

INTERVIEWING OUTLINE

A. Before the Interview

1. **Application Form.** Often when you arrive for an interview you are asked to fill out the company's application form. Come prepared. Bring your completed application/data form, it has dates, names, addresses, phone numbers, wages etc. You will be able to pull that info and put it on that company's application form.
2. **Think about yourself.** If you can get a job description or some information regarding the opening, ask for that at the time the interview is scheduled. Look at the information you have about the position, and compare your background, work experience, training/education, interpersonal skills, technical skills, initiative, communication skills, teamwork and poise and maturity. Think in terms of what you can bring the company and the position. Everyone who interviews for the position will have strengths and weaknesses regarding the position in which the company is interviewing. Stress your strengths.
3. **Research the company before the interview.** Internet, library, company web page, industry and service directories. Armed with this information, you will have demonstrated your initiative and sincere interest in this company. You will also appear more outstanding than the average candidate and will be prepared to ask more pertinent and knowledgeable questions about the company. You'll be able to answer; "What do you know about our company?"
4. **Bring your resume and reference list.** If possible, find out something about the interview process, who will be interviewing you, and how many people will be interviewing you, and time you should plan for the interview. You could ask something like, "Thank you, and I am very excited about the opportunity to talk with you. I want to make sure I have enough resumes, will there be more than one person I will be talking with? For planning purposes roughly how much time should I plan for this?"
5. **Develop interview questions,** based on your research, and what you know about the position, develop questions before hand, many will be answered at time of interview, but you will likely be asked "do you have any questions?" and this gives you a change to show interest in the company. You can bring that list of questions with you. Also when asked if there are any questions, you can ask a question to support a strength of yours. See developing interviewing questions list.
6. **Prepare for interview questions.** Practice answering sample interview questions. There are many excellent free sources for interview questions and preparation, such as [Keys to Successful Interviewing \(DWSJ-6951-P\)](#) free from WI Job Center, "*Job Seeking Skills Exercise Workbook*" from NWTC, public library and Internet. Another excellent article is Talking about your Disability in the Interview, A Question and Answer Study Guide.

B. At the Interview

1. Etiquette

- Arrive on time, usually 7-10 minutes before your appointment.
- Be particular about your attire (shined shoes, hair and nails, etc)
- Always have a portfolio, two pens, references and additional resumes on hand.
- Be prepared with questions, answers and company research.
- Be courteous with everyone you come in contact with. Often the receptionist gives input.
- Shake hands firmly, be comfortable, confident and enthusiastic with facial expressions.
- Display a positive attitude.

2. Types of Interviews

- Screening – if you are invited for an interview with a large company, your 1st interview will often be with someone from the HR Dept. Goal to screen down to the top candidates who have the skills and job fit to do the job. This often is done over the phone. When you “pass” the screening interview, you are scheduled for the next phase of interviewing.
- Technical – You interview with the person who know the job. It may be the only interview or part of a multiple phase or person interview process.
- Multiple or Panel Interview – this is becoming more common. You may be interviewed by several people individually, so the interview could take several hours. Or you may be interviewed by a panel of people, asking you a mixture of technical and general questions.
- Behavioral Interviewing – Interview questions that draw on your past experience. Past performance predicts future performance. Questions will ask for examples, situations, actions you took and results.
- Paper pencil assessments, personality and honesty testing, math/reading assessments, and role-plays may also be part of the interview process.

3. Interview Process.

- There is no one standard interview process or style. Some companies use a very formal, structured interview process; others use a very informal free flowing process. Be prepared for anything.
- The interview process generally covers the following: A. Introduction, break the ice, initial impression time; B. Ask candidate questions; C. Tell candidate about the position. D. Answer candidate’s questions. E. Close and next steps.
- Close of interview. People remember what they see first and hear last. Tell the employer you look forward to hearing from them. Ask when are they planning on making a hiring decision. Shake hands and thank interviewer for their time.

B. After the Interview

1. **Write a thank you letter.** The letter should be sent the same day or the day after the interview.
 - In this letter, review pertinent information discussed during the interview.
 - Send a thank you letter to each person you met.
 - With the letter, send any materials the interviewer requested.
2. **Follow-up.** Call to ask how the selection process is going. Five to seven days after.