

Interviewing Made Easy



Presented by:

Human Resources Department

Training & Development Unit

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AGENDA

Review of Agenda and Training Objectives

Preparing For the Interview

The Actual Interview

Interview Questions after the Interview

When you are offered the Job

Wrap-Up and Evaluation

TRAINING OBJECTIVES

After completing the workshop, you will have achieved the following objectives:

- ❖ Know how to emotionally, physically, and technically prepare for an interview.
- ❖ Understand the various types of interviews and common interview questions.
- ❖ Be able to make an unforgettable impression through an effective, confident presentation, utilizing good listening skills, appropriate body language, dress, and communication/interpersonal skills.
- ❖ Know how to develop a follow-up letter which will place you among the top candidates for selection.
- ❖ Know how to evaluate and negotiate job offers.
- ❖ Know how to successfully accept or decline job offers.
- ❖ Have written guidelines/instructions to assist in preparing for an interview.

Interview Checklist



- ✓ Have I learned as much as possible about the position and department?
- ✓ Am I ready for the big day?
- ✓ Do I have correct directions on how to get there?
- ✓ Have I requested leave for my interview?
- ✓ Do I know what to wear? Is it clean and pressed?
- ✓ Do I have any requested materials with me? (Resume, work samples, references)
- ✓ Do I know any questions I need answered about the position/department?
- ✓ Have I developed possible answers to any anticipated questions?
- ✓ Am I psychologically prepared?
- ✓ Did I conduct a mental walk-through of the interview?
- ✓ Do I have a notepad to jot down my immediate impressions following the interview?
- ✓ Did I get the names of the interviewers?

Resume Preparation

Resumes: What, Why

Your resume is a written "picture" of you and, for that reason; it must be the **best picture** that you can paint. The word "resume" means a summing up, a summary, a short story about you.

It also introduces you to prospective employers. Resumes help determine whether you are the right person for the job. Since personnel people only conduct initial screenings, your resume must introduce you to several people. For example:

- (A) *Secretary*
- (B) *Screening Panelist*
- (C) *Administrative Assistant*
- (D) *Your Future Boss*

More than ever, employers are requiring resumes in addition to standard application forms since the resume has evolved into an effective tool for pre-screening applicants.

Where do you begin? Self-Assessment.

Personally know who you are and where you want to go.

Career- What can you do? And what have you done in your career? Before you can write a resume, it is essential that you have before you a complete and detailed summary of your education and work experience. You should be aware of your aptitudes, abilities, strengths, and weaknesses; and have a general idea of your objectives. You must prepare an assessment inventory sheet detailing everything that you know about your:

Work Experience

Educational Background

Personal Experiences, Achievements, Awards

Volunteer Experience

Organizations/Affiliations

Types of Resumes (format)

1. *Chronological*
2. *Functional*
3. *Hybrid/Combination*



Many resumes are rejected not because the applicant lacks the qualifications for the job, but because the reader can't find the information he/she wants. Therefore, it is vital that your resume take one of the above forms. The choice is determined by what you have to include in your resume.

Chronological Resume: This format begins with your present or most recent experience and works backward listing employers, dates, job titles, and brief descriptions of your responsibilities and accomplishments.

Functional Resume: This alternative allows you to maximize accomplishments or skills while minimizing the source of the experience. It is recommended that the functional resume be used only if your level of experience is so great that you cannot cover it chronologically in the space of two or three pages.

Hybrid/Combination: This format draws on the best features of the chronological and functional resumes. It emphasizes a candidate's capabilities while also including a complete job history.

What Should Be Included In A Resume?

A resume needs to anticipate and answer questions that a prospective employer will have when considering applicants for a position. It is important to include key items of information about you and your current and past work experience so that your experience, responsibilities and accomplishments are clear.

When the reader reviews your resume there should be no questions about where you went to school, what degrees you received and when; your current and past work experience, including the name of your employers and job titles; professional and related activities; how to contact you; and who may be contacted for current work-related references.

Each type of resume described contains the same information, although arranged differently.

The categories are:

1. *Identification*
2. *Title of Position or Objective*
3. *Work Experience*
4. *Education*
5. *Miscellaneous Information*
6. *References (optional)*

The Chronological Resume

Identification:

Type your name, address, telephone number, and e-mail address. This identification information should be centered and set off by using bold or capital letters.

Title of Position/Objective:

This is actually the headline of your resume. Type your objective in bold or capital letters, then type the exact title of the position that you are applying for.

Work Experience:

List your jobs in reverse order, with the last or current job first. Each item in the experience section of your resume must contain the following:

- Inclusive dates of employment
- Name of employer
- What employer makes or what service it performs
- Title of your position
- Description of your duties
- Accomplishments

Education:

The longer you have been away from your formal schooling, the less important these details are. However, it is necessary to list the name of the college/university you attended, include dates and degrees earned. If you are a fairly recent graduate, you should elaborate somewhat, stating your major course of study and other details relevant to the job you are seeking. If you received honors in school, list them here.

Miscellaneous Information:

Under this heading, include professional and civic organizations and associations to which you belong, awards, or special accomplishments you've earned; (i.e. climbed Mt. Everest, wrote a book, finalist on Jeopardy). Do not include age, height, weight, marital status, political, or religious affiliations.

Reference:

References available upon request. Choose your references carefully. In supplying a reference, be sure to name the person in the organization who you are certain will give you a favorable reference. One should request permission from your reference source to use their name as a reference.

To Assist You in Resume Writing

Action verbs introduce and enhance specific responsibilities with a proactive approach to job task. You are encouraged to begin resume sentences with action verbs.

action words

Accelerated	Decreased	Initiated	Produced
Achieved	Recruited	Delegated	Innovated
Reduced	Activated	Demonstrated	Ensured
Refined	Addressed	Collaborated	Created
Renewed	Administered	Designed	Invented
Reorganized	Aided	Determined	Investigated
Repaired	Analyzed	Developed	Joined
Reported	Assembled	Diagrammed	Listened
Researched	Attained	Disciplined	Maintained
Restored	Attracted	Displayed	Exceeded
Obtained	Shaped	Eliminated	Budgeted
Established	Organized	Performed	Collected
Confined	Formulated	Facilitated	Generated
Planned	Completed	Prepared	Coordinated
Guided	Illustrated	Controlled	Enabled

How Does It Look?



Overall Appearance:

Do you want to read it?

Professionalism:

Layout, good margins, spacing. Do key points stand out?

Writing style:

Does it flow? Is it easily read?

Action Orientation:

Do sentences and paragraphs begin with action verbs?

Specificity:

Is it specific? Does it avoid generalities?

Accomplishments:

Is it accomplishment oriented? Does it highlight your problem solving skills?

Completeness:

Is all relevant information included?

Positive Approach:

Does it maximize your assets and minimize your liabilities?

Use of Abbreviations:

Use as few abbreviations as possible. Spell out names of states, cities, avenues and titles. The acceptable abbreviations are: B.A., M.A., B.S., M.B.A., Ph.D., Jr., Sr., Mr., Mrs., and Ms.

Jargon:

Avoid "inside talk" or terminology of a trade or profession.

SAMPLE CHRONOLOGICAL RESUME

Bernice Cognin
1922 Saddern Road
Forest Hills, NY 11218

Printing Production

Career Objectives

A position in which knowledge of graphic arts, photography, printing production and purchasing would enhance job performance.

EXPERIENCE

May 2003 – Present

BALLARD PRINTING COMPANY
625 Madison Avenue
New York, NY 19002

ESTIMATOR, New York Sales Office
Report to Sales Manager. Direct activities of assistant estimator. Responsible for all estimates, contracts, quotes, and commission for six salesmen in busy New York Sales office processing over 12 million dollars in printing sales per year.

March 2000 – April 2003

ALLIED REPRODUCTION CORPORATION
84 Varick Street
New York, NY 10088

PURCHASING AGENT

Reported directly to director of Purchasing. Shared department function in purchasing of paper, stock, engravings, ink and other necessary materials.

SAMPLE FUNCTIONAL RESUME

MARY B. REYNOLDS
966 Rosewood Avenue
Los Angeles, CA 95616
Telephone: (916) 555-5555

MEDICAL RECORDS ADMINISTRATOR

POSITION OBJECTIVE:

A challenging position in the medical information or medical records field where extensive experience and education may be utilized.

SUMMARY OF QUALIFICATIONS:

Diversified practical experience in the following disciplines. Research and compilation of science/medical data. Abstracting and indexing medical and scientific documents. Maintaining and updating storage and retrieval systems. Clinical laboratory techniques. Quality control methods and procedures.

Demonstrated ability to accept increasing responsibility.. Capable of initiating and implementing major decisions.

EMPLOYMENT RECORDS:

October 1998 to present LANGSTON Pharmaceutical Corp.
480 Summer Street, Los Angeles

Assistant Medical Librarian

Responsibilities include abstracting and indexing articles from medical journals. Research and compile literature for various company divisions, such as, legal and marketing. Set up and maintain proper storage and retrieval systems.

SAMPLE HYBRID/COMBINATION RESUME

Susan R. Snow
Route 2, Box 180
Dodgeville, Wisconsin 53533



Residence: (608) 935-4425

Messages: (608) 395-4421

SKILLS AND CAPABILITIES

- Keyboard 70 wpm with accuracy
- Take symbol shorthand at 90 wpm with accurate transcription
- Skilled in the production of legal documents and correspondence

Competent in producing copy from machine transcription software: Word, Lotus, and Excel.

EXPERIENCE

Word Processing Operator 1, Limited-term employee, University of Wisconsin-Madison, May 2002 to August 2008

- Transcribed confidential letters, memos, reports, and other documents from machine dictation to using Word Me
- Proofread documents from other operators, marking grammar and content errors

Student Assistant

Southwest Wisconsin Technical College, Fennimore, WI 53809, June 2001 to August 2001

- Typed memos and input financial aid data on terminal to mainframe; printed and verified monthly report totals for \$70,000 budget
- Helped financial aid applicants understand and complete five page form
- Screened incoming telephone calls for supervisor and three counselors

Part-Time Cook and Cashier

Super Subs, Fennimore, WI 53809 May 2000 to May 2001

- Prepared menu items, accepted customer payments, and balanced cash drawer

EDUCATION

Education Southwest Wisconsin Technical College, Fennimore, WI 53809

Major: Office Assistant and word processing specialist programs

A.A. degree expected May 2003. GPA in major 3.6

Activities

- Received the Fennimore Times award from Southwest award from Southwest Wisconsin Technical Foundation for academic excellence and contribution to campus life.

The Cover Letter

The cover letter is as important as the resume itself.

- Its purpose is to introduce or announce you and your resume.
- Use a letter format; summarize the high points of your experience/education that will get you the interview.

The cover letter must:

- Grab the reader's attention.
 - Highlight important items of your resume or achievements that you think will most impress the reader.
- 1) Build the letter around your accomplishments. Apply these to the qualifications the prospective employer is seeking.
 - 2) Select a good example from your experience to prove that you are the person they want.
 - 3) Start with the strongest case in point or the requirement you think is most important.
 - 4) Mention your background, years of experience and education.
 - 5) In the last paragraph, reaffirm your interest in the particular job and the department. Request a personal interview, and indicate how you can be reached.

SAMPLE COVER LETTER

Date

Mr. Jeffrey S. Merlin, Executive Director
Fairfax Opportunities
University Drive
Fairfax, Virginia 22030

Dear Mr. Merlin:

Can you use an energetic young woman who wants to build a career in social service? I am very interested in your position opening for a Deputy Director of Fairfax Opportunities, and I feel you could be interested in my capabilities.

My resume summarizes my education and experience. There are certain aspects of my background, however, which particularly apply to your position. For example,

- . . . spent two semesters working with exceptional children in a public, elementary school as part of a special program in Sociology.
- . . . involved in fund-raising programs for such worthy causes as the Future Farmers of America, the Y.M.C.A., and Christian Youth League.
- . . . served as assistant produce manager for a large chain supermarket for two summers while in college. Taught Sunday school class consisting of 23 junior high students for two years.

My degree in Sociology includes 36 credit hours in economics, accounting, and financial management. This seems to fit nicely with your request for a "humanitarian administrator."

Since I have more to say and would enjoy hearing more about your organization, a telephone call or a letter to set up an interview will be appreciated. May I hear from you?

Sincerely,

Name
Address
Telephone Number
E-mail address

QUESTIONS TO PREPARE FOR



What are your short-term goals? Long-term goals?

What do you look for in a job?

Why are you leaving your present job?

What can you do for us that someone else cannot do?

Why should we hire you?

Can you work under pressure, deadlines, etc.?

What is your philosophy of management?

Do you prefer staff or line work? Why?

What are your five biggest accomplishments in your present or last job and/or in your career so far?

What is your greatest strength / weakness?

What new goals or objectives have you established recently?

How have you changed the nature of your job?

What do you think of your boss?

What features of your previous jobs have you disliked?

Would you describe a few situations in which your work was criticized? How did you handle these situations?

How would you evaluate your present position?

Do you generally speak to people before they speak to you?

How would you describe the essence of success?

In your present position, what problems have you identified that had previously been overlooked?

What interests you most about the position we have? The least?

Are you creative? - Give an example.

Are you analytical? - Give an example.

Are you a good manager? - Give an example.

Are you are leader? - Give an example.

How would you describe your own personality?

What do your subordinates think of you?

Have you fired people before? How did the experience affect you?

Have you hired people before? What do you look for?

Why do you want to work for us?

If you had a choice of jobs and departments, where would you go?

Why do you feel you have top management potential?

Tell us about yourself.

Types of Interviews

SCREENING INTERVIEW

- May be one-on-one or panel
- Screen for minimum qualifications
- Assess credentials
- Administer performance tests



SELECTION INTERVIEW

- May be one-on-one or panel
- Narrows candidates to finalist(s)
- Longer; more formal
- Questions linked to job requirements

STRESS INTERVIEW

- May be one-on-one or panel
- For jobs with high degree of stress
- Assesses tolerance, adaptability and ability to deal with job stress

COMBINATION INTERVIEW

- May be one-on-one or panel
- Combines interview and performance test(s)
- Assesses technical job knowledge, personal characteristics and job-related skills



GLOBAL RATINGS

Global ratings assess your general presentation skills in the interview. Two common global ratings are:

ORAL COMMUNICATION SKILLS

- Use of language and grammar
- Voice tone and modulation
- Vocabulary
- Effectiveness of presentation



INTERPERSONAL SKILLS

- Ability to establish rapport
- Sense of ease or nervousness
- Eye contact
- Body language
- Attitude

INTERVIEW QUESTIONS

CLOSED

- Require brief response of fact
- Yes/no answers
- Intended to narrow inquiry or seek confirmation
- Example: "Can you type at least 45 wpm?"

OPEN-ENDED

Typical

- Allow you to select information for answer
- Assesses how well you can organize thoughts, stay on point, and present your response
- Example: "*Why are you the best person for this job?*"

Behavioral

- What did you do?
- Ask about past performance
- Based on specific behaviors found to make difference between success/failure in job
- Require specific, detailed answers

Situational

- What would you do?
- Presented in form of actual or hypothetical situation on the job
- Helps determine knowledge of procedures



QUESTIONS TO ASK YOURSELF

How large is this department? Is it growing steadily? Is it subject to annual layoffs?

Is this classification subject to layoffs?

What services does the department provide?

What problems does this department face? Internally? With the public?

What will my job title be? Are the duties and responsibilities clear?

What are the reporting relationships? Who would I report to? How many people would report to me?

What kind of authority does the position have? Does it have hiring, firing and training authority? Budgeting and purchasing authority? What decisions can I make without getting higher management or committee approvals?

What does management hope I accomplish in this position? What goals and objectives do they have in mind?

What about the department personnel? What are the overall strengths and weaknesses of the people? (You're not looking for a dossier on individuals, just an overall assessment)

What are the weak spots in the department? The strengths?

What changes does management feel should be made? How soon would they expect them to be made? Would I be able to plan and implement the changes myself or would they be imposed from above?

What is the structure of the department?

What kinds of department records are available?

How is the performance of the department and of department personnel evaluated?

What about productivity, cost control, and efficiency?

What are the hours? Is there any flexibility?

What will my starting salary be? Is the position classified or exempt?

Are there any particular benefits unique to this department?

Where is the position located? Will I be spending more on transportation, parking, and lunches?

What kind of planning does the department currently do, and what planning is expected in the future?

Why do they want to hire someone from the outside rather than promote from within? Could this cause a problem with department employees?

Do I like the people I've met? Do I think I can work with them? Consider superiors, peers, and those you met who would be reporting to you.

Can I do the job? Would the job be interesting and provide the challenge I'd like? (Or would you be bored with it after a while?) What would I have to work hard at? What additional skills would I have to develop on the job? Are provisions available that will help me obtain those skills?

Is the department well run? What's my opinion of the management I've met? Would they support me enough to enable me to do what they'd expect me to do?

Do I like and agree with what the organization does as a business?

What kind of pressures would I have? Would I be able to cope with them?

Recall Letter

Date

Ms. Carmen Miranda
Department of Human Resources
Metro Dade County
111 N.W. 1st Street
Miami, FL 33128

Dear Ms. Miranda:

The position of Administrative Assistant in the Office of Health Services, Department of Human Resources, offers the type of challenge desired in my next position. I have successfully demonstrated in my previous positions many of the skills and abilities you are seeking. Those skills include effective supervision of professional staff, control of purchasing and inventory, development and preparation of statistical reporting systems, and grant writing experience.

I am excited about the prospect of working in a management position in the highly innovative field of Health Services. I have the capability of mastering those management techniques necessary to perform successfully in this position and believe that I can contribute towards decreasing expenditures and increasing productivity. I know this is one of your goals in the future.

I am writing to make a long-term commitment and know that I will enjoy working with the Health Services staff members in your company. They seem to be very professional and knowledgeable.

Our interview was stimulating to me, and I look forward to discussing the possibility of my future employment with the Office of Health Services at our next meeting.

Sincerely yours,

Carmen Miranda

FOLLOW-UP LETTER

Date

Ms. Carmen Miranda
Human Resources Department
Stephen P. Clark Center
111 N.W. 1st Street
Miami, FL 33128

Dear Ms. Doe:

Our discussion this past week left no doubt of my desire to be employed by Miami-Dade County's Human Resources Department. The fact that your division will be expanding the types of services available to public housing residents is especially appealing to me. I have the social services background necessary to meet the requirements of the position. I also have specific experience in coordinating activities with other departments, which should be helpful in facilitating the planned expansion for the Human Resources Department.

During our interview we discussed my experience in working with low-income populations. I mentioned that I have assisted in handling numerous client complaints and requests for services. This background should benefit your office, as it formalizes the client response system. I enjoy administrative duties, deal effectively with the public, and look forward to having the opportunity to do both for the Human Resources Department.

Thank you for a very informative interview. It is my hope that I will be given the opportunity to demonstrate my management skills in the upcoming expansion of Miami-Dade County's HRD programs.

Sincerely,

Carmen Miranda

AFTERTHOUGHT LETTER

Date

Ms. Carmen Miranda
Department of Human Resources
Miami- Dade County
111 N.W. 1st Street
Miami. FL 33128

Dear Ms. Miranda:

After reviewing the interview I had with you and your staff on Friday, August 15th, I am writing to express my continued interest in the Special Projects Coordinator position. I believe that my experience and personality meet the needs of this job.

Although we did not specifically discuss this point at my interview, my previous work experience included direct involvement in the development and implementation of Community Resources Center concept in a low-income neighborhood. I also developed a plan of operation and provided a budget summary for the Allapatah Community Resources Center.

I coordinated the different services and resources that were required to address the on-going community needs, and I was responsible for strengthening and expanding the relationship between the neighborhood-based organization and neighborhood service providers.

During this time, I successfully sought private sector involvement to contribute to the success of the community initiatives that were undertaken, as well as its cooperation in planning future endeavors. In so doing, I developed the skills and gained the experience necessary to meet the requirements of the Special Projects Coordinator position.

I am available at your convenience to provide you with any further information you may require.

Sincerely,

Carmen Miranda

EVALUATION OF JOB OFFER

In order to conduct an objective evaluation of a job offer, you will want to get details on many of the points to follow. Some will be dependent upon whether you are seeking a job within Miami-Dade County or in the private sector.

Position

Title
 Authority
 Supervisor
 Reimbursements
 Peers
 Responsibility
 Growth Potential
 Subordinates

Earnings

Salary / Salary potential
 Incentives / Bonuses
 Expenses /

FRINGE BENEFITS

Life Insurance
 Dependent Coverage
 Major Medical
 Disability Coverage/Income
 Dental Annual
 Physical
 Vacation Leave
 Tuition Reimbursement
 Pension and/or Profit Sharing
 Company Car Low-Interest Loans
 Credit Union
 Seminars / Conferences
 Club and Professional Organization Memberships
 Child Care Benefits
 Holiday
 Sick Leave Benefits

Other

Transportation
 Parking Space
 Layoff Possibility

Remember, employment is a two-way street. While the interviewer is looking for the best person for the job, you are looking for the best possible job for you.

Why Many Interviews Fail

*There are six main reasons why people **fail** interviews:*

1. The interviewee displays poor appearance, dress, and or grooming.
 - First five seconds: we form immediate and vivid impressions of others.
 - Next five seconds: we form additional 50% of our impression.
 - 90% of the message speaks through our choice of clothing.
 - Face and hair communicate 10% of the message (and jewelry).

 2. The interviewee is unable to express views clearly.
 - You need to watch your vocabulary, cohesiveness, grammar, and diction.
 - Your voice and how you say it- pace, tone/pitch, volume, clarity and/or diction.

 3. The interviewee cannot project him/herself objectively.

 4. The interviewee is unable to project self-confidence and enthusiasm.
 - Body language—closed /open, nervous/relaxed, disinterested/attentive, controlled/expressive, submissive/domineering and shy/outgoing.

 5. The interviewee criticizes former employers.

 6. The interviewee seems like a job hopper.
-

TIPS ON HOW TO LEARN ABOUT AND GET A BETTER JOB

1. LISTEN - You may hear about upcoming opportunities in the most casual conversations.
2. NETWORK - Make a point of making friends in other organizations in professional organizations.

Invite someone new to lunch once a week.
3. REVIEW WEEKLY JOB ANNOUNCEMENTS - Application periods are limited, and you don't want to miss your chance at the job you want.
4. Call Miami-Dade County's JOB INFORMATION HOTLINE - 375-1871 -This is a 24-hour recorded message listing all County positions currently open for application. The Hotline is updated on Friday afternoons to include all positions opening the following Monday.
5. Review the MIAMI HERALD each Sunday, the Internet (www.miamidade.gov), and other social media to see what positions are available in the local labor market and what skills are required. This is also an excellent way to study hiring trends.
6. UPGRADE YOUR SKILLS - Take that computer course or public speaking course NOW. Every step toward self-improvement is a step toward a better job.
7. Consider returning to COLLEGE - A higher degree or specific coursework may lead you to the Job you want or help you change careers. It's never too late to learn what we need to know to move up!
8. Take classes offered by Internal Services through Human Resources. Check our website in www.miamidade.gov in HR and look for the link to training.

MORE WAYS TO LEARN ABOUT AND GET A BETTER JOB

Successful job campaigns identify the best potential employers and search out information on their job openings. Too many candidates for employment rely on only a few sources of information and may fail to obtain the best job possible. Here is a list of resources, which may help to identify employers.

USE PERSONAL CONTACTS

- ✓ Family
- ✓ Friends
- ✓ Former teachers and counselors
- ✓ Neighbors
- ✓ School or college associates
- ✓ Mentors, senior level contacts
- ✓ Fellow job seekers, share leads
- ✓ Volunteer or civic association contacts
- ✓ Ask people you usually cite as references
- ✓ Social Media

Use Employment Related Contacts

- ✓ Fellow employees
- ✓ People you worked with on past jobs
- ✓ Bulletin board job postings
- ✓ Former employers
- ✓ Ask people who turned you down for a job for leads
- ✓ Social Media



WORK WITH SERVICES THAT PROVIDE JOB LEADS AND REFERRALS

- ❖ Guidance/counseling offices
- ❖ Placement services
- ❖ State employment offices
- ❖ Convention placement centers
- ❖ Executive search firms
- ❖ Professional association services
- ❖ Counseling services
- ❖ Job or resume banks
- ❖ Federal job centers
- ❖ Private employment agencies
- ❖ Library career centers
- ❖ State and Local government civil service commissions
- ❖ Social Media

USE PUBLISHED SOURCES TO LEARN OF JOB VACANCIES

- Chamber of Commerce directories
- Study financial pages of newspapers to learn of new business ventures
- Newspaper classified ads
- Check ads in old newspapers and magazines to identify employers in your field
- Professional magazine ads
- Internet
- Check telephone book "yellow pages" to spot smaller organizations

MAKE DIRECT CONTACT WITH EMPLOYERS

Unsolicited letter of application and resume

Walk-in contacts

Campus interviews

Place want ads for yourself

Telephone job search

Job fairs and employer open houses

Use volunteer, unpaid, and temporary work to get a foot in the door

DO'S AND DON'TS FOR EFFECTIVE INTERVIEWING

DO:

- Arrive on time.
- Present yourself as a professional.
- Listen carefully and answer all questions, to the best of your ability.
- Ask for clarification of vague questions.
- Link up the prospective employer's needs to your specific qualifications.
- Support statements with examples.
- Remember to find out enough about the job to make a decision if you are offered the position.
- Summarize your interest and qualifications. Follow up with a letter if you think you are a top candidate.
- Review the interview immediately after leaving and take notes on as much as you can remember.

Believe in yourself. Sell yourself.

Let them know about the skills that you bring to the job.

YOU ARE THE RIGHT PERSON FOR THE JOB!!

DON'T:

- arrive late, over-dress, or talk too much.
- give up just because you feel you answered one question badly.
- answer just "yes" or "no".
- walk into an interview totally unprepared.
- expect your resume to speak for you.
- become defensive or clam up (Remember your body language.)
- argue with the interviewer.
- avoid a question by trying to change the subject.
- blame past employers or criticize others.
- forget to shake hands and thank the interviewer(s) when the interview has been concluded.
- let the lack of a job offer get you down.

The right job for you will come along if not now, later.

After the Interview
“Lessons Learned”

What Went Wrong	Suggestions for Improvements
<u>Before the interview:</u>	
<u>During the interview:</u>	
<u>After the interview:</u>	

Human Resources Department

Training & Development Unit

Products & Services

Professional Development Clinics (PDC)

- Conflict Management Resolution (CMR)
- Creative Problem Solving Strategies (PROB)
- Developing Performance Measures (DPM)
- Documenting For Results (DOC)
- Management/Professional Performance Appraisal (MPPA)
- Employee Recognition (RECG)
- Highly Effective Teams (HET)
- Leadership: Developing the Leader Within You (LEAD)
- Making Meetings Work (MMW)
- The Secret Behind Motivation & Delegation (MODE)
- Managing Multi-Generational Employees (MGE)
- Engaging Employees In Changing Times (EECT)
- Marketing Your Department (MKT)
- Managing Up (MUP)
- Managing Across (MAS)
- Lean Six Sigma Yellow Belt (LSYB)

Expanded Classes

- Orientation to Personnel Procedures (OPP)
- Fair Employment Practices (FEP)
- Proactive Performance Appraisal (PPA)
- Progressive Discipline (DIS)
- Supervisory Safety (SUS)
- Business Writing I (BUS L1)
- Business Writing II (BUS L2)
- Conflict Resolution Skills (CRS)
- Cultural Diversity (CUD)
- Customer Service & Communication (CSC)
- Mediating Workplace Disputes (MWD)
- Structured Interviewing & Selection Techniques (STI)
- Violence in the Workplace (VIW)
- Dealing With Difficult People (DWDP)
- Maintaining Work-Life Balance (MWLB)
- Art of Oral Presentation (AOP)

Basic Classes

- Customer Service & Communication (CSCN)
- Interviewing Made Easy (IMEN)
- Stress Management (STMN)
- Time Management (TMSN)
- Valuing Cultural Diversity (VCDN)
- Violence in the Workplace (VIWN)

Clinics

- Grammar Writing (GRAMN)
- Mind Mapping (MMPN)
- Resume Writing (RESN)

New Employee Orientation (NEO)

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- Ethics Phase V (ETHN)
- Know Your County Government (KYCG)
- Service Excellence (SE)
- SecureIT

Supervisory Leadership Development Program

(SLDP)

- Developing Others
- Problem Solving & Technical Credibility
- Teamwork and Group Leadership
- Decisiveness

Communications Certificate Program (CCP)

- Grammar Essentials
- Writing For Government
- Writing For Results
- The Art of Public Speaking