phone or skype interview
- 2. Group interview
- 3. Role play
- 4. Panel interview
- 5. Face to face interview
- 6. Work trial





Interview Preparation





1. Before the Interview

2. At the Interview

3. After the Interview





1. Before the Interview





a) Research the employer

b) Understand the role you have applied

c) Interview preparation checklist





a). Research the employer





- i. What does the business do?
- ii. What do you see as the business main priorities?
- iii. What are the business values?
- iv. What is the business working culture?
- v. How do you see yourself fitting into this workplace?



b). Understand the role you have applied

- i. Review the job description carefully
- ii. Review your resume
- iii. Job fit









c). Interview preparation checklist





- i. are you clear about the employer business overall, the markets in which it operates, the main competitors and its reputation?
- ii. have you clearly understood the role for which you have applied and what you would be expected to achieve in the role?
- iii. have you thought carefully about how your skills, experience and potential could be valuable to this employer for this particular role?
- iv. have you worked out where the interview is to take place and how long it will take you to get there?
- v. Identify interview questions and rehearse
- vi. Create a list of questions to ask the employer



2. At the Interview





a) How you present yourself?

b) Demonstrating your knowledge and skills

c) Dealing with questions



a). How you present yourself?





Did you know you have approximately 10 seconds before someone has formed a first impression of you

After 4 minutes they have formed a lasting impression of you

It is really important to make your first impression a good one!



What Should I Wear?

SKILLS AND Y JOBS CENTRES













First Impressions...

SKILLS AND \
JOBS
CENTRES



- 1. Be on time (arrive 10 15 minutes early)
- 2. Smile and be friendly
- 3. Eye contact
- 4. Give a firm handshake
- 5. Be confident and introduce yourself
- 6. Sit up straight and lean slightly forward
- 7. Use your manners
- 8. Positive Attitude
- 9. Turn off your mobile





b) Demonstrating your knowledge and skills





- i. Give examples to illustrate your skills
 - a) Volunteer work
 - b) Study
 - c) Work placement
 - d) Social setting
- ii. Do not breach confidentiality
- iii. Suggest ways your skills and experience can be used to meet the prospective employer's needs









- i. Listen carefully to each question before answering
- ii. Seek clarification if you are unsure of what is being asked
- iii. Answer the question articulately and succinctly. Do not ramble
- iv. Prepare and rehearse answers to typical interview questions
- v. Two types of question
 - a) Standard questions
 - b) Behavioural based questions
- vi. Prepare examples for behavioural based questions



Standard Questions





- 1. Tell me about yourself
- 2. Why did you apply for this position?
- 3. Why are you the best person for the job?
- 4. What do you think is necessary to succeed in this job?
- 5. What is your greatest strength?
- 6. What is your greatest weakness?
- 7. What is your greatest accomplishment?
- 8. Where do you see yourself in five years time?
- 9. Why did you leave your last position?
- 10. Why are you not working now?



Behavioural Questions





Questions asking you to provide an example of when you have used a particular skill. They are used to verify that you have the skills you claim to have.

- 1. Situation: where have you used the skill before?
- **2. Action**: what actions did you take to resolve the situation?
- 3. Outcome: what result did you get?



Have you ever had to resolve a conflict in the workplace?





S: My manager and I had a miscommunication about a project for a new client. As we were under resource, I requested for a deadline extension and he approved it. However, closer to the deadline, he didn't remember our agreement and became angry that parts of the project were not ready.

A: I briefly explained my position and then suggested a plan to provide the client with our finished work. I requested for more resources and follow up quickly with the rest of the project to meet the client deadline.

O: The project was delivered just in time for the client and my manager and I later agreed to start formalizing important changes in writing to avoid confusion.



Behavioural Questions





- 1. Tell me about a time you demonstrated initiative.
- 2. Describe a time when you faced a difficult situation and how you overcame it.
- 3. Give me an example of when you set a goal and were able to meet or achieve it.
- 4. Tell me about the most difficult person you have worked with. What did you do about it and what was the outcome?
- Give me an example of when you have used your organization and time management skills effectively.
- 6. Give me an example of when you have successfully worked to deadlines or targets.
- 7. Describe a time when you have used your communication skills successfully.
- 8. Tell me about a time when your work or ideas were criticised. What did you do?
- 9. Describe a situation where you had to adapt to change.



Questions for an Employer?





- What are the top three challenges for a person in this role?
- What does success look like six months into this job?
- What happens now?





End of an Interview...





- Briefly mention any of your relevant achievements or skills that haven't come up
- Thanking the interviewers for their time
- Emphasising your interest in the job





Five things that you should never do in an interview

- 1. Swear
- 2. Overshare
- 3. Veer into over familiarity
- 4. Leave your phone on or even worse look at it
- 5. Ask about the perks















If you were not successful in your interview:

- i. Ask for feedback as it provides valuable information that may help you better prepared for the next interview
- ii. Opportunity to ask if they know of anyone who may be interested in employing someone with your skills, abilities and experience
- iii. Builds a relationship so that if they advertise again, you will feel more comfortable contacting them to get background information about that job and applying for it









- 1. Preparation
- 2. Presentation
- 3. Practice









ANY QUESTIONS?



