

Job Interviews





Job Interviews

You may go through many job interviews -do not think of them as fences - think of them as ladders

Purpose of the Interview

- To gather information about applicants related to the position.
- To assess applicant's suitability for the position. (Skills, Education, Experience)
- To assess the applicant's "fit" to the organization.
- To determine the applicant's ability to communicate effectively.
- The applicant can assess the position and the organization.

TYPES of INTERVIEWS

- Telephone Interview
- Screening Interview
- One-on-One Interview
- Group Interview
- Committee Interview
- Stress Interview
- Lunch Interview

Interview Styles

- **TRADITIONAL**
- **BEHAVIOURAL**

Traditional

- Standard type questions assessing your ability to respond in an organized and logical manner
- Traditional interviews may include scenario type questions such as:
 - You are a Daycare worker and you have an upset child in your class who is disrupting the rest of the children, what **would** you do in that situation? How **would** you handle that?
- Traditional Interviews also include common questions such as:
 - Tell me about yourself.
 - Long term goals
 - Strengths and weaknesses
 - Salary expectations?
 - Why should we hire you?

Behavioural

- Past performance and behaviour is usually an indicator of future performance and behaviour
- What **did** you do, not what **would** you do
- The process for a behavioural response is as follows:
 - **STAR – Situation/Task, Action, Result (positive)**
- Tell a story based on actual events or situations.
- Example: How did you deal with an unhappy customer and what happened?

Answer: As a waitress during a very busy night, a customer waited a long time for their meal and they were very upset. I apologized to the customer and explained that I would accommodate him by giving him his meal for free. As a result, the customer left satisfied and he said he would not hesitate to return.

Preparation for Behavioural Interview

- Identify the duties and responsibilities of the position you are being interviewed for (Pay **very close** attention to the job description if available)
- Have examples ready from past experiences where similar duties were performed (i.e. volunteering, school, work, personal)



Examples of competencies the employer may be looking for

- Decision Making
- Leadership
- Motivation
- Communication
- Interpersonal
- Planning and Organizing

INTERVIEW TIPS

- Confirm time and place of interview
- Research the company and the position
- Scent Free
- Dress appropriately – job related attire
- Do not smoke prior to the interview
- Do not chew gum or mints during the interview
- Arrival time – 10 – 15 min. before
- Bring extra resumes, references and any additional material
- Present confidently

Tips Cont'd

- Shake interviewer's hand confidently
- Sit when invited
- Answer questions thoroughly
- Ask for clarification when/if required
- Respond positively
- Keep answers on a professional level
- Expand with examples when possible
- Speak clearly, relax and do your best
- Be aware when the interview is ending
- Exit the building promptly
- Send a Thank You note immediately following the interview

When it's your turn to ask.

- This is your opportunity to find out what you need to know, to assess the company
- This is not an opportunity to discuss wages, benefits or “perks” of the job
- Even if your questions have been answered throughout the interview, here are some common questions you can ask:

Decision date?

Will all applicants be notified?

How many people would I be working with?

Etc.

Illegal Questions

- Employers are not allowed to ask you questions that have no bearing on the job applied for.
- Ex: age, parental/marital status, sexual orientation, etc.
- You can choose to answer or not to answer the question, if asked.

Illegal Questions Cont'd

- See <http://www.careerlinkbc.com/interview04.html> for more tips on how to answer these types of questions
- Know your rights – see the NB Human Rights Commission for more information

Final Group Activity!

- Split into groups of 4 or 5
- Each group will discuss real-life answers to the question given to you, and choose the best answer
- As a group, work together to complete the answer using the STAR process and come up with the perfect behavioural answer!
- Regroup and share with larger group



Question Period

YMCA Employment Central:

300 St. Mary's St.
3rd Floor

