



## Different Types of Interviews

**One on One Interview:** is the most common type of interview and is usually a structured interview. When highlighting your accomplishments describe the situation, task, action and result taken. Use lots of eye contact.

**Panel Interview:** a panel interview has multiple interviewers and one candidate. A panel can be anywhere from 2 people to potentially 10 or 12 (ie: all board members). Ensure you make eye contact with all panel members, not just the person who asks you the question.

**Group Interview:** a group interview is when there are multiple candidates being interviewed. This type of interview often includes a social and/or team work activity.

**Telephone Interview:** a telephone interview is typically used when employers are trying to short list possible candidates. Location may also be a factor. They can take place anytime, so being prepared is key. Ensure your voice mail has a professional message and you return any messages within 24 hours. Try to find a quiet, undistruptive location to take the call. Tone of voice is important.

## What's the purpose of an Interview?

- to show an employer 'who' you are.
- to determine 'best fit'
- show case your accomplishments
- to learn more about the organization and position

BE CONFIDENT

### Tips for Answering Questions

Be specific, use the STAR (Situation, Task, Action, Result) approach when answering questions

Be relevant, connect answers to company and the position you are applying for.

Be honest, you are who you are and that's okay.

Ask for clarification, if you don't understand what is being asked.

Paraphrase, if you need time to answer a question.

Ask to come back to a question, if you are uncertain how to answer ask if you can come back to the question.. make a note, so that you remember to come back to it.

Practice, practice, practice!

**Typical questions** are those that relate to the job or the company and your skills and accomplishments in relation to the position available.

**Illegal questions** are those that relate to a persons, age, race, religion, sex, disability, political beliefs, family status and sexual orientation as per the Employment Standards Act of BC. You are not required to answer these questions. One strategy is to redirect the question with your response.

**Behavioural based questions** are those that require you to demonstrate your knowledge through story telling using the STAR (situation, task, action, result) approach. They usually start with, describe.... or tell me about...

**Situational questions** are asking you to describe how you would react in a particular situation. If you don't have a personal situation to refer to, identify this and describe what you would do.

### Tips for choosing Questions to ask the Interviewer:

Consider what type of questions you want to ask, do you want to know about the company/culture or the specific job.

Have at least five questions ready to ask.

Interviewers may answer your questions during the interview, that is okay, acknowledge that this was one of your questions and that they answered it for you.

Don't forget to ask check-in questions, such as "Can you let me know what the next steps will be?"

Caution is recommended if you choose to ask questions around salary and benefits – these are sometime best asked at a second interview or once the position has been offered.

### Preparing for the Interview.

**Research** – Research the company and record some facts that you can refer to during your interview (company goals, mission statement, multiple locations).

**Plan Ahead** – Take time to plan your bus, driving or walking route. No how long it will take you to get there. If possible, stop in and pick up a company brochure.

**Dress the Part** – Dress for success. Dress appropriately for the industry, you may need to invest in an interview outfit.

**Practice** – Take time to do mock interviews, practice responding using the STAR approach, practice responding to behavioural-based questions, possible illegal questions, questions that have tripped you up in the past and industry relevant questions. (Tip: use a mirror, video record yourself, sign up for a workshop, work with a career practitioner, or work with a family or friend).

**Organized/Prepared** – Do you have...copies of your resume, cover letter, references, pen and paper, portfolio, and a record of your questions ready to go. Your on-line presence is updated. Your email address and voice message are professional.

### The Interview

**First Impression** - your resume was your first impression of 'what' you are, the interview is your first impression of 'who' you are!

**Be Mindful and Considerate** – you never know who you will meet in the parking lot, elevator, reception area!

**Introduce Yourself** – don't forget to introduce yourself, your name, if shaking hands make sure it is firm and confident. Have a ice breaker/small talk ready. Use the PAWS (personal, academic, work, skills) approach when asked to tell the interviewer something about yourself.

**Body Language** - tone and attitude are everything. Smile

**Appropriate Dress** – dress appropriately, it is better to dress up rather than down

**Eye Contact** – if you are in a panel interview remember to make eye contact with not just the person asking the questions, but the whole panel. If eye contact is challenging for you and makes you nervous, make sure you are looking at the persons' face and focus on what they are saying.

**Electronics** – ensure you turn off all electronics and keep out of sight, if you need to refer to your smart phone for your calendar, check in and ask first – wait for a response!

**Chewing Gum** – make sure you are not chewing gum, if you want to freshen your breath have a package of mints on hand.

**On Time** – being late is something many can't overlook, make sure you are arriving 5-10 minutes early.

### After the Interview

**Thank You** - send a thank you note or email after your interview, if you had a panel interview, remember to address all interviewers by name.

**Follow Up** – if you said you would forward documentation, make sure you do it. If you haven't heard from the employer by the time they said they would contact you, follow up with a phone call or email, letting them know you are still interested.

### Resources:

**Top 10 Job Interview Questions and Answers** by The Interview Guys provides a refreshing 3 minute Youtube offering tips on answering interview questions. <https://www.youtube.com/watch?v=I2IDGX5-YY>

**50 Most Common Interview Questions** is a great resource, it highlights the importance of practicing responses in order to be successful in an interview and provides you with current and relevant questions. <http://www.glassdoor.com/blog/common-interview-questions/>

**Interview Practice Makes Perfect**, by Carole Martin, Monster Contributing Writer. This article highlights the importance of learning proper techniques, practicing them and receiving feedback through mock interviews. <http://career-advice.monster.com/job-interview/interview-preparation/practice-makes-perfect/article.aspx>

**Eight Different Kinds of Job Interviews and How to Prepare for Them**, by Colleen Clarke. Knowing the different types of interviews and how to prepare for each type is key to being successful, this article highlights prepares you for eight different kinds from the simple, and information/formal to the behaviour based. <http://www.workopolis.com/content/advice/article/eight-different-kinds-of-job-interviews-and-how-to-prepare-for-them/>