



# Interviewing in Industry

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# Agenda

- **Interview Basics**
  - Purpose of an Interview
  - Types of Interviews
  - Before, During, and After an Interview
- **Top 10 Interviewing Tips**
- **Questions**



# INTERVIEW BASICS



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# Purpose of an Interview

**Candidate Perspective**

**vs.**

**Employer Perspective**



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# Types of Interviews

- Phone Interview
- On Campus Interview
- Group/Board Interview
- On-Site Interview
- 2<sup>nd</sup> or 3<sup>rd</sup> Interview



# Preparing for an Interview

- Research yourself
- Research the employer
- Practice interview questions
- Prepare questions for the employer
- Gather interview information



# The Interview Process

## Introduction:

- Ice breaking, First impressions

## Body of the Interview:

- The interviewer will request specific information through asking you questions

## Closing:

- Why should we hire you?
- You will be given the opportunity to ask questions



# Types of Questions

- **Basic Questions**
  - Tell me about yourself
  - Strengths/Weaknesses
  - Why do you want to work for our company?
- **Questions off of your Resume**
- **Behavior Based Questions**
- **Technical Questions**
- **Case Interview Questions**





<b>S</b> Situation	Detail the background. Provide a context. Where? When?
<b>T</b> Task	Describe the challenge and expectations. What needed to be done? Why?
<b>A</b> Action	Elaborate your specific action. What did you do? How? What tools did you use?
<b>R</b> Results	Explain the results: accomplishments, recognition, savings, etc. Quantify.

	Recruiter's question	Your answer
<b>S</b> Situation	Tell me about a time when you had to face a particular conflict in your job...	Detail the background. Provide a context. Where? When?
<b>T</b> Task	What was that you had to achieve...	Describe the challenge and expectations. What needed to be done? Why?
<b>A</b> Action	How did you handle the conflict...	Elaborate your specific action. What did you do? How? What tools did you use?
<b>R</b> Result	And how did you resolve the issue?	Explain the results: accomplishments, recognition, savings, etc. Quantify



# STAR Example

Competence:	Ability to innovate
<b>S</b> Situation	I was part of the Customer Service team. We experienced poor customer satisfaction and several customer complaints due to the inconsistency of the level of service.
<b>T</b> Task	Being one of the most senior team members, I was asked to propose ideas on how to improve the situation.
<b>A</b> Action	First I reviewed the results of the customer surveys and collected data about what the dissatisfaction was about. Then I called a meeting with my peers and I asked their input through a brainstorming exercise. Finally I came up with a list of five ideas to implement changes supporting service improvement and a plan to measure future performance of our Customer Service department.
<b>R</b> Result	The number of complaints decreased by 20% in the month following the implementation and by 50% 3 months later.



# Behavioral Based Questions

## To Prepare:

- Write out 5-10 stories
- Use the job description
- Identify skills the story could support



# Now You Try...

Groups of two-pick one question each

- Tell me about yourself.
- What are two strengths and one weakness?
- Why did you choose your major?
- Tell me about a time when you worked efficiently on a team?
- Tell me about a time when you gave exceptional customer service.



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# After the Interview

## Send a Thank you note!

- Email is acceptable
- Mention something that will remind them of your interview
- Say that you look forward to hearing from them soon

## Evaluate and Assess

- Your performance
- Your interest in the position
- Your interest in the organization



# TOP 10 INTERVIEWING TIPS



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# 1. Maintain Professionalism

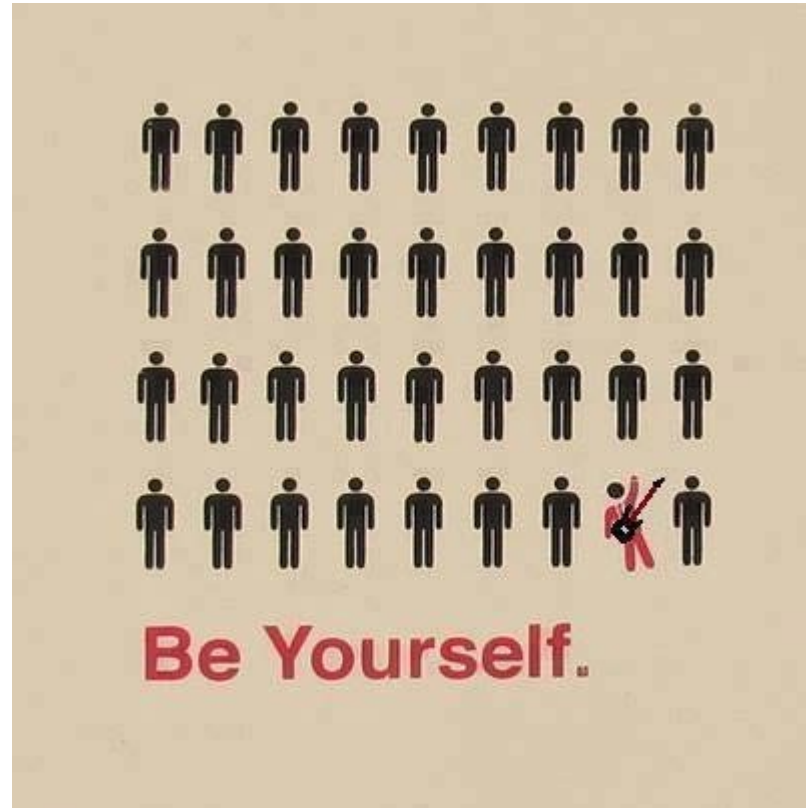


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## 2. Be Yourself







# 3. Be Articulate



# 4. Speak Their Language





# 5. Know Your Audience



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# 6. Understand the Question

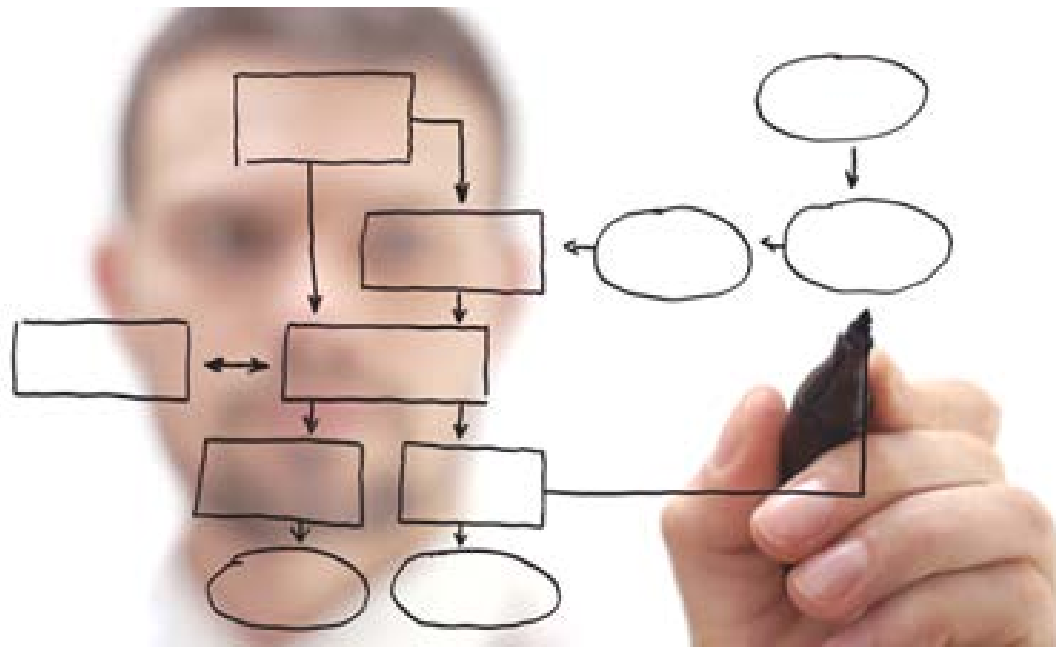


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# 7. Focus on the Process



# 8. Focus on YOUR Actions



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# 9. Ask Insightful Questions







# Questions?



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