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
Purpose of an Interview

Candidate Perspective vs. Employer Perspective
Types of Interviews

• Phone Interview
• On Campus Interview
• Group/Board Interview
• On-Site Interview
• 2\textsuperscript{nd} or 3\textsuperscript{rd} 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
<table>
<thead>
<tr>
<th>S</th>
<th>Situation</th>
<th>Recruiter’s question</th>
<th>Your answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>T</td>
<td>Task</td>
<td>Tell me about a time when you had to face a particular conflict in your job...</td>
<td>Detail the background. Provide a context. Where? When?</td>
</tr>
<tr>
<td>A</td>
<td>Action</td>
<td>What was that you had to achieve...</td>
<td>Describe the challenge and expectations. What needed to be done? Why?</td>
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<tr>
<td>R</td>
<td>Result</td>
<td>How did you handle the conflict...</td>
<td>Elaborate your specific action. What did you do? How? What tools did you use?</td>
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<td></td>
<td></td>
<td>And how did you resolve the issue?</td>
<td>Explain the results: accomplishments, recognition, savings, etc. Quantify</td>
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<td>Competence:</td>
<td>Ability to innovate</td>
<td></td>
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<tr>
<td><strong>S</strong>  Situation</td>
<td>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.</td>
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<td><strong>T</strong>  Task</td>
<td>Being one of the most senior team members, I was asked to propose ideas on how to improve the situation.</td>
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<tr>
<td><strong>A</strong>  Action</td>
<td>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.</td>
<td></td>
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<tr>
<td><strong>R</strong>  Result</td>
<td>The number of complaints decreased by 20% in the month following the implementation and by 50% 3 months later.</td>
<td></td>
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</tbody>
</table>
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.
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
1. Maintain Professionalism
2. Be Yourself
3. Be Articulate
4. Speak Their Language
5. Know Your Audience
6. Understand the Question
7. Focus on the Process
8. Focus on YOUR Actions
9. Ask Insightful Questions
10. Follow-Up
Questions?