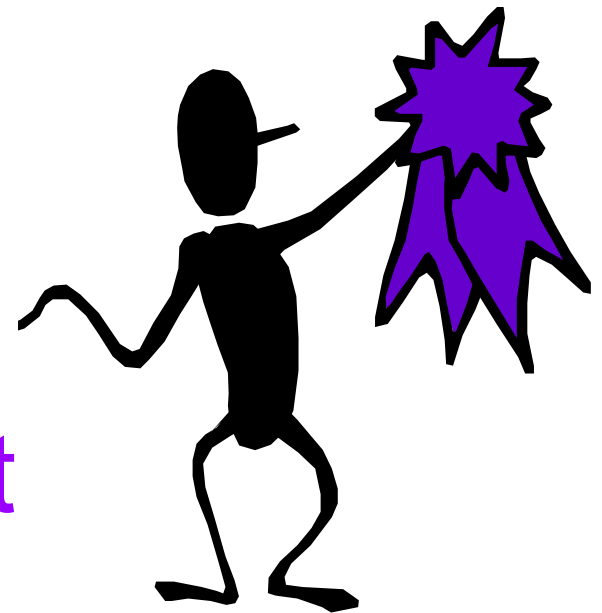




Mastering the Interview

Career Management
& Learning Centers



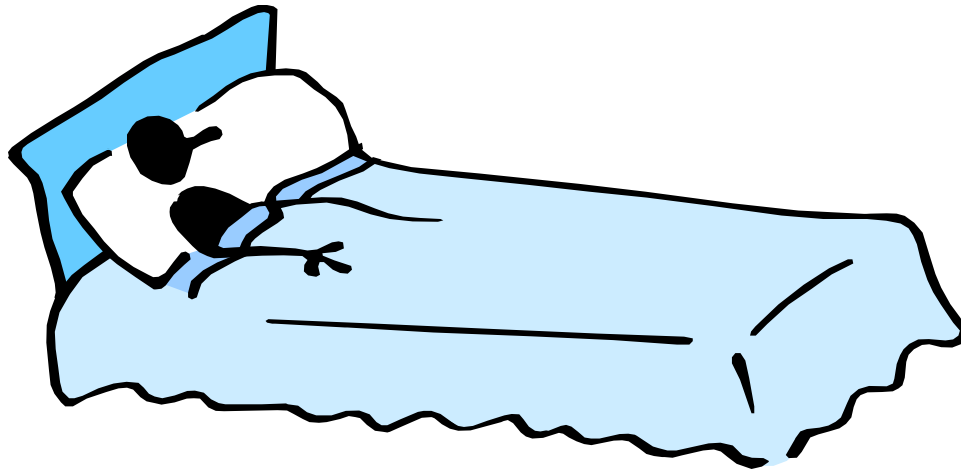
Objectives

At the end of this workshop you should be able to:

- State the difference between stress management and stress reduction
- Describe the dual nature of the interview
- Describe two good methods of preparing for an interview
- Describe the SHARE model
- Describe the two types of competencies
- State three things you should do and three things you should not do in an interview



- ← Your stomach is in knots
- ← You are sweating profusely
- ← Your head is pounding
- ← Your knees are weak



It's not the flu, it's the interview!!!!



What is an Interview?

- You are selling a product, and the product is YOU!!
- An interview is a sale, and you have the chance to make it or break it.



What is an interview?

- A presentation summarizing your skills
 - With complex rules and techniques
 - The applicant, you, matches wits with a panel of interviewers who ask questions about your past experiences, knowledge, skills and abilities.

It's Not A Nightmare
If You Prepare!





Your Job During the Interview

To present yourself in the best possible light.

Remember, you are selling a product, and the product is YOU!!

An interview is a sale, and you have the chance to make it or break it.



Don't wait for the actual interview to be scheduled to begin preparing...

- Put together your work history - where and when - keep it updated.
- Prepare a list of experiences and accomplishments - keep it updated.
- Go through a mock interview; work on areas that need improvement.



Prepare for the Real Job Interview

Understand the required skills and experience by researching

- ↯ The position description.
- ↯ Critical job elements (CJE).
- ↯ KSA's and competencies.



Be prepared to answer the question..

“Why are you the best person for the job?”



Filter Question

How does this information show that I have the skills, experience, and/or fit for the position?



Position Analysis Sheet

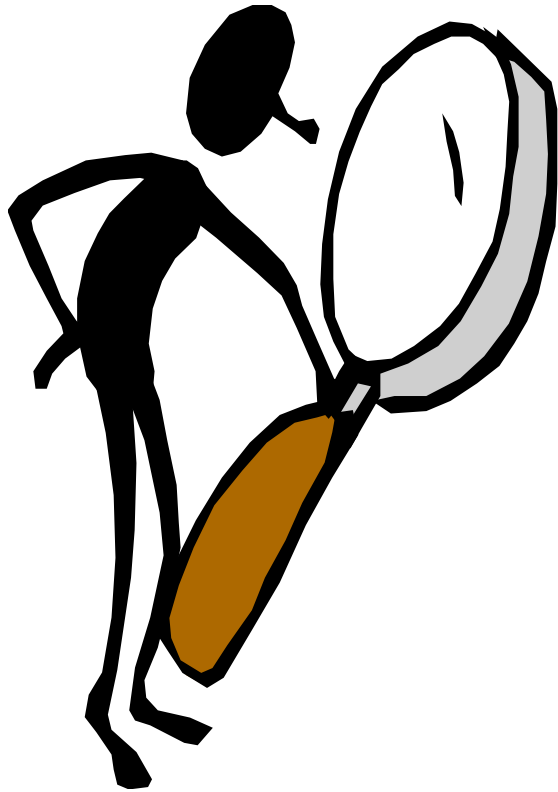
Job Duties/CJE

Your Experience /
Example

- **Research** a variety of sources
- **Obtaining** applicable returns schedules,
- **Verify,**
- **Analyze, &**
- **Adjust** taxpayer accounts

-
-
-
-
- ...
- ...

What Will the Interviewers Assess?



- Ability in Oral Expression
- Poise
- Drive
- Sociability
- Self-Confidence
- Practical Intelligence
- Personal Appearance
- Emotional Maturity



What Competencies are Required?

- Decision Making & Problem Solving
- Leadership
- Motivation
- Communication
- Interpersonal Skills/Team Building
- Planning & Organization
- Critical Thinking/Analytical Skills
- Ability to Influence Others



You Don't Get a Second Chance At a First Impression

Conscious decision to hire or not can be
made in first few MINUTES of interview.

- Appearance
- Body Language
- Appropriate Language
- Speech Patterns



Eye Contact Sprinkler Technique

- Begin a response through eye contact with the person that asked the question.
- Like a sprinkler, rotate your eye contact to meet eyes with each interviewer consecutively before rotating to the next person.
- End your response with the person that asked the question.





Minimize the Nervousness

“...nervousness is caused by the fear of looking ridiculous to others.”

“When you are nervous, you are focusing on yourself. Try to focus on how you are helping other people by sharing with them the knowledge you’ve acquired.”

From “Job Interviews for Dummies”

Nothing Ventured, Nothing Gained

You might not get the job offer after the interview...

- But you gained something from the experience.
- Besides, practice makes perfect.

Thinking about an interview this way might help to calm your nerves.



Highlight your Strengths

Identify your major accomplishments-

- something you did well
- something you enjoyed
- something that involved a problem you solved
- something you are proud of



An Accomplishment...

begins with a situation or problem that requires action and ends with a result.

■ STAR

- S** ituation
- T** ask
- A** ction
- R** esult(s)

■ SHARE

- S** ituation
- H** indrance
- A** ction
- R** esult(s)
- E** valuation



Two Types of Skills/Competencies

■ Technical

- Auditing***
- Running Software***
- IDRS***

■ Core Competency

- Persistence***
- Efficiency***
- Patience***
- Creativity***
- Adaptability***

Identify Your Competencies

- Take a look at what you identified as accomplishments.
- List the competencies that went into making it happen.



Identify Your Competencies

...and match them to the job requirements.



Traditional Versus Behavioral

How would you deal
with an irate
customer?

What do you think...

How could you...If
you had to...

Tell us about a time
when you had to deal
with an irate
customer. How did
you handle it?

Give us an example...
Walk us through a
time...Describe...



The Opening Commercial

“Tell us a little about yourself...”

- ☞ Brief remark on background such as schooling, how long with the Government, or other item of interest.
- ☞ Highlight current position and a bit about your job responsibilities.
- ☞ Mention one or two significant accomplishments, pulling in your skill strengths.
- ☞ Mention prior positions, focusing on how they relate to the position for which you are applying.

Some Common Questions

- ? What are your long term and short term goals?
- ? What can you do for us that someone else can't?
- ? What are your weaknesses?

Mistakes Interviewees Make

- Late to interview
- Lack of tact or courtesy
- Indecisive or vague responses to questions
- Emphasis on higher grade
- Lack of interest and enthusiasm
- Limp handshake
- Lack of self-confidence



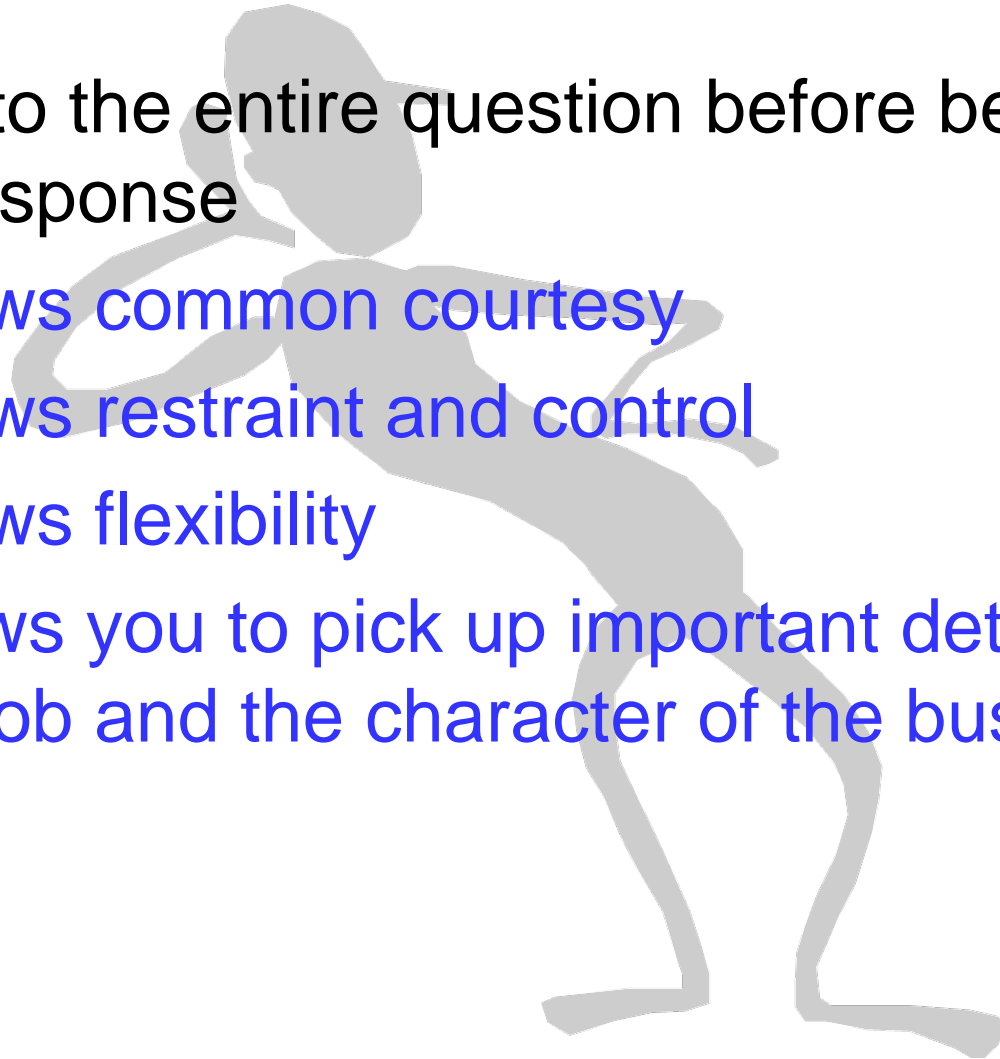
Things to Avoid

- Never disclose confidential information about others.
- Never criticize colleagues/managers/others.
- Never take credit for the teams success, but take credit for your contributions.



Listen Up

- Listen to the entire question before beginning your response
 - Shows common courtesy
 - Shows restraint and control
 - Shows flexibility
 - Allows you to pick up important details about the job and the character of the business unit





Telephone Interviews

- Prepare for a telephonic interview just as you would a face-to-face interview.
- Dress as you would for a face-to-face interview it will create a professional attitude and better posture and projection.
- Keep your voice and energy levels up on a telephone interview; otherwise you may give the appearance of being bored or uninterested.

More on Telephone Interviews

- Smile as you talk - it will put warmth in your voice.
- Reserve a location where you will not be interrupted.
- Don't have notes there - it will distract you.
- It can be confusing to know who is speaking in panel interviews. It is perfectly okay to ask who is speaking.





The Panel Interview

- ☞ Assume everyone there is important; don't write anyone off or ignore them during the interview.
- ☞ Pay attention to introductions - use their names during the interview.
- ☞ Give a firm handshake to everyone.

Know What to Expect

Two Things Interviewers Look For:

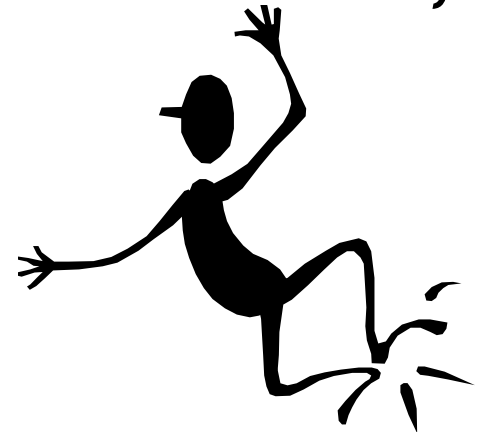
- 1) Job Expertise - knowledge, experience, technical skills.
- 2) Competencies - independence, risk-taking ability, motivation, honesty.



And the most important is...

Competencies

- *You can learn the technical skills.*
- *You need to convince the panel that you are motivated, trustworthy, enthusiastic, independent.*



Keep it Brief

- Focus on keeping responses to under two minutes. Anything beyond that loses the interviewer's interest. Be concise, focused and specific.
- If they want to know more about a particular issue, they'll ask.



Keep it Positive

If asked negative questions – frame your response in a positive manner. Don't fall into the trap of bashing yourself or others.

If you can't say something nice..."

Keep Selling Your Skills

- Don't just tell them you're qualified - prove it through examples.
- Who will they remember? Someone who said "Yes, I can do that!" or someone who said "Yes, I can do that...I did it previously through...."

The proof is in the pudding!

Keep It Relevant

- Your responses should be framed to meet the needs of the organization/office you'd like to join.
- What do they need? That's what you've got to be able to sell!
- If they want an apple - don't sell them an orange - tell them about the many assets you possess that can make you the apple!

Keep It On Target

- It's okay to ask for clarification on a question you don't understand.
- This demonstrates that you won't just shoot before aiming; a great asset to possess.
- However...if you need clarification on every question...you may not have done your homework!



Keep It Organized

- There may be times when you are asked multiple questions rolled into one.
- Break down your response to outline the different steps you would take and how you would treat each, in order.



Make a Strong Closing

When you are interviewing for a job, you may want to ask some questions that show your interest in the position or knowledge of that Business Unit, such as:

What is the most important quality that you're looking for in a candidate?

What is the biggest challenge facing the employees in your organization since you reorganized?



In Summary....

 Know yourself

 Know how to look the part

 Know the Business Unit's mission and purpose

 Know the interviewing process

 Use examples to demonstrate your strengths



It's Over When It's Over

- ✦ **Don't let a rejection get you down.**
- ✦ **You've lost nothing.**
- ✦ **You've gained interview experience.**

Congratulations, You Did It!

