



Types of Interviews

Directive/ Structured

- Typical of people that work in human resources and are professional recruiters
- Can be structured and impersonal
- List of questions and methodical in nature

Nondirective/ Unstructured

- Used by people who are not professional recruiters
- Tends to be more casual and free-flowing
- Questions tend to be broad and vague

Group

- May be used by a company that is hiring a large number of employees for a training program
- Assessment is based on things like teamwork, interpersonal, and leadership skills

Board/ Panel

- Candidate is interviewed by a number of people at one time
- Common in educational settings

Stress

- Not common in entry-level positions
- Recruiter purposely introduces stress into the interview
- He/she may make the candidate wait, behave rudely, and ask questions in a demanding fashion, etc.
- More likely to happen in upper level management interviews

Behavioral

- Very popular
- Based on the premise that the most accurate predictor of future performance is past performance in a similar situation
- Asks for examples of how you have handled situations and challenges.
- Use STAR (Situation, Task, Actions, Reflection) Method to prepare for behavioral questions

Case

- Used, for example, in management consulting firms
- Recruiter will present the candidate with a problem that may or may not be business related
- The candidate is then asked to talk his/her way through an assessment of the issues.
- Cases are used to assess the candidate's analytic, problem solving, and creative skills.



Telephone Interview

Telephone interviews are used by employers as a way of identifying potential employees for an available position. They are often used to narrow down the candidate search by identifying which candidates' qualifications most closely match with the needs of the employer. The goal of a telephone interview is to be invited in for a face-to-face interview. It is important to be prepared and professional as they can occur in a matter of days.

Be Prepared

- Make a list of common interview questions and your answers. Treat this interview as you would a face-to-face interview. Write down and review your strengths, weaknesses, accomplishments, skills, and qualifications.
- As with any interview, have questions prepared. Ten questions is a good number.
- Keep a copy of your resume with you at all times. Place a copy on your desk in clear view so that you do not have to spend time searching for it while you are on the phone.
- Make sure there are no distractions or noises. Turn the television and radio off, ask any people around to leave the room or go to a different room, and close the door.
- Make sure your phone is on and nearby. If they are going to call you on a cell phone, make sure that you are in an area with good service and that your battery is charged.
- Have a pen and paper ready for note-taking.

During-the-Interview Tips

- **Speak clearly and slowly** – you want the interviewer to be able to understand what you are saying.
- **Have a glass of water nearby** just in case your mouth becomes dry. This will help you speak more clearly without having to cough or clear your throat.
- **Smile!** Smiling will change the tone of your voice, and the interviewer will be able to notice.
- **Write down the names of the people who are interviewing you** so that you do not forget throughout your time on the phone.
- **Do not interrupt the interviewer!**
- **Be enthusiastic** about the job. Let the interviewer know that you are interested in the position, and allow that to come through in your tone of voice.
- **Use formal names**, such as Mr. or Ms. (Last Name), unless you are asked to use their first name.
- **Keep your answers short and to the point.** Interviewers usually do not want to spend a large amount of time on the telephone. They will want to spend most of their time meeting you in person.
- **Stay calm** and do not rush through your answers.
- **Do not smoke, eat, or chew gum during your interview.**
- **Take notes** so that you remember what you and the interviewer discussed.
- **Say thank you** and reiterate your strong interest in the job. Ask for the next step in the process. Send a thank-you letter within 24 hours, as you would after any interview.



Skype Interview

For most people, interviewing is the biggest challenge in the job search process. Using video technology to interview can be an even bigger challenge. There is no way to predict exactly what will happen throughout the course of the interview. You can do several things to prepare and make the most out of a Skype interviewing experience.

Skype Interview Preparation

In order to convey yourself in the most professional manner, it is important to consider the following:

- Download Skype ahead of time and become familiar with the majority of the features
- Choose a professional Skype name. A name similar to your e-mail address would be ideal
- Select a quiet and clean interviewing space to avoid distractions
- Clarify time zone for the scheduled interview time
- Have a copy of your résumé ready to send as an attachment
- If your web-cam is detached from your screen, be sure to center the camera in order to easily look at the camera and computer monitor at the same time
- Close all other applications on the computer to avoid distractions
- Use headphones, if necessary
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Practice Interviewing

The Career Services office offers mock interviews for those who would like to practice their interviewing skills. To make the interview as realistic as possible, the Career Services staff will attempt to ask you general questions as well as questions related to the type of job you are applying for.

Interview Attire

Dress in full attire as you would for an interview in a professional setting. Select a professional, appropriate outfit such as a tailored suit or pressed pants/skirt with a collared, button-down shirt. It is better to be over-dressed than under-dressed for this type of occasion. Accessorize appropriately and keep accessories simple.

During the Interview

Before signing on, go to the restroom, check your appearance, and take a few deep breaths. Sign-on to Skype ten to 15 minutes early and be prepared for the video call at any time. Review your materials while you wait. Smile and greet the interviewer, and be sure to make eye contact (practice this...it can be difficult with a camera).

Be yourself! Employers want to get to know the best of you and your abilities. Focus on the responses you have prepared without sounding rehearsed. Allow the conversation to flow and be prepared for a few moments of awkward silence. Be sure to ask questions and listen actively. Learn what you can about the position and the company; you are interviewing them as well. After the interview is complete, you may want to ask about the timeline for following up. Do not bring up salary negotiations or benefits.

After the interview is finished, take some time to reflect on what went well and areas of improvement. Do not beat yourself up if the interview did not go perfectly. Learn from the experience and take those lessons to the next interview. Just getting an interview is a compliment in itself.