

INTERVIEWING

FOR

YOUR

NEW JOB

“You never get a second chance to leave a good first impression.”

-Unknown

ATTITUDE

BY CHARLES SWINDOLL

“The longer I live, the more I realize the impact of attitude on life.

Attitude, to me, is more important than facts. It is more important

Than successes, than what other people think or say or do. It will make or break a

company...a church...a home. The remarkable thing is we have a

choice everyday regarding the attitude we will embrace for that day.

We cannot change our past...we cannot change the inevitable. The only

Thing we can do is play on the string we have, and that is our attitude...

I am convinced that life is 10% what happens to me and 90% how I

React to it. And so it is with you...we are in charge of our attitudes.”

SUGGESTIONS FOR AN EFFECTIVE JOB INTERVIEW

In a job interview, you naturally want to do all that you can to make a good impression on the interviewer. Here is a brief summary of important reminders:

1. Dress neatly, and try to choose clothing that suits the job you want.
2. Be on time. If you are late for the interview, the employer may decide that you are not really interested in the job. Also, it might make the employer think that you would show up late for work.
3. Arrive alone. There is no need for anyone to go with you to an interview. You can do it on your own. Another person might be distracting.
4. Greet the receptionist or the person who will introduce you to the interviewer. Be pleasant. Say your name clearly, and tell this person the name of the interviewer, if you know it. Be sure to name the job for which you are applying.
5. Wait patiently if the interviewer is not ready for you. If you talk, speak clearly and softly. You may wish to sit quietly and read the materials in your personal information folder until you are called to the interview.
6. Shake hands if it seems appropriate when you meet the interviewer. Use a firm handshake but not an overpowering one. You should wait for the interviewer to ask you to sit down.
7. Maintain eye contact with the interviewer during your time together. This is considered to be a sign of honesty and self-confidence. By the way, for this reason it is better not to wear sunglasses during an interview.
8. Control any nervous behavior. Tapping your foot or clicking a ballpoint pen, for example, may annoy and distract the interview. Chewing gum is another thing you should not do during your interview.
9. Smoking is usually not allowed inside buildings. Observe “No Smoking” signs. Try not to smoke or drink coffee before your interview.
10. Choose your words carefully and avoid slang or other special expressions that the interviewer may dislike or misunderstand.
11. Sit up in your chair. If your posture is good, the interviewer will see that you are alert and interested in what is happening.
12. Talk about what you do well. Often you will find that you can answer a question by mentioning certain talents, interests, or skills. Mention test scores only if you are asked to do so. If you have done poorly on a test, avoid making excuses for your performance.
13. Follow the interviewer’s lead during the course of the interview. Stick to the point. The interviewer is interested in experiences and attitudes that might affect your performance. There is no need to talk about details of your personal life that have nothing to do with the job.
14. Be calm. Try not to show disappointment or anger if you are not hired, or if the interviewer does not make a decision immediately. Some other applicants may have to be seen before a decision is made.
15. Say “thank you” and arrange a call back if necessary. Even if you have not been offered the job, or if no decision has been made, tell the interviewer that you are interested in the position. Ask if you can call back at a certain time to find out about the decision.

PHRASES

Ability to get along with people	Of considerable value to you
Able to present facts clearly and succinctly	Qualities that would be very useful in
A good working knowledge of	Sales ability
Analytical and critical thinking skills	Satisfactory arrangement
Believe I have a strong aptitude for	Serious interest in
Considered an enthusiastic worker	Sound understanding of
Conversant with	Specialized in
Design experience	Supervisory abilities
Excellent communication skills	Take pride in my work
Extensive experience with	Technical skills
Good judgement	The experience to qualify me for
Good sense of	To arrange a meeting at your convenience
Have specialized in	Very interested in pursuing a career with
I believe I could contribute	Well suited for
In response to your advertisement	Would enjoy working
In this capacity	Would be willing to travel
I was responsible for	Would like to gain warehouse experience
Leadership abilities	
May I have fifteen minutes of your time to discuss my five years as	

Skills and Qualities

I have skills... (I have experience in...)

Production	scheduling	managing
Packing	construction	accounting
Stocking	driving	filing
Delivery	personal care	typing
Assembly	child care	teaching
Cleaning	communication	billing
Food prep	customer service	cooking
Cashier	telephone	data entry
Computer	housekeeping	warehouse

I am... (Personality and Work Style Traits)

Dependable	enthusiastic	confident
Flexible	punctual	caring
Hardworking	quick learner	reliable
Honest	self-starter	sincere
Loyal	team player	creative
Neat/tidy	warm-friendly	outgoing

Answering Hard Questions

WorkNet Career Development Workshop – Overcoming Barriers to Employment Workbook

Putting Together Your Good Answer For Any Type of Barrier

1. Briefly explain why the barrier developed
 - Do not spend too much time (only 10-20 seconds).
 - If appropriate, attribute it to youth, the wrong crowd, a bad decision from which you learned and which you have outgrown.
2. Briefly explain how you have changed, what you have learned and how things are different today
 - Be specific about what you have learned and how you have changed.
 - When possible, demonstrate the change (i.e., be on time, display a positive attitude).
3. Briefly introduce why the barrier will not occur
 - Imply this, rather than stating it directly.
 - Share what is happening in your life which would deter the issue from recurring.
4. Quickly lead the employer back to why you would be great for the position
 - DO NOT finish your answer without marketing yourself.
 - Give your top three Selling Points for this position.
 - Keep the focus on the positive.

Good Approach If You Have Been In An Alcohol Rehab Center:

Employer: I see you left several jobs after a few months, and haven't worked for nearly two years. What happened?

Job Seeker: "I'm glad you asked because I wanted to explain. Several years ago, my social drinking began to get out of hand, and even lead to some drug use. Nine months ago, I realized I didn't want to live like that anymore, so I checked myself into a recovery program. It was the best thing I've ever done. I am now focused on achieving my new goals, one of which is to (work around animals.)"

Good Approach If You Have Been Incarcerated:

Interviewer: I see you wrote on your application under the line of “Have you ever been incarcerated – Will discuss at interview.”

Job Seeker: I spent (XX) years in prison but I consider the time I spent there a valuable opportunity. I was able to (attend college and became a member of XX group). I (updated my communication skills and learned how to handle negative situations).

Interviewer: Why were you incarcerated?

Job Seeker: I was going through a difficult time (at home). My friend told me I could make some fast money selling drugs. I then (decided to sell drugs) and I got caught.

Interviewer: What have you learned?

Job Seeker: I’ve learned there are no shortcuts in life and persistence and hard work pays off in life. I’ve acquired new skills such as (how to use a new computer software).

Interviewer: What was it like in prison?

Job Seeker: It was the most productive time in my life. I (earned 36 credits going to college earning a business certificate).

Interviewer: How do I know you won’t recommit the same crime?

Job Seeker: You don’t need to worry I’ve learned a lot about myself. I now have many qualities I never had before. I’ve learned (determination and perseverance which will help me to) accomplish my goals.

Putting the Bars Behind YOU – JIST, Jist WORKS Inc. Indianapolis, IN.

[You can put examples that apply to **yourself** in the parentheses]

THE THREE STEP PROCESS

1. Understand what is really being asked.
 - a. What barriers do you have that need to be addressed that an employer might not ask outright about?
 - b. What are the employer's needs and concerns?

2. Answer the questions in a **BRIEF**, non-damaging way.
 - a. Minimizing the negatives.
 - b. Why will your past problems not happen again?

3. Answer the question by presenting your related skills.
 - a. If your skills don't relate directly, talk about transferable skills

Name: _____

Position: _____

What motivated you to apply for this job?

Tell me about your experience in ____ (position) _____

Why did you leave your last position?

What do you see as your strengths in regards to this position and why do you say that? Tell me about your greatest accomplishment.

Where do you see yourself in 5 years? What would be your ideal job?

Please describe a particular frustrating experience you've had, how you handled it and what if anything you learned from it.

In your current or most current job, what are/were the biggest obstacles to getting your work done effectively?

I see on your application that you have a criminal history? What is that about? How can I trust you?

QUESTIONS TO ASK AT END OF INTERVIEW

What are the opportunities for advancement?

What type of training can I expect?

May I see the area where I would be working?

Are there opportunities for overtime?

What hours would I be working?

Do you have a dress code here?

Do you have medical benefits? (Never ask first or as only question.)

When will you be making your decision?

REASONS FOR NOT BEING HIRED

No matter how well you prepare for your interview, there is always the possibility that you will be turned down. The following are some reasons why interviewers turn down applicants as shown in the Endicott Study, Northwestern University.

1. Poor personal appearance.
2. Overbearing—aggressive—conceited “superiority complex”—“know-it-all.”
3. Inability to express oneself clearly—poor voice, diction, grammar.
4. Lack of planning for career—no purpose and goals.
5. Lack of interest and enthusiasm—passive, indifferent.
6. Lack of confidence and poise—nervousness, -ill-at-ease.
7. Failure to participate in activities.
8. Overemphasis on money—interest only in best dollar offer.
9. Poor scholastic record—just got by.
10. Unwilling to start at the bottom—expects too much too soon.
11. Makes excuses—evasiveness—hedges on unfavorable factors in record.
12. Lack of tact.
13. Lack of maturity.
14. Lack of courtesy—ill mannered.
15. Condemnation of past employers.
16. Lack of social understanding.
17. Marked dislike for schoolwork.
18. Lack of vitality.
19. Fails to look interviewer in the eye.
20. Limp, fishy handshake.