



SELLING YOURSELF IN THE INTERVIEWING PROCESS

The most important part of the interview is the first two to three minutes. During this time, the interviewer is forming an opinion of you and how you will fit in to the company. If the interviewer does not get a good feeling during the first few minutes of the interview, the last 25 minutes will be obligatory and a waste of your time and the interviewer's time.

The most technically qualified person does not always get the job. More often than not the person who is hired looks the part, acts the part, and seems to be the part. It is very important to know how to conduct yourself in an interview so you will appear interested in the job. You must be energetic and your demeanor should display a sense of self-confidence.

Body language can make the difference in the level of energy you project, the interest you seem to have in the position, and how positively or negatively you present yourself.

The verbal portion of an interview is only a small part of your communication skills. You can provide the correct answer, but you should also convey the answer with good body language. The interviewer will perceive a much more positive answer if you use a positive delivery style.

Some applicants feel they have answered the questions correctly during an interview but later find they have been turned down for the job. Quite possibly, body language was used that was not energetic and positive and did not show a high level of interest in the job. Correct body language can hide a lot of faults and make marginal answers appear a lot more appropriate than they really are.

EXPLAINING ACCOMPLISHMENTS VS. EXPERIENCE

Just as the resume portion of this workbook has covered the importance of writing your accomplishments versus your experience, you should also answer questions during the interview the

same way. You should describe your accomplishments rather than your experience. The interviewer wants to know what you can do in the position and what contributions you will make to the organization. Therefore, it is important for you to emphasize your past accomplishments so the interviewer will gain an understanding of your potential as a contributor to his/her organization.

CONTROLLING THE INTERVIEW

During an interview, you have the opportunity to control the interviewer or have the interviewer control you. While you want to answer the interviewer's questions clearly, you must be able to give information you feel is important. If the interviewer asks you why you are interested in working for their company, an obvious answer would be the company is the leader in its field. In addition to that answer, you could add that you have devised three new budget systems in the past that you feel could be tailored to the organization and you would like to have the opportunity to improve the company's budget system.

The above answer not only compliments the interviewer by saying he works for a leader in the industry, but also covers your budget accomplishments. This technique brings the topic of one of your strongest technical abilities to the interviewer's attention. If you do not mention your budgeting ability in an answer, the topic may never surface.

ANSWERING NEGATIVE QUESTIONS

You should never say anything negative about yourself during the interview, even if you are asked questions such as: What are your greatest weaknesses? What is your greatest developmental need? Why did you leave your employer at this stage of your career? Why were you in this assignment for only a year? All of the preceding questions could be answered with negative responses if an interviewee is totally honest. It is in the interviewee's best interest to answer such questions with a positive verbal response, along with positive body language in order to appear comfortable with the answer. Your tendency to be very detail oriented is an example of an appropriate weakness to mention.

You can explain that you have such high standards that you have to remind yourself that the people under your supervision may not have the same standards.

IDENTIFYING A BORED INTERVIEWER

While the body language of an interviewee has been described in detail, it is just as important to be able to read the body language of the interviewer. If you notice that the interviewer is losing eye contact with you and is beginning to move about in the chair, you need to change topics quickly and regain the interest of the interviewer. You must be constantly sensitive to the interviewer's body language so you can react quickly when you are losing his/her interest.

If you feel the interviewer is becoming bored or that he/she has gotten all the information needed in the interview, you should politely tell the interviewer how much you have enjoyed the visit and ask if there is any other information that you can provide at this time. This question will give the interviewer the opportunity to finish the interview at his/her option. Do not allow a good interview to continue too long and turn into a bad interview.

QUESTIONS FREQUENTLY ASKED DURING INTERVIEWS

The following are questions asked by many interviewers. We have focused on key dimensions covered in the interviewing process. While you should practice the answers to these questions, you should not memorize your responses. Use these examples so you can quickly think of answers to any question that may be asked:

PERFORMANCE

1. When do you do your best or worst work?
2. What personal factors do you consider when evaluating yourself or your success?
3. What do you consider the most important contribution you made to your organization this past year?
4. What did you find most attractive about your last position? Least attractive?
5. Describe a time when you dealt with a stressful work situation.
6. What changes or improvements have you tried to implement in your last position?
7. Describe a situation in which your work was criticized.
8. How long would it take you to make meaningful contributions to our organization?
9. What one accomplishment has given you the most satisfaction?

10. If I spoke with your previous boss, what would they say are your greatest strengths and weaknesses?
Or more directly;
What are your greatest strengths and weaknesses?

COMMUNICATION

1. How good are your listening skills? How do you know?
2. What different approaches do you use when talking to different people?
3. Do you prefer giving written or verbal communication? Why?
4. Give me an example of when an idea of yours was strongly opposed in a discussion. How did you handle the situation?
5. What types of people do you find it difficult to get along with? Tell me about a difficult situation you had with one of these people and what happened.
6. Describe an incident where you had to disagree with your boss. What was the outcome?

MANAGEMENT (of self and others)

1. When evaluating the performance of your employees, what factors do you consider?
2. In your opinion, what distinguishes a good employee from an average employee?
3. Describe a time when you have had to counsel an employee on poor work performance.
4. How did you divide your time among your major areas of responsibility?
5. How many people have you supervised?

DECISION- MAKING

1. How do you go about making important decisions?
2. Describe a decision you had to make without all the pertinent information.
3. How do you decide what to delegate to the staff?
4. Describe a situation when you have included your staff in your decision making.
5. Describe a situation where your decision was made by gathering information through questioning others



The Mulling Corporation
1040 Crown Pointe Parkway, Suite 190, Atlanta GA 30338
770-395-3131 Main, 770-395-3143 Asst., 770-395-3148 Fax,
www.mulling.com

"Talent Management Worldwide - One Career at a Time"
An Arbora Global Career Partners company with 225 offices worldwide
Executive Coaching, Outplacement/Career Transition, and Retained
Search
Providing Services for Over 20 Years

The Mulling Corporation
1040 Crown Pointe Parkway, Suite 190, Atlanta GA 30338
770-395-3131 Main, 770-395-3143 Asst., 770-395-3148 Fax, www.mulling.com