

Before Your Interview

- Schedule an appointment with the Exchange for a mock interview.
- Thoroughly research the organization you're interviewing with and look up your interviewer(s) on LinkedIn.
- Select a professional suit for the interview unless otherwise instructed by your interviewer. Visit Dress to Impress, our complimentary closet at the Exchange, for a fitting if you don't have one yourself.

Day of the Interview

- Have a padfolio with copies of your resume and notes for you.
- Bring a list of questions for your interview team and a sheet of notes for yourself outlining examples of your best qualifications.
- Leave extra early and plan to walk in 15 minutes before the interview.
- Stow purses and backpacks in the trunk of your car. Phone stays off and hidden from the moment you step in the door.
- Be friendly and professional with everyone you meet.
- Send specific, thoughtful thank-you notes to each interviewer.

Prepare for Behavioral Questions

Interviewers may ask for you to describe your strengths in action by recalling a situation where you had to use your relevant work skills. In this case, you may follow the STAR method for including all the relevant details, no more or less:

- **Situation**—Describe the situation you were in or task you needed completed. A group project, committee, or work team.
- **Task**—What goal were you working toward?
- **Action**: Describe how you addressed the situation to make positive change.
- **Result**—Describe the outcome. How did you know you made the right choice? How was the situation changed for the better?

While the STAR method is not necessary for every question, it offers a helpful guideline to ensure you are covering all the relevant details when employers ask for specific examples of your strengths in action.

Sample Practice Questions

- Tell me about yourself. Why do you want to work here?
- What are your greatest strengths? Weaknesses?
- How do you typically respond if you're given a task and you don't know how to complete it?
- Tell me about a time you were stressed and had to prioritize your tasks. How did you handle the situation?*
- Describe a time when you faced a difficult conflict with a co-worker or supervisor. How did you resolve it?*
- Give me an example of a project you're really proud of.*
- Where do you see yourself in five/ten years?
- What are your salary expectations?
- What questions do you have for us?

* STAR questions



Tips for Irregular Interviews:

Phone Interviews

Some employers are unable to meet with applicants in person due to distance or time schedules. Therefore, they call the applicant and have an interview with them over the phone. These are growing to be more popular now. Here are some tips on how to make the best of your phone interview:

- ◆ Know when you can or can't take the call. Sometimes the call comes out of the blue so if there's a number you're unfamiliar with and you're in the middle of something, don't answer. If it's the interviewer, they will leave a voicemail.
- ◆ Focus on your language and voice. Remember, they can't see your physical engagement, but they can hear it in your voice if you are smiling and confident.
- ◆ Make sure you're in a quiet environment. You don't want background noise of people cursing or kids screaming. One great place to set up for a phone interview is at The Exchange. You can book a room in The Exchange to ensure a quiet space.
- ◆ Have any paperwork or information you may need at your fingertips. You do not want to keep the interviewer waiting while fumbling around looking for something. This also shows the interviewer that you're prepared and organized.

Skype Interviews

Like phone interviews, some employers use Skype interviews as opposed to in-person interviews for reason of convenience. Luckily, unlike phone interviews, the employer is able to see you. This can work to your advantage, but be sure to prepare yourself and your surroundings so that it helps you rather than hurts you. Here are some helpful ideas:

- ◆ Make sure you have suitable surroundings. Do not Skype interview in a messy bedroom or where other people are walking around. One great place to set up for a Skype interview is at The Exchange. You can book a room in The Exchange to ensure a quiet and well organized space.
- ◆ Dress the part. Make sure you are dressed the same as if you were interviewing in person.
- ◆ Close other programs on your computer.
- ◆ Be sure your microphone and camera are properly working ahead of time.
- ◆ Have a back up plan. Technology doesn't always work the way we want it to. Be prepared to have to transition to "Plan B," i.e., a phone interview.

Group Interviews

Group interviews, unlike phone or Skype interviews, are in person. However, they are not one-on-one. Some employers perform interviews in groups of multiple applicants at once. In group interviews, you must be able to demonstrate why you should be chosen out of this group. Here are some ideas as to how:

- ◆ Write down everyone's names. You can then refer back to the notes and respond to each person by name, showing excellent people skills.
- ◆ Keep focused and take notes. It's easy to be distracted in a group interview.
- ◆ Be yourself and speak with purpose. Don't go overboard with trying to upstage the other applicants. You don't have to talk the entire time to be noticed. When you do speak, deliver your answer with confidence and keep it to the point.
- ◆ Treat other candidates as you would if they were your co-workers. By doing this, you are showing the interviewer that you work well with others, have respect, and are professional. Some key things to do are: be an active listener, stay engaged, don't interrupt, interact with other candidates, and play off other people's ideas.