

# Interview Skills Workshop

## Interview Tips for Phone/ Online Interviews





# Did You Know???



- Many jobs are not publicly advertised
- There is a hidden job market
- Networking and being proactive is a great way to dive into the hidden job market
- Research suggests that recruiters tend to initially review resumes on average for 7.4 seconds

<https://www.hrdiver.com/news/eye-tracking-study-shows-recruiters-look-at-resumes-for-7-seconds/541582/>

# Interview: an opportunity to...

- **Meet each other**
- **Discuss qualifications**
- **Assess skills and abilities**
- **Show your personality**
- **Show the employer “Who You Are...”**



# Three Stages of an Interview



- Pre-Interview (Preparation)
- Interview (Actual Meeting)
- Post-Interview (Follow-up)

# Pre-Interview: research



- Research the organization and position
- Prepare a list of questions to ask the employer
- Find out what type of interview it will be
- Confirm date and time of interview
- Contact references to confirm and send them the job ad
- Prepare e-portfolio if appropriate

# Pre-Interview: practice

- Do a mock interview with a friend or with a Career Advisor
- Google most common interview questions
- Practice answering them
- Know your resume (reread)
- Be excited about YOUR opportunity!



# Interview: conversation

- **Listen carefully to the questions**
- **Ask for repetition if necessary**
- **Emphasize your education, previous experiences and future potential**
- **Remain calm, silence is not always bad**
- **Show enthusiasm and a positive attitude**

# Tell me about yourself....



**P- PROFILE** (intro/ why you're interested in the job)

**A- ACADEMICS/ EDUCATION/ CERTIFICATIONS**

**W- WORK EXPERIENCE** (paid or unpaid)

**S- SKILLS** (always save a copy of the job ad- what skills are they looking for? Relate your skills from your past education/ experiences to the position)



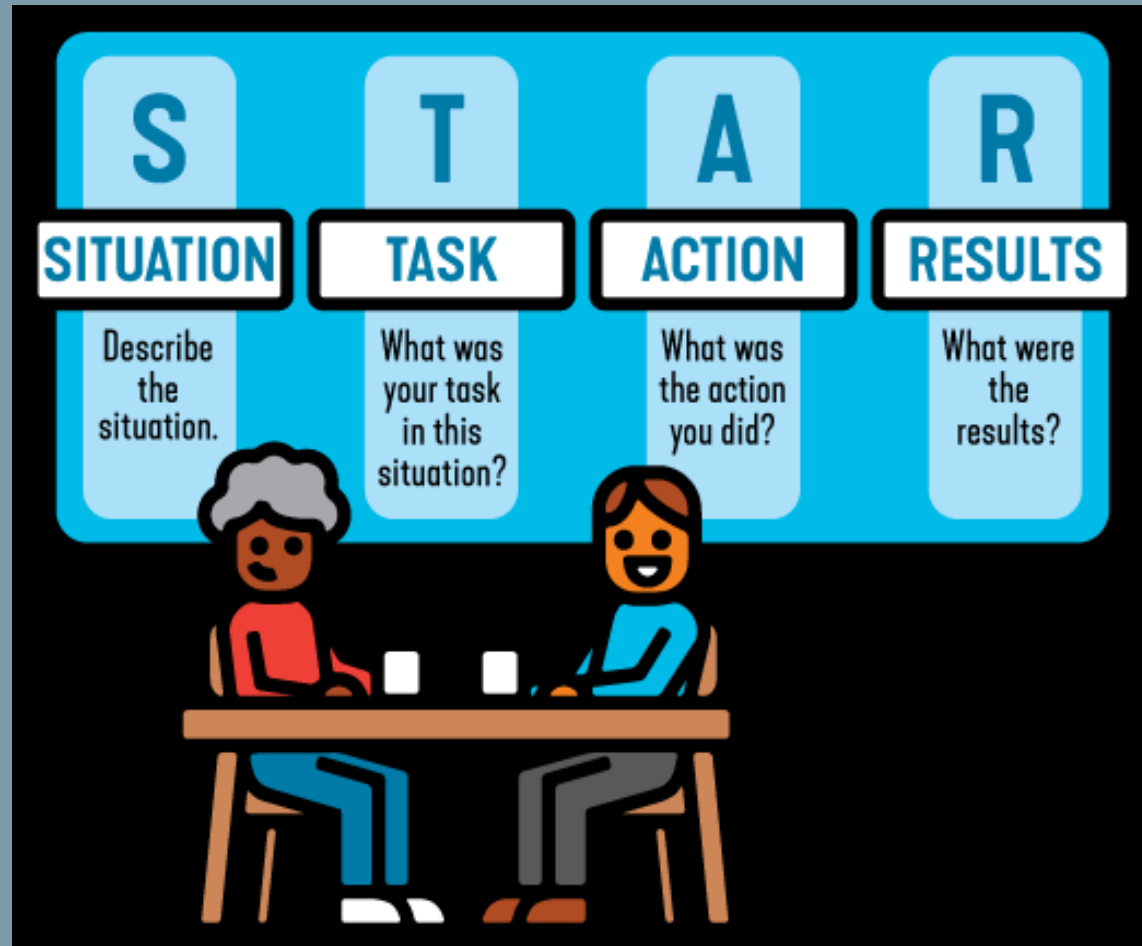
# Tell me about yourself....

## Note:

- If the interviewer does not ask “Tell me about yourself”, still incorporate PAWS sporadically throughout the interview where possible.

- Tell me about a time when....

- S- Situation
- T- Task
- A- Action
- R- Results
- **R- Relevance**
- (How does it relate to the position?)



# Strengths and Weaknesses



- What are your strengths/ weaknesses?
- Strength example:

“I’ve always preferred to work in groups and find that my collaborative nature is one of my strongest attributes. On projects that I directed, I work well to inspire diverse team members and work side by side with them to achieve the project goals. I’ve increased productivity by ten percent over the course of two years.”

- Focus on turning your weakness into a positive outcome:

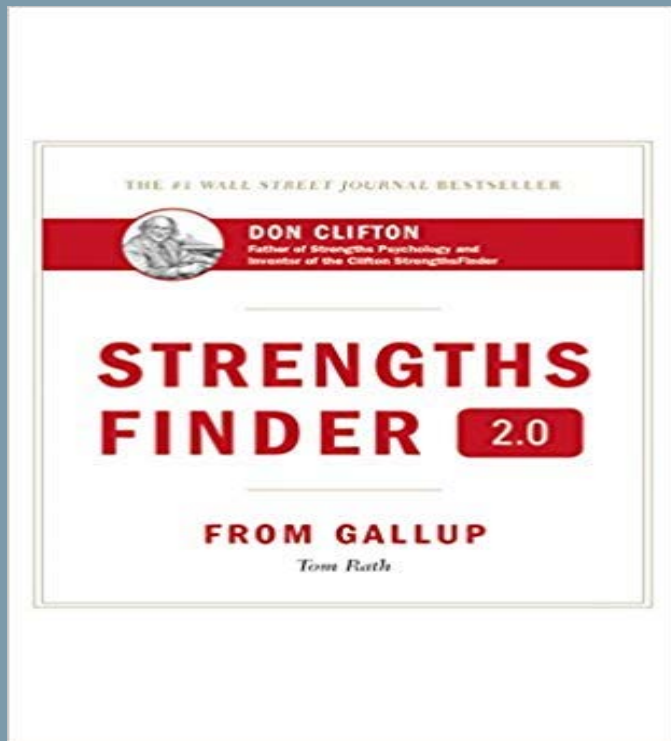
“In the past, I very nervous presenting my ideas to a group of people. But I have practiced in small groups and built my confidence to speak in larger groups. I am no longer nervous and improved my presentation skills.”

## Strengths/ Weaknesses Tip:

If you're struggling with how to find your strengths, ask a close friend or former colleague to help you or draw upon feedback from previous performance reviews. Once you can clearly identify your strengths, the stories and examples will fall into place.

**For more examples, visit:**

<https://novoresume.com/career-blog/what-are-your-strengths-and-weaknesses-interview-questions>



## StrengthsFinder Online Assessment

**Self Assessment Book/ Tool: StrengthsFinder 2.0 can be purchased online- Ex: Amazon**

StrengthsFinder is an online assessment that helps individuals identify, understand and maximize their strengths. ... By exploring the ways in which you naturally think, feel and behave, Clifton StrengthsFinder can identify and build on the areas where you have infinite potential to grow and succeed.

# Interview: conclusion



- **Ask them questions (impress them)**
  - **What kind of work can I expect to be doing the first year?**
  - **How much assistance is made available in developing career goals?**
  - **What are the opportunities for advancement?**

\*Tip: Prepare 3-5 questions to ask the interviewer and actually ask 1-3 of them, depending on type of interview (screening stage/ second interview stage)  
Screening stage may have more time constraints- use your own discretion

- **Thank employer**

# Post-Interview



- **Create a summary for future reference**
- **Compose thank-you email (within 1-2 days)**
  - Express gratitude for the employer's time
  - Highlight qualifications
  - Restate your interest in the company/career direction
  - Communicate enthusiasm about the job
- **Request interview feedback**
  - Strong and weak areas
  - Selection process timelines

# Additional Tips

- Telephone Interviews
- Video/ Online Interviews
- Common Interview Mistakes





# Telephone Interview



- Sound friendly, confident and calm
- Find a quiet and private area for the call
- Have questions and notes prepared
- **Smile** 😊
- Write down information they give you
- **Tip:** Dress as if you're meeting face-to-face

# Telephone Interview (preparation)

- **Create a checklist**

Study the job ad and match your qualifications to the hiring criteria. Create a list and have it during the interview in case you need it.

- **Have your resume with you**

Keep your resume in view so it's there when you need to answer questions.

## **Use a landline**

If possible, use a landline instead of your cell phone. Therefore, you'll remove the potential for poor reception or getting disconnected.

# Telephone Interview (during)

## Answer the phone yourself

Let family members and/or roommates know you are expecting a call.

## Listen carefully to the interviewer

Don't begin talking until the interviewer finishes the question. Write it down on your notepad and mention it when it's your turn to talk.



## Telephone Interview (conclusion/follow up)

### **Review notes taken during conversation.**

Take notes on what types of questions you were asked, how you answered questions, and any follow-up questions you may have if you have an opportunity for an in-person interview or a second-round phone interview.

**See below link for more “Do’s and Don’ts” during telephone Interviews:**

<https://www.thebalancecareers.com/how-to-ace-a-phone-interview-2058579>

## Video/Online Interview

- **Dress professionally** – they can see you!
- **Choose location carefully** (background, movements, noises)
- **Prepare for silence** due to a 5 sec audio delay
- **Be patient** – technological difficulties
- **Speak up** and project your voice



# Video/Online Interview (preparation)

## Determine the Best Hardware to Use

- If you have multiple devices (such as a computer, tablet, smart phone, etc.), choose the one you are most comfortable with/works best.

## Select the Proper Location for the Interview

- A room where you can shut out distractions (and noises), control the lighting, and display a generic background.
- Lighting used to not create shadows or glare- plain wall as backdrop.
- Try to be seen on camera from about the waist up.

## Test All the Technology

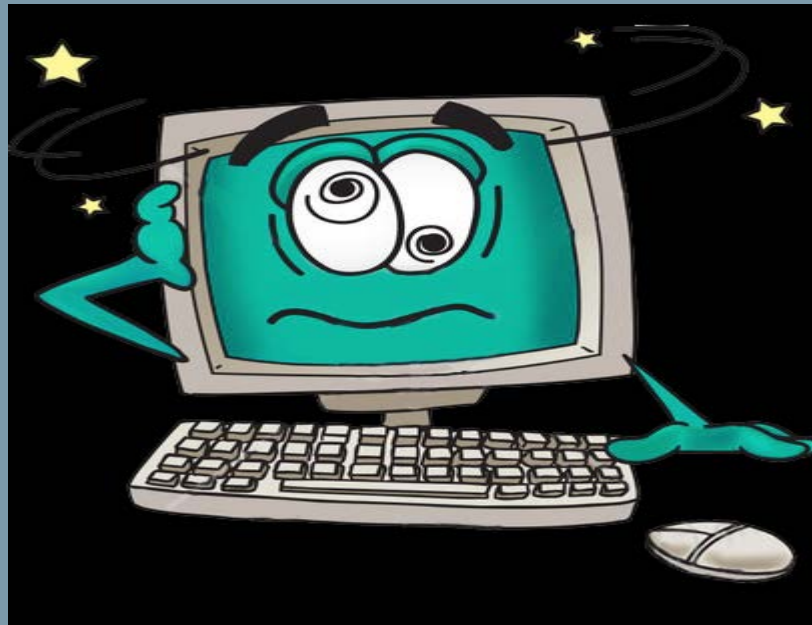
- Test connection. Test camera. Test lighting. Test sound. Test video program. Test it all again right before the interview commences.

# Video/Online Interview (preparation)

## Plan for Glitches

- Backup plan

Example: confirm with the interviewer prior to interview that you'll switch to a phone call should technology or connection issues occur



# Video/ Online Interview (during)

## Nonverbal communication

**Make eye contact** and smile at appropriate times. Have good posture and even lean in a little. Research the importance of nonverbal behavior in job interviews.

### Look Directly into the Camera

You may feel inclined to look at the monitor or yourself, but focus on making eye contact with your interviewer via the camera- if more than one interviewer- acknowledge everyone- eye contact

### Have a Conversation

Speak in a conversational voice, just as you would in an in-person interview situation.



# Video/ Online Interview (during)

## Have Notes if You Need Them

You may have a few notes in front of you (off camera) to remind you of critical issues you want to highlight, but avoid overusing them, or you will look odd on camera.

## Take a Second

When responding to questions from the interviewer, nod, but take a second before responding in case the connection is weak -- so that you don't end up interrupting the interviewer.

# Video/ Online Interview

## Tips:

- Practice your interviewing skills, as well as the uses of the technology.
- If possible, record the interview so you can play it back for yourself.
- If recording is not possible, ask your friend, colleague, or family member for as much feedback as possible -- especially for how you look and sound.

## Video/Online Interview (follow-up)

**Hiring process timelines can sometimes be lengthy- be patient!**

**If the interviewer provides you with a hiring decision date do not reach out prior to that date. If the date passes by, follow-up with the interviewer.**

**Final thoughts:** If you're anxious with how you look/sound on camera, the best advice is to practice. The more you do it the better you'll get with not only online conferencing technology, but interviewing, too!

<https://www.livecareer.com/resources/interviews/prep/acing-online-video-interview>

# Common Interview Mistakes

(Based on feedback from recruiters)



- **Lack of preparation**
- **Inappropriate appearance**
- **Failure to ask questions**
- **Poor non-verbal communication or attitude**
- **Exaggerating or being deceitful**
- **Over or under answering questions**
- **Mobile phone disruptions**

# Questions?

