

Name \_\_\_\_\_

## Interviewing

Why is learning about interviewing important?

What is an interview?

An interview is a \_\_\_\_\_ – controlled, but not dominated by one person who \_\_\_\_\_ of another person. It is a conversation with a special purpose. It calls for using excellent \_\_\_\_\_ skills, asking \_\_\_\_\_, and giving appropriate \_\_\_\_\_.

The \_\_\_\_\_ is the person who asks the questions. The \_\_\_\_\_ is the person who answers.

As an interviewer you should:

1. \_\_\_\_\_ - decide what the outcome of the interview should be.
2. \_\_\_\_\_ the manner in which it is conducted.
3. \_\_\_\_\_ - Prepare ahead of time rather than "winging it".
4. \_\_\_\_\_ -

Make sure interviewee answers questions rather than avoids them or talks around them.

As an interviewee you should:

1. Provide \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ answers

This helps convey the right information to the interviewer without a need for interpretation.

2. \_\_\_\_\_ - research as necessary beforehand and ask questions in the interview.
3. \_\_\_\_\_ - depending on the type of interview and situation, dress & behavior should fit the occasion.

Types of interviews:

\_\_\_\_\_ - one in which an interviewer obtains information from an interviewee. Examples include surveys, journalists, lawyers, detectives and exit interviews.

\_\_\_\_\_ - an interviewer gives information to an interviewee. Examples include performance appraisals and counseling interviews.

\_\_\_\_\_ - the process that employers use to judge whether a job candidate is qualified and well suited for a position. Skill in interviewing is most important factor in getting a job - even more than grades and experience.

Types of questions used in interviews:

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\_\_\_\_\_ - a question that leaves room for expanded answers.

Ex. "Tell me about yourself"

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\_\_\_\_\_ - seeks a very specific answer.

Ex. "What hours are you available to work?"

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\_\_\_\_\_ : A question that follows a train of thought

Ex. After learning that a person has used photoshop, they ask where they learned the program or what version they have worked on.

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\_\_\_\_\_ - a question that hints at the answer

Ex. "You want to work weekends, don't you?"

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\_\_\_\_\_ - Straight-forward; asks exactly what interviewer wants to know.

Ex. "Do you know how to use Microsoft Word?"

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\_\_\_\_\_ - Seeks specific information without directly asking for it.

Ex. "What do you usually do on Friday evenings?"

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\_\_\_\_\_ - Asks for respondent's judgment about something

Ex. "What is your opinion about employees who steal?"

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\_\_\_\_\_ - Asks how a respondent might react in a given situation.

Ex. "If you knew someone was stealing from the company, what would you do?"

Conducting an interview:

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Choose a day and time for the interview (plus backups). Select a place, but be open. Your subject may have a preference. Prepare an explanation of what the interview will cover.

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Know something about the subject before the interview so you can create good questions. This takes thorough preparation. You should have 10-15 prepared questions that will get you the information you want from the interview.

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Dress appropriately for the person you are interviewing and the place. Use common sense. Avoid t-shirts, the latest fashion fad and messy clothing.

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You should be at the arranged place for the interview before the subject is in most cases. Some interviewers use a tape recorder so that they can get the subject's words verbatim (word-for-word). You must get permission to record someone and you should make sure your equipment is working. Even if you plan to record, you should still have pen and paper for notes. (Have some spares as well.)

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Keep them brief and avoid complicated two/three-part questions. Use a variety of questions. Remember the 5 W's and H (Who, what, when, where, why, and How) Ask open ended questions that allow a subject to decide how best to answer and give the subject a chance to expand on his/her answers. Avoid yes/no, closed, and leading questions.

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Most important thing you can do is LISTEN WELL. Good listening keeps you attentive and encourages your subject. Start with routine, get-acquainted questions that are non-threatening. Use your prepared questions as a spring board for other questions. Be polite. Take quick notes and look up often.

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Shake hands again, be polite. Thank the person; then follow up with a thank you note a few days later.

Giving an interview:

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A positive attitude is an important ingredient in a successful interview. They want to find out if you are capable, reliable and enjoyable to be around. "Your personality and how you conduct yourself during the interview have the greatest impact on your chances of landing a job." Guyla Armstrong, Business professor, University of Nebraska.

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Dress in the clothes you would probably wear on the job. People take what you wear as information. Good rule: overdressed is better than underdressed.

Avoid:

1. An outfit that doesn't look put together, the pieces weren't meant to be worn with each other.
2. Clothes that don't fit. Too tight or too loose.
3. Poor grooming (hair out of control, overdone makeup, dirty hand, poor hygiene.)
4. Dressing too casually.
5. Wearing something too revealing.

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Have a good, firm handshake and SMILE. During the interview show some energy and enthusiasm. Sit up in your chair, slightly forward. Use gestures, make eye contact. Use the interviewer's name. Rehearse comments about your strongest assets and look for opportunities to mention them. Appear poised and confident, but not arrogant.

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Be alert for situations where you can bring them into the conversation.

Possibilities

1. Puff balls. Easy questions like "Tell me about yourself." Use this as a spring board to put your best foot forward.
2. Pauses. Every interview will have down time. Use this as a chance to offer to talk about what you know.
3. Bridges. A transition from one answer to the other. If the question calls for a brief answer, think of a way to expand it into something positive.  
Example: "Have you ever been late to work? If you can offer a good explanation... not an excuse, then use it as an example.

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Good planning means thinking through the tough questions and practicing them. It is o.k. to take a moment to think about your answer.

Hints on buying some time:

1. Say the interviewer's name once slowly while you think.
2. Restate the question.
3. Address the issue - that is use general comments while you think about specifics.

It is also o.k. to say "I don't know." The worst mistake you can make in an interview is to try to bluff your way when you really don't know what you are talking about.

Interview checklist:

1. Do I have a copy of my resume?
2. Have I brought a list of three references with addresses and telephone numbers?
3. Am I going alone? (Don't take anyone else with you.)
4. Am I sure I'll be on time? Arrive 10-15 minutes before the appointment.
5. Have I dressed neatly and appropriately?
6. Can I perform a good, firm handshake?
7. Even if I feel tired, can I remember to sit up and look alert.
8. Can I remember to not to criticize others, especially past employers?
9. Can I make good eye contact with the interviewer?
10. Can I remember the interviewer's name and use it?
11. Do I have some questions to ask?
12. Can I remember to thank the interviewer?

## Laws Governing Employment Questions:

Employers may not legally ask for information that can be used to discriminate on the basis of race, color, religion, sex, disabilities, marital status, national origin, or age.

Cannot ask questions related to:

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Ex. "Is that your maiden name?"

Cannot refuse employment based solely on age. (exceptions for teens and some jobs like airline pilots) Can ask if they are under the age of 18.

Can ask when they graduated from high school, however.

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Ex. "Pasquale – is that a Spanish name?"

Ex. "Are you considered to be part of a minority group?"

May be required to show proof of citizenship or work eligibility upon hire.

Can ask what languages spoken, but not where learned.

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Ex. "Does your religion prevent you from working weekends or holidays?"

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Ex. "Do you have any use of your legs?"

Ex. "Do you have any pre-existing health conditions?"

May ask specifics about ability to perform certain duties that are required of the job.

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Ex. "Do you plan to have children?"

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Ex. "Have you ever been arrested?"

May ask about felony convictions if it is relevant to the job.

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Other areas:

Cannot require photographs of applicants (except in some jobs like modeling)

Financial status - Can't inquire about financial status or credit rating.

Birth Certificate can only be requested after hire.

If asked an unlawful question:

1.

2.

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8.

## Labor Code Regarding Employment of Children

Minimum working age is \_\_\_\_\_. Exceptions to this is children working for \_\_\_\_\_

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If age 14 or 15 you cannot work more than \_\_\_\_\_ hours a day or \_\_\_\_\_ hours a week.  
Also, you cannot work between \_\_\_\_\_ on a school day or \_\_\_\_\_  
\_\_\_\_\_ on non-school days.

Cannot work in \_\_\_\_\_ environments. You cannot sell items \_\_\_\_\_  
\_\_\_\_\_ unless you're accompanied by a parent. Exceptions to this are for \_\_\_\_\_ organizations like school or church groups.

You may drive a vehicle, if you have a license and are not required to obtain a \_\_\_\_\_ driver's license. You cannot drive a vehicle with more than \_\_\_\_\_ axles.

Businesses that hire minors can be \_\_\_\_\_.

When hired by a company, a minor must provide \_\_\_\_\_ to the employer.

Exceptions to the child labor law is if you work for your \_\_\_\_\_ or a business owned by them, \_\_\_\_\_, or employed through a \_\_\_\_\_ rehabilitation program.