INTERVIEWING SKILLS
How to make a good, lasting impression

Boston College Career Center

Types of Interview

During the Interview

Wrap Up

Before the Interview

After the Interview
Types of Interviews

- Agenda
- Types of Interviews
Agenda

- Types of Interviews
- Before the Interview
- During the Interview
- After the Interview
- Interview Questions
Types of Interview

Interview Format
- Phone
- Skype
- In-Person/On-Site
- Panel
- Group
- Meal
- Pre-recorded

Traditional Interview
- What **W**ill you do in a future situation?
- What are your strengths and weaknesses?

Behavioral Interview
- What **D**ID you do in a past situation (Be specific!)
- Tell me about a time when....
Interview Format

Phone
Skype
In-Person/On-Site
Panel
Group
Meal
Pre-recorded
Traditional Interview

What **Will** you do in a future situation?

What are your strengths and weaknesses?
Behavioral Interview

What **DID** you do in a past situation (Be specific!)

Tell me about a time when....
Interviewing Skills
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Before the Interview

How to Prepare
Before the Interview

- Arrive early
- Know your story
- Have questions prepared
- Research
- Dress for success
What to Research

- The Company
  - History
  - Mission, Vision, & Values
  - Strategic Plan
  - Organization Structure
  - Position Description
- Where to Look?
  - Career Center
  - NY Times, TV, Magazines, industry-specific news sites
  - Company Info Sessions
  - Professional association pages
  - LinkedIn, Twitter and other social media
  - Vault
  - Friends & Family
Telephone

- Quiet Place
- Who's calling
- Be ready 10 - 15 minutes before
- Landlines > Cell phone
- Stand up at a bar top or high table
- Bottle of water
- Pen, paper, documents
- Field terms in your field
- Prepare your questions
Skype

- Quiet place
- Who’s calling who?
- Be ready 10 – 15 minutes before
- Internet connection
- Background & attire
- Bottle of water
- Pen, paper, documents
- Field terms for your field
- Prepare your questions
- Be ready to write AFTER
- Similar rules for pre-recorded interviews
Group and Panel

- Group
  - Balance conversation - take lead and let others lead
- Panel
  - Eye contact to everyone
  - Know your panel of interviewers
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During the Interview

Interview Questions
Typical Structure

- Establish rapport
- Greeting/Opener
- Exploration of facts
  - Education, skills, experiences, goals, etc.
- Conclusion
- Questions, summary, & instructions
How to Prepare for Interview Questions

- Career Center to prepared & give examples
  - How you’re a leader, organized, team player, detail-oriented....
- Relate accomplishments using your skills/abilities
  - Tell me how are you a team player
  - Give me an example
  - How will this fit with the job you’re applying for?
- Show confidence
- Express your interest
- Trust yourself
- Recall recent situations
  - Prepare short descriptions
  - Story needs a beginning, middle, and end
  - Outcome/result reflects positively on you
- Be honest.....Be specific
S.T.A.R. Method

- **Situation**
- **Task**
- **Action**
- **Result**
Practice Makes Perfect!
Example Questions

- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
- Give me an example of when you showed initiative and took the lead.
- Tell me about yourself.
- What are you strengths? Weaknesses?
- What is your ideal work environment?
- Where do you see yourself in 5 years?
- What can you contribute to our company/organization?
Illegal Questions

- There are questions that are illegal for an interviewer to ask, such as...
  - Age
  - Race
  - Religion
  - Marital/family
  - Sexual orientation
  - Financial situation
  - National origin
  - Physical disability
  - Criminal record
  - Citizenship
What to do when you're asked an illegal question....

Address the questions directly by asking how that information affects your ability to do the job.

Answer truthfully

Remind the interviewer that the question is illegal

Don’t answer the questions, but answer the intent behind the question.
Tips & Advice

- Be kind to **everyone** in the office
- Turn your phone **OFF** or **Leave it in your car**
- Have Questions prepared for the end of the interview
- The Interviewer is human too
- Be relaxed
- Be honest
- **Do not discuss salary or benefits in 1st interview**
- Do not be afraid of silence
- Be clear and concise
- Avoid using slang
- Avoid umm’s, uhh’s, like’s, etc.
- Interview questions can be broad, provide a range of examples
Your Unique Perspective

- **U.S. cultural norms**
  - Assertive, independent, goal-oriented, & knowledgeable
  - Assess your strengths, review your experiences, think about projects and outcomes, seek opportunities to learn

- **You have a cross-cultural perspective**
  - Takes a lot of independence and initiative to study in another country
  - Many of you are bi-lingual+, which is highly marketable in several industries
  - Rely on your instincts
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The Follow Up
How do I follow up?

The Do's

- Thank you note
- Timing
- Written VS. Electronic
- Meaning connections

The Don'ts

- Over Communicate
- Frequent Check-ins
Sample Thank You Note

Dear Ms. Gimeajob,

Thank you for taking the time to speak with me yesterday about the Panda Caretaker position with Cleveland City Zoo. It was a pleasure meeting with you, and I truly enjoyed learning more about the role and the company.

After our conversation, I am confident that my skills and experiences are a great match for this opportunity. As we discussed, my background in working with a variety of animals will serve me well in taking good care of the pandas and ensuring their safety on the premises.

I am very enthusiastic about the possibility of joining the Cleveland City Zoo team and would greatly appreciate a follow-up as you move forward with the hiring process. If you need any further information, please do not hesitate to contact me by email at joseph.girardo@bc.edu or by phone at 617-552-5556. Thanks again, and I look forward to hearing from you.

Best regards,
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How can the Career Center help?

Questions
How can the Career Center Help?

- Resources
  - Questions to ask
  - Questions to Expect
  - Website Resources

- Practice
  - Appointment to practice interviews

- The Offer
  - Job Offer and Salary Evaluation & Negotiation
Questions?
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