Office of Alumni Career Management

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go.osu.edu/AlumniCareerManagement
Career Management

- Programs/Resources
  - Web resources, webinars, programs, career fair, individual consulting (in-person and remotely).

- A lifelong process
  - Assessment
  - Exploration/Research
  - Personal Branding
  - Networking
  - Job Search
  - Professional Development
INTERVIEW TO WIN THE OFFER

TODAY’S AGENDA

- The purpose of an interview
- Types of interviews in today’s market
- Your 30 second commercial
- Traditional and behavioral questions
- Tackling difficult questions
- How to really prepare for interviews
- How to handle the salary question
- Follow-up
What is the purpose of an interview?

The purpose of an interview for an employer is almost identical to that of the candidate:

It all comes down to fit!
Types of interviews

- **One-on-one**
  - One interviewer + one candidate meeting face to face

- **Group/Team/Panel**
  - Multiple interviewers + one candidate meeting face to face
  - One interviewer + multiple candidates meeting face to face

- **Phone/Skype**
  - Interview takes place via telephone or Skype
  - Commonly used to pre-screen candidates locally and long distance.
Interview questions

Traditional: Tell me about yourself.

vs.

Behavioral: Tell me about how you act.
Traditional interview questions

- “Tell me about yourself.”
- “What are your strengths and weakness?”
- “What are your goals for the next 5 years?”
- “What type of management style do you work best with?”
- “What can you contribute to our team?”
- “Why should I hire you?”
Answering traditional questions

- Tailor responses to meet employer needs
  - Always make the connection between what the employer wants and specific skills you can offer!

- Keep answers concise (no more than 2 min).

- Be honest in your responses
  - Do not try and be something you are not.
Behavioral interview questions

- “Tell me about a time when you had to work under a deadline. Were you successful in meeting that deadline? How?”

- “Tell me about a particularly challenging project you worked on. What made it challenging? Did you succeed?”

- “Tell me about a time when you failed at achieving something. What would you do differently?”
Answering behavioral questions

S.T.A.R.

- **Situation or Task**: Describe the situation or task that was before you. What was the challenge?

- **Action**: What action steps did you take to resolve the situation or accomplish the task?

- **Result**: What was the end result to your efforts?
Tell me about a time where you were successful in resolving a difficult customer service problem.

- **S/T**: A customer called and reported that they had received a different color of tile than they had originally ordered. They had to get started on their project immediately and were very upset.

- **A**: I contacted the vendor to find out where the error had occurred, obtained expedited shipping for the correct color of tile for the customer and worked with my manager for approval of a 10% discount.

- **R**: The customer received the correct tile within 2 business days and was very pleased that their problem was solved in a quick, professional manner and has since continued to order with the company.
Answering difficult interview questions

- Multi-part questions
  - “Tell of a time when you worked with a colleague who was not completing his or her share of the work. Who did you tell or talk to about it? Did the manager take any steps to correct your colleague? Did you agree or disagree with the manager’s actions?”

- Questions surrounding employment gaps/terminations
  - “I was terminated from that job due to not showing up for a few shifts, but I’ve grown and learned a great deal since then and I can promise that is no longer an issue for me.”

- Illegal questions
  - Race, marital status, religion, age, nationality, and disability
  - Answer the concern not the question.
How to prepare

Get to know yourself

Get to know the employer
Before the interview…

- Practice the S.T.A.R. method (2 minutes tops)
- Do your research
  - What does the employer want?
  - Gather information on the company.
- Prepare
  - Prepare an outline of your accomplishments.
  - Make a list of questions you will ask.
  - Gather details about the location.
  - Use a leather type portfolio. Bring samples if applicable.
Just prior to the interview…

- Dress conservatively and professionally.
- Get there 10 minutes early.
- Be polite to everyone you meet.
- Introduce yourself with a firm handshake and a confident voice.
- Maintain good eye contact.
- Smile. Try to relax.
During the interview…

- Be present. Connect with your interviewer.
- Project confidence, enthusiasm and optimism, not desperation!
- Be an interested listener.
- Let the interviewer take the lead.
- Tailor your questions/responses to meet the company’s needs. Demonstrate fit!
- Avoid nervous mannerisms.
- Be yourself.
Ending the interview…

- **Ask questions**
  - Use list of prepared questions.
  - Find out the next step in the interview process.

- **Handling the salary question**
  - Salary and benefits discussed at point of offer.
  - Research your market value. Prepare a salary range.
  - If confronted, ask for the range set for the position.
After the interview…

- Always send a thank-you note!
  - Send within 24 hours.
  - Include information discussed during the interview. Reiterate your enthusiasm for the job.
  - Address it to the individual with whom you interviewed. Send to each interviewer.
  - Next follow up in 2 weeks.
A summary of interviewing

- Prepare! Research the organization. Formulate examples.
- Practice S.T.A.R. and your 30 second pitch.
- Be present in the interview.
- Demonstrate fit the entire time.
- Be yourself.
- Always send a thank-you note!
QUESTIONS

Join our LinkedIn group and pose a question:

The Ohio State University Buckeye Network
http://go.osu.edu/BuckeyeNetwork
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