

# INTERVIEW SKILLS



# ICE BREAKER



## Supermarket

The first player says:

"I went to the supermarket to buy an Apple (or any other object you can buy in a supermarket that begins with an A)."

The next player repeats the sentence, including the "A" word and adds a "B" word. Each successive player recites the sentence with all the alphabet items, adding one of his own.

For example; 'I went to the supermarket and bought an Apple, Banana, CD, dog food, envelopes, frozen fish'. It's not too hard to reach the end of the alphabet, usually with a little help! Watch out for 'Q' and 'X'

# AIMS and objectives

To know what information is required to prepare for an interview and develop skills to be successful during an interview.

*By the end of the session you should....*

- Understand the importance of planning and preparation for interviews
- Understand the different types of questions that may arise in an interview and ones to ask
- Identify how to build rapport through body language and appear confident
- Complete a practice interview
- Know how to close an interview successfully

# Different Interviews

## Face-to-face

This is a straightforward interview with one or two people who will ask you questions. They might be the person who will manage you, someone else from the department you'll join, or someone from the Human Resources (HR) team, who look after all employees.

## Panel

This is an interview with several people who will ask questions. One person may be the 'chair' and be in charge, making sure each person gets to ask you a question. Panel interviews are common in the public sector (e.g. jobs paid for by the government)

## Telephone

Telephone interviews are sometimes used as the first stage in an interview process. The interviewer asks questions that will identify the best people to invite for a face-to-face interview. Your preparation needs to be just as thorough, though you can keep your CV to hand.

## Assessment centre

Interviews at an assessment centre can last half a day or a day. You'll go there with other candidates. As well as one or more interviews, you may also take ability or personality tests and do role-plays or group exercises where you must work together.

# What does the Employer want to know?

**Your interests**

**Your skills and abilities**



**Whether you will fit into the team**

**Your personality**



# Planning and Preparation

*“Before anything else, preparation is the key to success”*

*Alexander Graham Bell (1847-1922)*

# Planning and Preparation

Prior to any interview you must prepare for this and you will already be one step ahead of the others applicants.

- Research the company
- Think about the job and what they want to hear
- Think positive and practice
- Call to confirm the interview the day before
- Take your CV with you, along with any questions you want to ask

# Planning and Preparation

## ACTIVITY 1 – Research Eden Training



# Arrival

Top tips to remember when arriving for your interview:

- Don't be Late
- Arrive 10 min's before
- Dress appropriately
- Be prepared for anything
- Phone OFF!



# Dress Code

Discuss the following images, what is right or wrong?



# Once your there

## Body Language:

- Good hand shake, stand strong
- Enthusiastic and energetic
- Make eye contact and lean forward
- Compliment the staff and the building
- Mirror the interviewer
- Have a small amount of humour
- **Above all – be confident!**



# What is Body Language?

## What is body language?

This is the way we communicate without actually saying anything.

*80%* of communication is done through our bodies

*13%* is through the way we say things

*7%* are the actual words we say.



# Body Language

Make notes on any body language you may notice:

<https://www.youtube.com/watch?v=5tfcfsijXyk>

Now observe a bad interview technique:

<http://www.youtube.com/watch?v=66WcyjTy1cE>

# Questioning

As part of your interview you will come across some tricky questions.  
What tricky questions have you encountered in the past?



- What are your strengths and weaknesses?
- Have you ever made a mistake in a workplace?

The real test is looking at how you answer. Relate it to real activities and experiences. Sell your strengths but mention your weaknesses – turn them into a positive. Such as:

“I can be a bit bossy.”

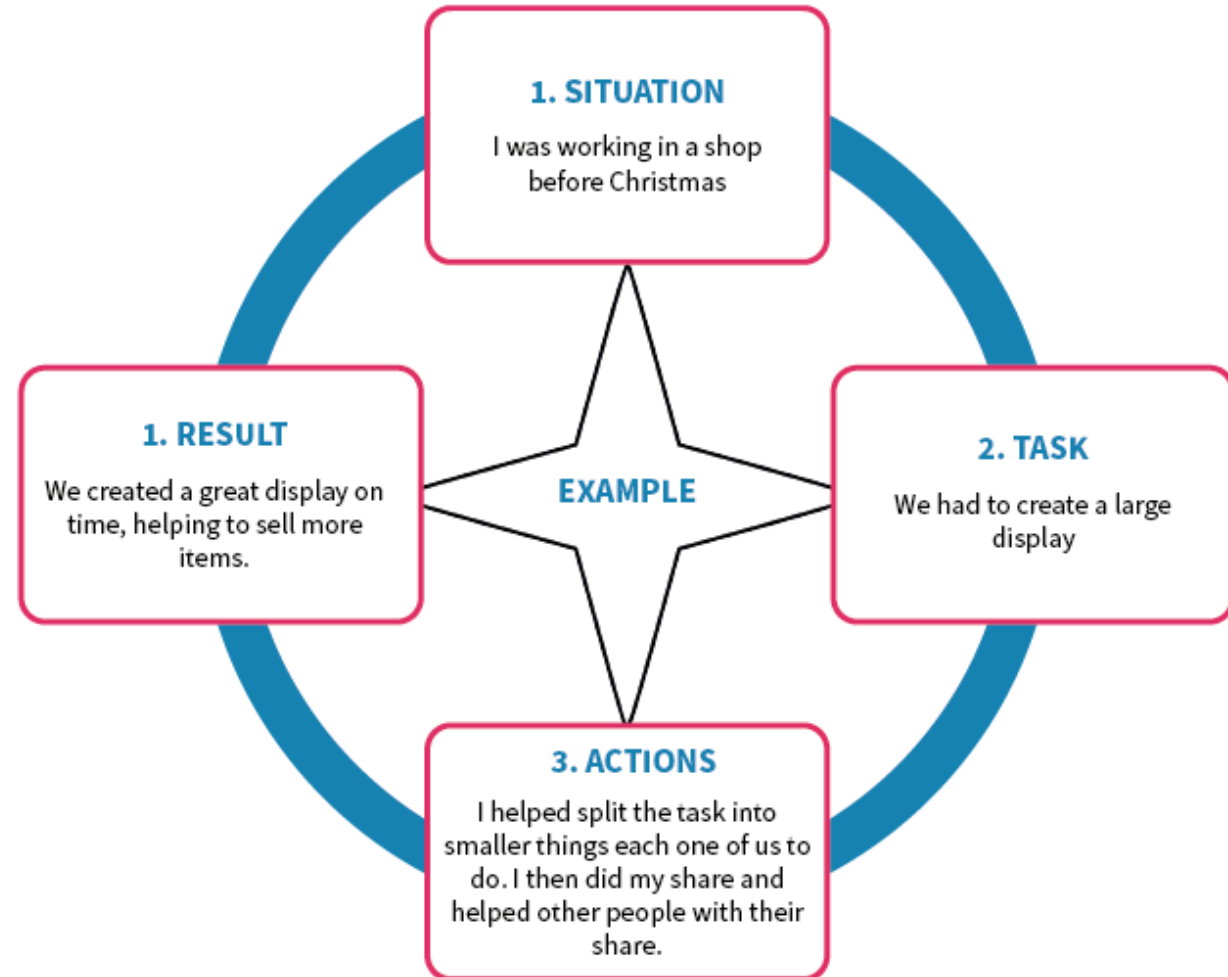
How could you turn this around?? GIVE EVIDENCE, REAL LIFE EXAMPLES

ALSO REMEMBER.... TAKE YOUR TIME WHEN ANSWERING QUESTIONS – make sure you understand the question!

# Questioning

ACTIVITY 3 – Complete a SWOT  
analysis of yourself

# STAR model





# Practice Time...

ACTIVITY 4 – Your turn.

Work in pairs to conduct an interview using the S T A R model

5 minutes each THEN swap over

# You Need to ASK!!

Have some questions ready to ask your interviewer and always bring these with you.

- Why has the position become available?
- What are the main objectives and responsibilities of the position?
- How does the company expect these objectives to be met?
- What are the measures used to judge how successful I am in the role?
- What obstacles are commonly encountered in reaching these objectives?
- What is the desired time frame for reaching the objectives?
- What can I expect from you in terms of development and support?
- What aspirations do you have for me at the company?
- Where will the job fit into the team structure?

# Closing your Interview

The most important closing statement when leaving an interview is.....

**“I am really interested in this position!”**

This closing statement shows confidence and your interest in the position.

Other closing actions:

“Thank you for your time.”

“Can I have some feedback?”

“When will I hear from you?”

# Quiz

1. Before applying for a job or attending an interview what's the first thing you should do?
2. What are the best types of research you can conduct?
3. What is the ideal time to arrive for your interview?
4. How would you prepare to arrive on time?
5. What would be classed as appropriate dress for an interview?
6. Once your there what do you need to do?
7. What is body language?
8. How would you react to tricky questioning during an interview?
9. What is a SWOT analysis?
10. What is the best way to close your interview?

# THANK YOU

