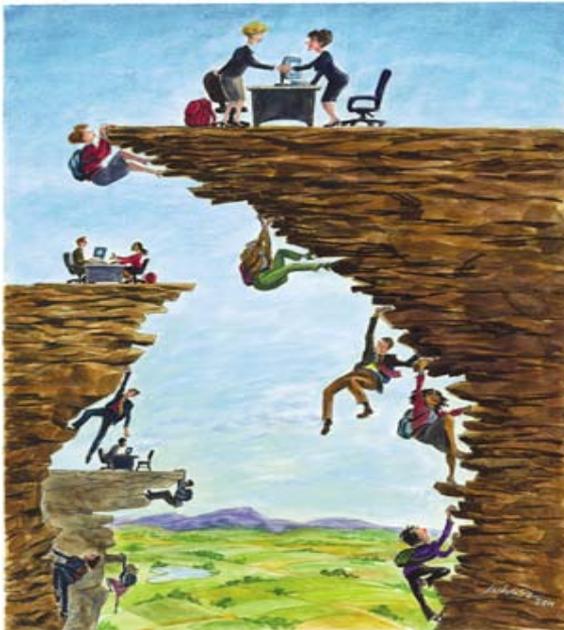


# Interviewing For Success



University of Michigan  
School of Information  
Career Development Office

# Agenda

- What is the Job Interview?
- Types of interviews
- What to expect...before, during, and after
- The Three Ps: Prepare, Practice, and Perform
- Learn how to develop your STORY- *exercise*
- Types of Interviews/Questions
  - Behavioral-based Interviews & *practice*

# Goal Today

Knowledge

Skills & abilities

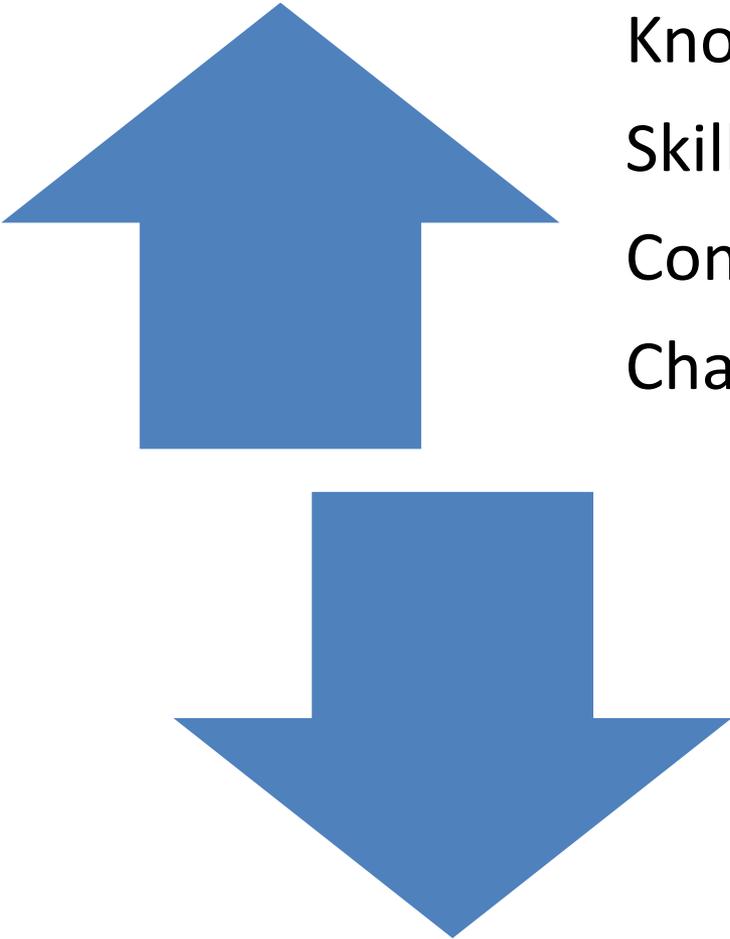
Confidence

Chances of interview success!

Stress

Anxiety

Uncertainty

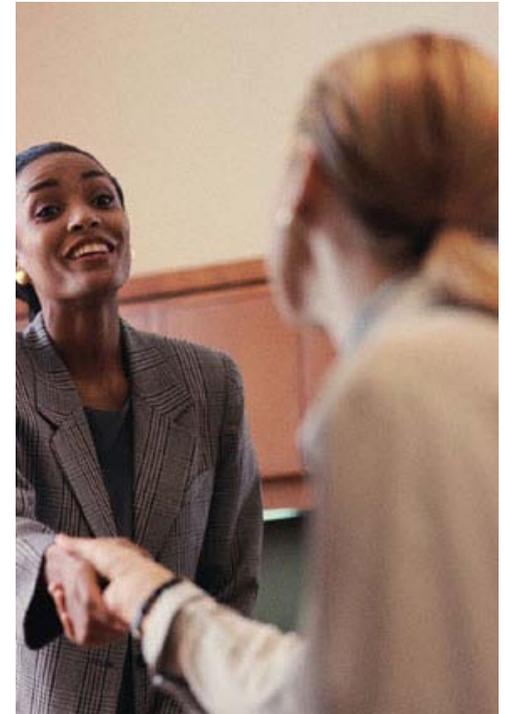


# What is a Job Interview?

- 30-45 minute sales pitch of “You, Inc”
- Determining fit within an organization
- Your chance to determine if you want to work at the organization/ with these people/ in this function

# What You Need to Know

- You need to know what you want
- Interviews are decisive
- The decision gets made early
- The interviewer's perception of your personality is critical
- Confident/assertive behavior is valued



# Different Types of Interviews

- Individual interviews
- Group interviews
- Phone interviews
- Videoconference interviews
- Behavioral interviews
- Case-study interviews
- Second/on-site interviews

# Before the Interview: Preparation

- Research the company
- Determine location of interview – or prepare for a phone interview
- Find out the names and job titles of interviewers (google them or check out LinkedIn profiles)
- Prepare your attire
  - Professional vs. business-casual (know the organization culture)
- Make sure your resume is ready for further inspection (same applies to your ePortfolio)
- Develop 5 stories that show evidence of your most marketable and relevant skills/competencies
- Develop list of references to leave with interviewer, if asked

# Before the interview: More Preparation!

- Know Your Product (a.k.a. YOU)
- Complete a Self-Assessment
  - Strengths, academic performance, career interests, careers goals, work experiences, and special skills & competencies
- Understand the job, the organization, and where you fit
- Review/dissect the job description- know how your qualifications can benefit the employer & match them to the job description
- Research & set your salary range
- Prepare questions to ask the interviewer
- Be prepared to articulate your qualifications and back it up with specific examples– Develop your STORY!

# Preparation is Everything!

- Understand the job, the organization, and where you fit
- Review/dissect/analyze the job description
- DEVELOP YOUR STORY!
- Anticipate the questions
- Research and set your salary range
- Prepare questions to ask the interviewer
- Plan to arrive early– at least 10 min and bring two copies of your resume and other applicable information

# Before the interview: Preparation

- Practice! Practice!! Practice!!!
- Contact SI Career Development Office or participate in SI's Mock Interview Program
- Contact the UM Career Center for a mock interview or an Interview Stream
- Practice with friends, in front of a mirror, in your car, or write out answers to anticipated questions

# During the interview: Typical format

- The Introduction
- The Interviewer Background
- The Discussion
- Ask Questions
- The Close

# During the interview: Perform

- Be alert, friendly, and courteous
- Maintain good eye contact
- Be positive about yourself
- Be confident, but not cocky
- Act natural and be yourself
- Use specific examples or stories to illustrate your skills
- Be honest
- Send the right behavioral signals
- Communicate carefully
- Participate, don't dominate
- Be enthusiastic
- Sell yourself and your strengths

# During the interview: Perform

- Make a good first impression
- Make a good last impression
- Enthusiasm makes a last impression
- Telling a vivid story will make you stand out!
- Don't let them doubt your interest in the position

# Decisions are made early!

- Research indicates that most decisions are within the first 5 minutes!

You must IMMEDIATELY convey **confidence** (attire, handshake, eye contact, body language is important!)



**Start Strong, End Strong!**

# *After* the Interview

- Relax, but learn from the experience-reflect on your performance and learn from mistakes to apply to next interview experience
- Send a Thank You note
  - E-mail is acceptable
  - Written note stands out!
  - Professional vs. personality
- Stay in pursuit - follow up with the recruiter
- Be patient
- Don't wait too long

**Opportunity make a final  
positive impression!**

# Typical Interview Questions

- Tell me about yourself
- Why are interested in this position/ organization?
- What attracted you to this field?
- Tell me about your work experience
- What qualifies you for this position?
- What are you strengths?
- Where do you see yourself in five, ten years?

# Types of Interview Questions

- Tell Me About Yourself (a.k.a. Resume Screen)
- Why haven't you...? (a.k.a. "High Stress")
- What have you done..? (a.k.a. Behavioral Interviewing)
- What would you do? (a.k.a. Case/Simulation)
- What the #@!\*& ....? (a.k.a. Abstract)

**What interview situations have you been in?**

**What strange or hard questions have you been asked in an interview?**

# Behavioral Interviewing

- The most common type of interview used today
- Past behavior is an indicator of future behavior
- How can you identify if you've been asked a behavioral question?
  - It asks for a specific example of something that has already happened to you
  - Often starts with, “Tell me about a time when...” or “give me an example of...”
- How do you answer any type of behavior-based interview question?

# Develop Your Story!

STORIES FORM THE BASIS OF HOW WE **THINK, ORGANIZE, AND REMEMBER INFORMATION!**



A good story with specific, yet diverse examples of your skills and competencies, will prepare you to answer any form of the most common job interview questions– including THE MOST COMMON... “tell me about yourself” to any behavioral-based question.



A good story leaves a lasting impression



A good story is the best way to market your skills & competencies to a potential employer

# Review & dissect job descriptions to help you prepare

## Example: Instruction Coordinator/Humanities Librarian

### Minimum Qualifications:

- ALA accredited graduate degree in Library/Information Science or equivalent degree if granted outside the United States or Canada
- Experience with library **instruction** and information literacy in an academic library
- Experience in **reference** services in an academic library
- Experience with **collection development** in an academic library
- Demonstrated interest in the application of **emerging technologies** and models to library services, instruction, and collections
- Demonstrated effective oral, written and interpersonal **communication skills**
- Demonstrated ability to **think critically and analytically** and to work in a collegial, collaborative, service-focused environment

### Preferred Qualifications:

- Demonstrated ability in using instructional **design media**, including but not limited to LibGuides, Camtasia, or Captivate.
- Degree or substantial coursework in English or another Humanities discipline
- Evidence of interest in and/or contribution to **professional activities**

### Competencies:

- Instruction
- Reference
- Collection Development
- Communication Skills
- Media prowess
- Professional activities
- Emerging technologies
- Critical/analytical thinking

# Develop Your Story: Brainstorming Activity

What practical experiences, including PEP experiences, are opportunities that you can use to market yourself to employers?

- Internships
- Previous work experience
- Volunteering
- PEP courses
- Research projects
- Study Abroad
- Personal projects
- Others?

# Develop Your Story: Grid Activity

- Utilize your results from your brainstorming to help guide your understanding of your competencies. Define these competencies, describe the actions related to how you've used these competencies and connect them to how they would be of benefit to a potential employer.

# Dissect Your Story

COMPETENCIES	SITUATION/TASK	ACTION	RESULT	BENEFIT TO ORGANIZATION
Identify skills, functions, experiences, abilities, knowledge, etc	Description of the activity that was to be done, assignment to be completed, etc	Defined steps that <b>you</b> took (be careful to not highlight groups too much); be specific but not overly detailed; you can also point out actions that you considered but did not pursue	Results of the project including skills learned, outcome for client, feedback that you received, grade, etc. You can also highlight what you learned and how you would change your actions for the next time	Connect how this skill is of value to your potential employer

## Dissecting the Behavioral Interview Questions:

Core competencies that employers want to see evidence of:

- Decision making and problem solving
- Leadership
- Motivation
- Communication
- Planning and Organization
- Critical thinking
- Team building
- Ability to influence others
- Interpersonal skills

# Dissecting the Behavioral Question

- Give me an example of when you showed initiative and took the lead.
- Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.

**What skills or experiences is the interviewer trying to extract from you when they ask you these two questions?**

# Time to Practice

- With a partner, answer the interview question that was provided to you
- Critique each other's answers
  - Did they tell a story using the STAR approach?
  - Were they thorough, confident, and enthusiastic?
- Who had a partner that did a great job?
- What skills/competencies do you think your question was getting at?

# Behavioral Interviewing

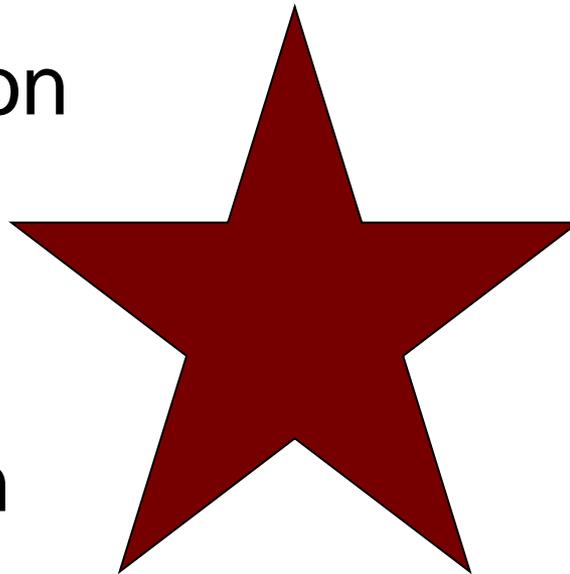
## *Shooting for the STAR*

**S** = Situation

**T** = Task

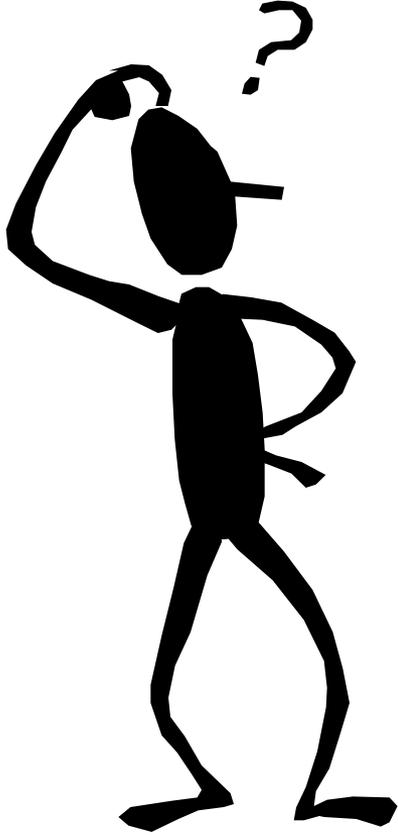
**A** = Action

**R** = Results



# Preparation Homework

- Identify 3-4 good examples of experiences that highlight some of these competencies.
- Write them out using the STAR technique.
- Practice them before any interview.
- Take the handout to the interview-- It's a good way to show the interviewer how well prepared you are!



***QUESTIONS?***