Interview Skills

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Agenda

• 7 Core Employability Skills
• Types of interviews
• Before the interview
• Verbal and non-verbal communication
• Interview questions
• After the interview
7 Core Employability Skills

- Business Sense
- Collaboration
- Communication
- Critical Thinking
- Global Competences
- Innovation
- Personal Management
Types of Interviews

- Formal vs Informal
- In-person, on the phone or video-conferencing (Skype)
- Individual, panel, group
Before the Interview

- Self assessment: your strengths and qualifications
- Review your resume - Know it well!
- Create a professional portfolio
- Research the employer and position
- Prepare questions for the interviewer
- Practice, practice, practice
- Collect all documentation required for the interview including references
- Know how to get there & who you are meeting, the time and location, and find out if you will be required to do any tests
Verbal and non-verbal communication

**VERBAL**
- Listen – what is being asked
- Articulate clearly
- Don’t be afraid to pause and think or ask for clarification
- Don’t sound over-rehearsed and “robotic”
- Avoid fillers: “you know”; “um”; “like”
- Avoid slang and informal language

**NON-VERBAL**
- First Impressions
- Dress for Success
- The Handshake
- Eye contact
- Hand gestures
- Facial expressions
The Importance of the Handshake

- Make eye contact
- Smile
- A good handshake is firm but not overpowering
- Follow the lead of the other person
- What if I don’t shake hands?

Pump-Primer

Knuckle-Cruncher

Finger-Clutcher

Wet Fish

Arm-Jerker
The Importance of the Handshake

Let’s practice!
Types of Questions

1) General questions:
   - Understanding why the employer is asking the question can help you formulate your response.

2) Behavioural questions:
   - They are based on the assumption that past behaviour is a good predictor for future behaviour.

3) Situational questions:
   - They are based on the assumption that intent is a good predictor for future behaviour.
General Questions

1) Tell us about yourself?
2) Identify two weaknesses.
3) What do you consider your greatest accomplishment?
4) What are your long term career goals?
5) What are some of the unique characteristics that you think differentiate you significantly from your peers?
6) What skills do you feel you have acquired from previous experiences that are applicable to this position?
7) Why should we hire you?
Behavioural Questions

• The interviewer will ask you to describe an experience you went through and to outline a quality or skill that was essential in dealing with the situation.

• The emphasis is on highlighting past experiences – real life examples

• They are used to evaluate employability skills

• Most common type of interview question used by employers – they hire better candidates.
How to respond to behavioural questions

• Identify the skills the employer is seeking from the job description or statement of qualifications
• Choose a situation or incident that best demonstrates a particular skill
• Be honest and specific and give a detailed account of the event
• End on a positive note

Structure of Response

STAR (L)
(S – Situation; T – Task; A – Action; R – Result and L – Lessons)

Example: Tell me about a time in the past when you effectively used your time management skills.

S – When I worked at...
T – I had to complete a project where...
A – I developed a work plan...established priorities...
R – I succeeded in submitting all the reports on time...
L – After completing this task I’ve gained...
Situational Questions

- The interviewer will provide you with a hypothetical situation that you may face in the work environment and ask how you would respond.

- **Question:** You are working on a team project and one of your teammates is not co-operative, how do you resolve the conflict?

  - **Action:** My first reaction would be...

  - **Result:** By following these actions, the communication between my teammate and the rest of the group would improve and morale would increase.
End of the Interview and Follow-up

- Ask the questions you have prepared and thank the interviewer(s) for their time.
- Find out what the next step is in the hiring process and when you might expect to receive an answer and their decision. Be sure to ask for the business cards of the interviewers before leaving.
- In the 24 hours following the interview, send a thank you email.
- If you have not received word in the predetermined time or within 2 weeks following the interview, you can follow up by telephone or email.
- If you have not been selected, be gracious and ask for feedback in order to improve your next interview.
Career and Job Fairs 2019/2020

2020
March 3 - Graduating Students and Alumni Career Fair (UCU)
March 3 - CF Rideau Centre Part-time Job Speed Interviewing Event (RC)
March 5 - Science Career Fair (BSC)
University Centre 312

cdc@uottawa.ca OR 613-562-5806

Services Available (by appointment or drop-in):

- Individual Career Counseling and Testing
- Resume Critiques
- Mock Interviews
- Workshops
- Employer Presentations
- Career Fairs and more!

Check out our website for tons of resources and a list of upcoming career events!

https://www.uottawa.ca/career-development-centre/