

Unit 7- Interview Skills

Assignment:

1. Review this booklet and answer the questions on the last page.
2. Hand in for marking (10 marks)

The PURPOSE of the interview is a meeting between an employer and a job applicant to assess the applicant's suitability for a position within the organization. It is just as much the applicant's right to assess the organization, as it is the employer's.

INTERVIEW CHECKLIST

Preparation:

- Phone to confirm the interview and address. Take a folder that contains:
 - A copy of your resume
 - Letter(s) of reference
 - Paper and Pen for notes.
 - A Portfolio of sample work (often for art fields)
 - A list of questions you have prepared for the interviewer
- Find out about the company before the interview.
- Dress appropriately. Wear clothes that relate to the job you seek.

Arrival:

- Go alone to the interview
- Arrive 10-15 minutes before the interview.
 - Find out before hand how long the trip will take. Check bus routes and parking
- Do not smoke or chew gum.
- Take a few minutes to relax and breathe.
- Introduce yourself (by name), mention your appointment, thank the person and wait quietly.

During the Interview:

- Greet the interviewer and introduce yourself; - be ready to shake an offered hand.
- Follow the lead of the interviewer, stay on topic; ask for clarification where necessary.
- Provide specific facts and examples; not just "yes" or "no".
- Accentuate the positive:
 - If you're not great at a skill that is required, let him know that you are a quick learner and look forward to improving on

- Be attentive to body language – maintain eye contact and don't cross your arms (negative vibes)
- State your interest (if you are), in the position and organization with enthusiasm.
- Remember to smile and breathe. Speak clearly and loud enough for the interviewer to hear.
- Once the interview is over, leave promptly with a good-natured, courteous farewell. Shake hands.

Afterwards:

- Send or personally deliver the employer a thank-you letter
- Follow-up: call back within a few days (or when they have indicated they will have completed interviewing) to see if they have made a decision
- Discuss wages, hours and benefits AFTER the job is offered to you



TIPS FOR INTERVIEW SUCCESS

“If a candidate can’t put themselves together in a professional manner, why should you assume they can put it all together on the job? Unless you look the part, don’t expect an offer.”

If your entry-level position requires you to wear a shirt and tie, wear that. If the position requires jeans and a long sleeve shirt, wear that.

Dressing Sharp for that First Impression

No shorts, cut offs, ripped jeans, ripped t-shirts or sweat gear

Ways of checking the dress code out first...

- Phone or visit the company and ask the receptionist what the dress code is for the department for which you are applying. Do not ask your parents, friends, or associates for advice.

Hygiene

- Shave, shower, brush your teeth, clean your nails, and use an antiperspirant. Make certain your hair is clean, free of dandruff and in a style that is suitable for the position. Any disregard in this area will reflect on how you may work.
- If you have sweaty palms, use a talcum powder or antiperspirant. Let them dry before you shake hands! Hand lotion also tends to get sticky when you’re nervous.

Employers are searching for the following **Key** attributes:

1. Personal Profile:

The interviewer seeks to find out who you really are. They’re looking for these traits:

- **Drive:** a desire to get things done
- **Motivation:** enthusiasm and willingness to ask questions
- **Communication skills:** ability to talk and write effectively to all levels of personnel
- **Chemistry:** smile, confident, team player
- **Energy:** someone who always gives that extra effort in all things
- **Determination:** someone who doesn’t back off when a problem or situation gets tough
- **Confidence:** poise, friendly, honest, and open. Not intimidated, but not too familiar with the head honchos.

2. Employability Skills

All businesses seek employees who respect their profession and employer. Project these employability skills:

Reliability: keeping others informed about the steps you are taking to get your job done.

- **Honesty/Integrity:** Being accountable for your own work and actions
- **Pride:** Taking the extra step to ensure that you are proud of your work
- **Dedication:** make the deadlines, no matter what
- **Analytical Skills:** weighing the pros and cons and searching or at least, thinking about other ways a task can be tackled.
- **Listening Skills:** hearing, listening and understanding, as opposed to waiting your turn to speak.

5. Interview Questions: Here are a few good questions, as you move ahead in years and experience:

1. *In your last job, what were some of the things you spent most of your time, and why?* Demonstrate in your answer that you have good time management, and that you are goal-oriented.
2. *In what ways has your job prepared you to take on greater responsibility?*
The interviewer is looking for evidence of your development and your future growth potential, so tell a story that demonstrates it.
3. *What makes this job different from your current/last one?* If you need more information from the interviewer, then ask. The interviewer is hoping to uncover experience you are lacking – and your answer could be used against you. Focus on the positive.
4. *Do you have any questions?*
5. **DO ask questions** as it shows interest and that you are “interviewing them too. Some questions might include:
 - *Find out why the job is open, who had it last, and what happened to him/her. Were they promoted, fired or is it a new position?*
 - *To whom do you report? Will you get the opportunity to meet them?*
 - *What type of training is required and how long is it? What type of training is available?*

FIRST DAY ON THE JOB

Act confident, feel confident

As a first-day employee, you want to inspire the confidence that is so essential. When you look confident and act confident, you feel confident.

Introducing yourself to new office co-workers is another way to build confidence. When you meet someone for the first time, step forward and extend your hand. Your handshake should be firm and you should look the person in the eye as you speak.

Know what's what

Learning the workday or shift routine of a new workplace is as important as learning the names of people with whom you'll be working.

If there is no written schedule of daily activities available to you, you might want to ask your supervisor about priorities for the day. Showing interest in office routines and procedures are indicators that you are there to do a good day's work. Also ask about safety in the workplace. Whom do you report to if there is an accident, where is the first aid kit, etc.

Ask questions

Each office/workplace operates differently. The only right way to tackle a project or task is to do it the way it's done in that particular office.

Being adaptable and asking questions are important elements in learning workplace style. Asking questions before beginning a task often prevents the need for redoing it.

Be safe

Work smart, work safe! Make sure you, and those around you, can do your jobs and not get hurt. No one else can look out for your safety as well as you can. If you are asked to do something at work that isn't safe, remember, you have the right to refuse.

By law, employers must:

- provide a safe and healthful workplace
- train employees to be aware of potential dangers and make sure that, when required, employees are certified with safety training
- correct someone who is completing a task in a way that is not safe, and correct unsafe conditions
- ensure that personal protective equipment is available
- report and investigate all accidents and incidents

As an employee, you must:

- know and obey all health and safety regulations
- protect yourself, your co-workers, and members of the public who may be affected by your actions
- report unsafe acts and unsafe conditions to your employer
- use personal protective gear as required by the employer
- report any accident or illness right away to your employer

Never take for granted that your employer knows and meets all the labour standards. Ask questions, pay attention to health and safety within your workplace, and don't be afraid to speak up and make suggestions for changes. Although it may be daunting to question an employer about a safety issue, no job is worth risking your life. A good employer who would question your rights to a safe work environment is not worth working for, no matter what the rate of pay.

Interview Skills Worksheet

Name: _____

1. What is the purposes of an interview: (1 mark)

2. Name three things you found valuable from the interview checklist (3 marks)

3. What advice should you take for what to wear for an interview ? (1 mark)

4. What should you NOT wear to an interview? Name at least two items. (2 marks)

5. When learning at a new job, what should you do to learn the routine? (1 mark)

6. Name two things that as an employee you must do to be safe. (2 Marks)_
