

## Interviews

You have made it to the interview stage! The more prepared you are, the more confident you will be. During your job search you will go through many interview experiences and by preparing yourself beforehand, you can survive the interview and get the job.

Firstly, remind yourself that this is a conversation between two people. They liked your skills and employment history enough that they are asking you for further information. They want to get to know you! This is also the perfect opportunity for you to get to know the employer – are they an organisation that you could work for and learn from?

### Helpful Interview Tips:

1. Once you've agreed to an interview, ask who will be interviewing you.
2. Research the business/company. Look at their history, products, services, competition.
3. Practice possible interview questions and figure out what questions you would like to ask the employer.
4. The day prior organise what you will wear. Depending on the position, is neat casual appropriate? Is it at a building site? Is it at a professional organisation that business attire is appropriate? Make sure that clothes are ironed and cleaned. It's better to err on the side of conservative when dressing – you don't want to offend anyone.
5. Men should be clean shaven or have beards neatly trimmed. Women; keep your hair neat.
6. Make two copies of your resume to take with you in a well-presented folder.
7. Decide how to get to the interview. Are you using public transport? What time will the bus/train get to the location? Will you drive? Is there parking nearby? Have you allowed yourself enough time?
8. Arrive 15 minutes early, do not chew gum, smoke beforehand or wear sunglasses or hats.
9. Don't take your phone to the interview, and if you have to make sure it is turned off.
10. Shake the interviewer's hand and let them know that you appreciate the opportunity to meet with them.
11. Take your time answering questions. Collect your thoughts before you answer.
12. Ask the questions you prepared earlier.
13. At the end of the interview shake the employer's hand and thank them for their time.

# Interview Types

## **One-on-One**

This is the most common type of interview that people are presented with. Keep to the processes and use your rapport skills discussed earlier in the program, to build a relationship with the interviewer.

## **Panel Interviews**

A panel interview is generally an interview conducted by two or more persons. You might find that the direct position manager, the HR manager and the CEO are all involved in the interview process.

Get to know the names of all the panel members by repeating their names when introduced. This can be difficult but the more you repeat their names in your mind the more confident you will be.

Try to address your responses to the person who asked the question but make eye contact with all interview panel members.

## **Group Interviews**

This involves being interviewed along with other job applicants. The purpose of this can be to see how you relate to other people and work within a team. This means the interviewer may be looking for leadership qualities, how you react with new people under pressure and your problem-solving skills.

## **Selection Tests**

Larger organisations may conduct tests to look into your attributes and how successful you may be in working for the organisation. These tests are often conducted along with another form of interview (one-on-one or panel interview). They may include aptitude, intelligence and interest tests and exercises regarding what you would do in a certain situation.

## **Hidden Interviews**

Hidden interviews are conducted in informal situations, for example, when a potential job applicant is speaking with a company representative. Everything you do and say will be judged by the employer. Employees such as the secretary may discuss potential applicants with the interviewer. This means you must treat everyone at the organisation as your potential employer to avoid leaving a bad impression with anyone.

## **Phone Interviews**

Phone calls can often be used to screen potential employees or if you are applying for work in remote locations. Prepare yourself as you would for a one-on-one interview. The more confident you are the more successful you will be. Do the research, “dress” for the interview, prepare your questions. Make sure you speak clearly, and don’t talk too fast. As per any other interview, if you don’t understand the question, ask them to repeat it. Have your resume handy to refer to.

To prepare for a phone interview or phone cold call/canvassing, organise yourself as you would a regular interview.

**Helpful Phone Interview Tips:**

1. Have a 'fact sheet' about yourself on hand and include information such as:
  - A list of your strengths and weaknesses
  - Employment History
  - Training you have completed
  - Your talents and skills
2. Keep your resume in clear view, on the top of your desk, or tape it to the wall near the phone, so it's at your fingertips when you need to answer questions.
3. Have a pen and paper handy and be ready to take notes or to write down questions you might have.
4. Turn off your call-waiting so your call isn't interrupted.
5. Make the call from a quiet area free from any interruptions. Put pets outside; provide entertainment for kids in another part of the house or get a babysitter.
6. Turn off radios, other phones, TV's or video games.
7. If mobile service is poor, utilise a landline.