



The Interview

Time to shine

THE INTERVIEW

TIPS FOR SUCCESS



Phone Interviews TIPS for SUCCESS:

- The phone interview is typically (but not always) a short screening interview (sometimes 10-15 minutes) to gauge interest and to narrow down the pool of qualified applicants.
- Find a quiet location with no distractions to take your interview call.
- Make sure you have strong cell phone service and a full battery charge.
- Have your key points, notes, resume, questions visible during the interview.
- Dress professionally, maintain good posture, and smile – it affects your tone over the phone!
- Be respectful of scheduled time - if it is a 15 minute call, respect the time allotted.
- Surprised by the call? It's okay to reschedule. Return missed calls immediately.

Virtual (webcam) Interviews TIPS for SUCCESS:

- Find a quiet location with no distracting backgrounds – ideally a blank wall.
- Use earbuds so you're not shouting, but make sure they work well!
- Practice using the video software with a friend to ensure your computer's video and sound work properly.
- Dress (entirely) the part - this helps with your focus.
- Frame yourself clearly with webcam to focus on head and shoulders.
- Have your key points, notes, resume, questions visible to you during the interview.
- If you don't have a webcam on your computer, IT can loan one.
- Need a quiet location for your virtual interview? Career Readiness and Development can provide you with space.

In Person Interviews TIPS for SUCCESS:

- Eat something prior. Don't let your stomach do the talking.
- Start off with a strong handshake and greeting everyone in the room.
- Everyone you meet with, from secretary to CEO will be providing feedback, especially if it is negative -- be on point the whole time.
- Smile! You're nervous, but make sure your body language conveys interest in the position.
- Turn off (or airplane mode) that cell phone. Vibrate mode is very distracting in a quiet interview room.
- Regardless of how it goes, conclude with sincere smile and thank you

THE PREP

Do Your Homework

Research the company, job position, and interviewer(s). Here's how:

- Revisit the position description
- Dig deep into the company's website and read annual reports
- Scroll social media: Facebook, Twitter, LinkedIn
- Conduct a general Google search - click the "news" tab.
- Reach out. Do you know someone working at company? Ask to talk to them about their experience and tips or tricks.

Prepare Questions to Ask Interviewer(s)

You did your homework, what peaked your interest? Bring 4-5 questions.

Example questions:

- What does the day-to-day look like in this role?
- Does your company offer professional development or continued education opportunities?
- What is the company culture like? Is it team-oriented or an individual focus?
- What are some of the challenges you've seen people in this role encounter?

Rehearse your Answers

Practice your answers to be sure they're clear and concise. All Walsh students have free access to **Big Interview (biginterview.com)**, an online program where you can practice interviewing for different types of industries. The Career Center also conducts mock interviews. Set up an appointment with us through Handshake or pop in to practice!

Take a [Virtual] Drive

Do you know how long it's going to take to get to your interview? Do you know where to park? Take a practice drive and consider traffic if it's during rush hour. If your interview is virtual, practice with the software, make sure it's downloaded, practice making a call to a friend, and charge your device.

Pack Up

Get everything ready the evening before to prevent running late or forgetting something crucial. Set out your outfit the night before.

Here's what you should have in your hands when you arrive:

- Notebook and pen - a portfolio adds a professional touch
- Your questions for the employer
- A couple of copies of your resume - just in case
- Business cards
- Bottle of water is optional. Your mouth may get dry if you're nervous
- Your courage and your smile

SAMPLE QUESTIONS



Don't forget to practice answering interview questions! Set up a mock interview with the Career Center or visit BigInterview.com to practice and record yourself answering industry-specific questions

Sample Common Interview Questions

- Tell me about yourself.
- How did you hear about this position
- Why do you want to work for this organization?
- Why do you want this job?
- Why should we hire you?
- What do you consider to be your weaknesses?
- Why are you leaving your current position?

Sample Behavioral Interview Questions

- Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
- Give me a specific example of a time when you used good judgment and logic in solving a problem.
- Give me a specific example of a time when you set a goal and were able to meet or achieve it.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- What is your typical way of dealing with conflict? Give me an example.
- Tell me about a difficult decision you've made in the last year. What was the result?
- Give me an example of when you showed initiative and took the lead.
- Tell me about a recent situation in which you had to deal with a very upset customer or coworker. How did you respond?
- Give me an example of a time when you motivated others.
- Tell me about a time when you delegated a project effectively.

NEUTRAL COLORS



It's wiser to dress on the conservative side rather than showing up under-dressed



WHAT TO WEAR

BUSINESS PROFESSIONAL

A neutral, two-piece business suit (pants or skirt)

Ties, socks, and accessories should be conservative in color and style

White or conservative color blouse or button up with a tie

Neutral closed-toe shoes, flats, or low heels that are in good condition

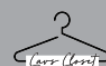
BUSINESS CASUAL

Pants, khakis or modest skirts of a more casual style; no business jacket

Avoid denim (in most cases), shorts, and leggings

Collared shirts, polos, crew-neck sweaters, or pullovers; no tie

Neutral shoes in good condition; avoid sneakers or flip-flops



THE FOLLOW UP

FINISH STRONG & SEND A "THANK YOU"

It is essential to follow up with the interviewers after the interview. Follow ups can make you stand out among applicants and keep you in the employer's mind when they are making their decision.

The Thank You Letter:

During the interview or right after, write down the name of each person you met with and note something unique about each.

All interviews: within 24 hours, send a thank you email to each person who participated in the interview process.

Final round interviews: send hand written thank you notes for last round of interviews. Keep some cards in your car so you can send them right away.

*Pro-tip: if a secretary or administrative assistant set up the interviews, but didn't participate, include them, too! They're part of the interview process!

How/When to follow up if you haven't heard anything:

It's a delicate balance. Whenever you follow up make sure you are thanking them again for their time, and re-express interest in the position.

Typically two weeks is an appropriate amount of time to follow up.

If the employer said "next week", wait until the following Monday.

- If the employer gives a specific day, "you'll hear by Tuesday", wait until the following morning.

THANK YOU NOTE SAMPLE

Keep the letter brief. Be respectful. Confirm your interest. Remind the recruiter of those key moments in your conversations that highlighted how your qualifications will match the job.

Get names and position titles correct! Check the company website if you are unsure.

Address notes individually. Send a note to your main point of contact for the interview day and each of the individuals who interviewed you (if possible).

Keep it brief. But also mention key points of the interview to remind reader of your specific interview.

Subject line: Thank you for the interview

Dear Dr. Chen,

Thank you for taking the time to speak with me about the Marketing Manager position this morning. It was inspiring to have such an insightful conversation about marketing metrics, and it was a pleasure to learn more about your insight into the industry.

The details you shared about the position and future goals for the marketing team convinced me that the role would be an ideal match for my qualifications. I believe that my Master of Science in Marketing from Edison University and seven years of experience as a marketing specialist would allow me to make a valuable contribution to the department.

I appreciate your consideration for this position. Please don't hesitate to contact me to discuss this role further.

Thank you,

Hannah Lee

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