

INTRODUCTION TO INTERVIEWS

Bloch Career Center



THE SELECTION PROCESS

- **Find the Job**—networking, postings, referrals from friends, neighbors, Bloch Career Center, peers, etc...
- **Apply for the Job**—Submit resume and cover letter (if allowed); tailor them for THIS job so your credentials stand out
- **Response from Employer**—Phone screen or on-campus interview request. *make sure correspondence you have with employers is professional (emails, voicemails (your voicemail message-BIG), letters)
- **Site interview**—visit them so you can “see” the operation
- **Assessment**—reference checks, recommendation letters from professors, advisors, former supervisors, etc....
- **Hiring decision**—salary and start date negotiations

WHEN YOU ARE CONTACTED AFTER APPLYING

- Types of Responses:
 - Automatic, good, or bad - be prepared for all of them
- Get all necessary instructions:
 - Site, dress, time, agenda, what to bring, etc...
- Prepare yourself
 - Research the company and role
 - Clothes cleaned, resumes/references printed, practice the drive

TYPES OF INTERVIEWS

- Standard 1-on-1: (Onsite or On-campus)
- Phone Interview
- Skype or video interview
- Case interview – includes presentation of case to employers
- Panel Interview (more than 1 interviewer)
- Group Interview (more than 1 applicant) – mostly utilized in retail and for on-campus organizations

PREPPING FOR THE INTERVIEW

- Do your homework on the company.
 - The more you know, the more it helps
 - Know the job description backwards and forwards
 - Company info:
 - Recent events / news
 - Size of organization / how many employees/culture of the company
 - Nature of business, products and services, etc.
 - Competitors
 - Net profits
 - Industry challenges
 - Geography / Demographics (Where are their headquarters? Offices? Main customers? Domestic or international?)
- Best Resource? People who work / have worked there.
 - Do you know anyone who is or has worked for this company?



PRACTICE, PRACTICE, PRACTICE

- Get in front of employers to gain insight as well as start getting used to talking about yourself with them.
 - Mock Interviews On-Campus
 - Schedule one-on-one mock interviews with the Bloch Career Center at any time during the semester (phone or in-person)
 - Mock Interviews with companies will be scheduled every semester before the career fair
 - Job Shadow, Associations, Organizations, Corporate Site Visits

BEFORE YOU GET TO THE INTERVIEW

- Properly Dressed? You should be in business professional dress unless told otherwise!
- Have copies of your resume?
 - Professional references?
 - Portfolio/examples of previous work?
- Directions/Instructions on who to ask for, where to park, etc...
 - It is important you are “on” as soon as you pull into the parking lot. If you are rude to the parking attendant, receptionist, etc... it will get back to the recruiter



THE INTERVIEW

- Greet the interviewer
 - Offer a firm handshake / make eye-contact
- Small-talk
- Formal interview begins...
 - Getting to know you – “Tell me about yourself”
 - Educational background and experience to date “Why did you choose UMKC and business?”
 - Career Goals (professional and personal) “Where do you see yourself in 5 years?”
 - Examination of past behavior (experiences, successes, failures, etc.)
 - Time for your questions
 - Listen to the interviewer – make sure this is the right organization/position for you! (both parties are interviewing each other, so you must ask questions!



BEHAVIORAL INTERVIEW QUESTIONS

- Why are they used?
 - Past behavior is the best predictor of future behavior
- Questions are delivered in an open-ended format
 - Tell me about a time when...
 - Have you ever.... And what did you do?
 - Provide an example of.... And what did you learn?
- STAR Method
 - Responses are graded and scored

STAR METHOD

Behavioral-based questions require a very specific, concise, and well organized answer.

STAR Method (Situation, Task, Action, Result)

Situation - Describe the climate or circumstances.

- Worked in a group setting as the leader

Task - Describe what you set out to accomplish.

- We had to finish a proposal for a client in one week

Action - What did you do?

- I delegated tasks to team members and delivered proposal

Result - What happened? What impact did you make?

- Client accepted our proposal and we got the business



SAMPLE BEHAVIORAL QUESTIONS

- Tell me about a time when you were asked to present a topic to a group. How did you prepare?
- Tell me about a time when you were responsible for meeting several deadlines simultaneously. How did you prioritize your work?
- Tell me about a time when you had to deliver bad news to a group. How did you do it?
- Tell me about a time when you were working with a group and a member wasn't pulling their weight? What did you do?
- Tell me about a time when you failed to deliver what was asked of you. What was the task? What did you learn?

THE PLAN

- Master what you *can* control...
 - dress, materials, research, confidence, poise, enthusiasm, well-rested, etc...
- Prepare for what you *can't* control...
 - Can't predict what questions you will be asked, but you can know what you want to talk about
 - Experiences, accomplishments that best promote your abilities
 - Practice! (elevator speech, behavioral-based questions, goals, etc...)
 - Be specific

DON'T LEAVE WITHOUT...

- Knowing the next steps:
 - “When do you believe you will make your hiring decisions?”
 - “What next steps may I anticipate if I’m selected to continue in the screening process?”
- Making your case:
 - “Is there any desired skill you feel that I have not conveyed adequately enough to you today, that you would allow me time to further explain?”
 - Confirm your interest. Make it known you want the job, like the job, can do the job

WRITE A THANK YOU NOTE!

- Last, but not least, send a THANK YOU note!
 - Handwritten? Email? Decide what's appropriate
 - Just make sure you send one!

