

While we are waiting for everyone to arrive...

In your packet find the **PERSONAL GROWTH CHECKLIST**
Please begin to fill it out
Identify how strong you are in each skill area.



You Got the Interview... What's Next?


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What we will cover today


- ★ Why is it important to prepare for the interview?
- ★ Skills Identification
 - What skills does the job require?
 - What skills do you have?
- ★ Interview questions
 - Anticipate the questions you will be asked during the interview
 - Develop answer to these questions in advance
 - How to answer questions you didn't anticipate
 - Illegal questions
- ★ Questions to ask the interviewers
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- ★ After the interview
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- ★ Handouts/Resources
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Why prep for an interview?

- ★ Need to be able to say why you **WANT** the job
 - ★ Need to be able to tell the interviewers **WHAT YOUR SKILLS AND ABILITIES ARE**...EVEN if you are an internal candidate
 - ★ Need to **PROVIDE EXAMPLES** of your skills, accomplishments, abilities
 - ★ Need to be able to identify your **LONG TERM GOALS** and how the job fits with your goals.
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Interview Prep...don't wait until the night before!

- ★ Research the department or company
 - ★ Review the Job Description
 - ★ Be able to talk about your skills, abilities
 - ★ MATCH the skills required in the job description with YOUR skills
 - ★ Think about questions you will be asked and prepare answers
 - ★ Know the questions YOU want to ask at the end of the interview
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But, I'm an internal candidate...


- ★ **This is your chance to sell yourself and why they should hire you**
 - ★ Don't assume people know your skills and abilities
 - ★ Doesn't matter if you applied for the job before or have been here a long time - selection isn't based upon seniority
 - ★ Doesn't matter if one of the people interviewing you is your supervisor or a co-worker
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What are your skills, abilities, talents?

- ★ Skills are something we do well
- ★ Learned as part of a course, job experience, training session
- ★ Hard skills/Technical skills
- ★ Soft Skills/Interpersonal skills



Top Skills

- ★ **Communication skills...needed in virtually every job.** Oral and written communication skills. Able to communicate with individuals and groups, customers, co-workers, contractors, supervisors, etc.
 - ★ **Leadership skills**...able to lead others, give direction/instructions, feedback, problem solving skills. Positive role model, good work ethic.
 - ★ **Teamwork**...get along with others, resolve conflicts, motivate others,
 - ★ **Adaptable**..quick learner, ask questions, able to adapt when things change
 - ★ **Organization/management**...time management, responsible to complete work
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What are YOUR skills, talents, abilities?

- ★ What do you do well?
- ★ What has a supervisor or co-worker told you that you do well?
- ★ What skills have you learned from a prior job, class, training session?

Write down 5-7 skills that you have



Personal Growth Checklist

- ★ Use this document to further look at what skills you may have or want to further develop.
 - ★ This document is helpful to use....
 - When you get asked **what are your strengths**....some of the information here may help you identify it as a strength
- OR
- If you are asked **what are your weaknesses/limitations**...this document may be helpful.
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Why is it important to identify your skills?

- ★ Your job during the interview is to share this information.
- ★ Help the interviewers learn more about you beyond what you wrote on your resume or in your cover letter
- ★ You need to be able to talk about your skills as you answer their questions.
- ★ Don't assume people know your skills and abilities

The interviewers are not mind readers...they don't know unless you tell them!



Sharing your skills and examples

- ★ Look at one or more of your skills and give an example of how you have used this skill.




Identifying Skills in the Job Description

- ★ All job descriptions talk about the skills/qualifications needed in the job.
- ★ Interviewers will use the job description to develop the interview questions they will ask you.
- ★ Let's look at some DRF job descriptions and identify some of the skills needed for these jobs.



Interview Questions


- ★ Think about what you might be asked (use the job description as a guide)
 - ★ Do some research on-line about typical interview questions
 - ★ Develop answers, with examples to questions or topic areas
 - ★ Be prepared to answer questions you might not anticipate
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Skills + Examples = Good Interview Answers

- ★ The next step is to be able to talk about what you have done, skills you have and give examples of these skills.
- ★ Not good enough to say “I know how to clean a bathroom” or “I know how to lead a group” or “I am able to get my work done each day”
- ★ **Be prepared to give examples.....**



When answering questions...

- ★ Don't speak negatively about a prior job or supervisor.
 - ★ Maintain eye contact!
 - ★ No cursing
 - ★ Turn off your cell phone during the interview.
 - ★ If via zoom, put a sign on your door "do not disturb"
 - ★ Speak about what YOU did not what others did...I vs. WE
 - ★ Think about body language
 - ★ Know what the questions are that an interviewer CAN'T ask you
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Illegal Interview Questions

- Age
- Race
- Ethnicity
- Color
- Gender
- Sex
- Sexual orientation or gender identity
- Country of origin
- Birthplace
- Religion
- Disability
- Marital status
- Family status
- Pregnancy
- Salary history (in some states)




Behavioral interview questions

- ★ Tell me about a time you had to...
- ★ Give me an example of how you...
- ★ Describe how you have...
- ★ What have you done when...



Behavioral interview questions require the candidate to explain how you resolved an issue, solved a problem or fixed something.

Behavioral Interview Questions Topics

- ★ Career/Experience
 - ★ Motivation/Self Awareness
 - ★ Conflict/Stress
 - ★ Creativity
 - ★ Adaptability/Flexibility
 - ★ Problem Solving/Decision Making
 - ★ Planning/Organizing
 - ★ Leadership/Teamwork
 - ★ Presentation/Communication
 - ★ Follow Through
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4 Tips for Answering Interview Questions

- ★ Prepare a few stories based upon the job description. Maybe you will use them, maybe you won't but you'll feel more prepared and less nervous if you've spent some time thinking about this. Scan the job description for anything that seems to be mentioned more than once or is otherwise emphasized—say, “takes initiative,” or, “works independently.” Then come up with some stories about those things!
- ★ Use the STAR method in answering questions. It will keep you from rambling!
 - **Situation:** set the scene and give the necessary details of your example
 - **Task:** describe what your responsibility was in that situation.
 - **Action:** Explain exactly what steps you took to address it.
 - **Result:** Share what outcomes your action achieved.
- ★ Wrap up your interview answers with a conclusion...so the interview knows what you wanted them to learn from your answer.
- ★ **Practice aloud before your real interview:** To be more specific, practice answering possible interview questions out loud. Do *not* memorize your answers. Just say them a few times. If you want to be fancy, do it in front of a mirror to get a better sense of how you're presenting yourself

For Example.... How have you handled an upset customer/parent?


When dealing with an upset customer I try to understand what their issue is and determine how I can best resolve it. I don't try to challenge them and tell them they are wrong or they shouldn't be upset.

Situation: I had a phone call from a parent who believed there was mold in their student's room and I needed to explain to them what our process is for inspecting for mold and what we found.

Task: I had our maintenance staff inspect the room and they sent me the completed inspection report.

Action: I sent an email to the parent with all of our findings and followed up with a phone call. I also shared that we found the room to be dirty and furniture in front of the fan coil unit.

Result: The parent expressed that they were very impressed with our inspection process and had confidence that there was no mold in the room and they said they would talk with their student about keeping the room cleaner.



Teamwork Questions

Almost any job requires you to work with others...

- ★ Be prepared to talk about your experiences as part of a team.
- ★ Have an example that illustrates your ability to work with others under challenging circumstances. Think resolving team conflicts, dealing with project constraints, or motivating others.




Flexibility/Adaptability Questions

- ★ We have a lot of last minute changes or emergencies at work you can use as an example.
- ★ Think of a recent work crisis you successfully managed. Even if the outcome didn't ideal, find a lesson or silver lining you took from the situation.



Time management questions

- ★ When an interviewer asks about time management, get ready to talk about a specific instance when you had a few things in the air, prioritized, scheduled, organized, and completed everything—preferably before the deadline.
 - ★ How did you manage getting multiple SRs done in a day?
 - ★ How did you lead a team of co-workers during transition in May?
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Handling multiple tasks or responsibilities

- ★ This question helps the hiring manager assess a few things. Along with your ability to handle stress, it lets them learn more about *how you organize your work* when you have multiple critical activities on your plate.



Handling conflict with a co-worker questions

- ★ This is one of the most common behavioral interview questions because interviewers want to know that you can navigate the typical disagreements that can occur at work.
- ★ It's also a way to gauge your interpersonal skills and self-reliance.




Tell me about a time when you led a team...


- ★ With this question, the interviewer is trying to learn more *about your leadership skills*.
- ★ Additionally, they might be looking for insights about how you oversee the work of others and keep multiple people on target as they work toward a singular goal.




Put this information on paper !!!!

- ★ As part of preparing for the interview you may be wondering how you remember all of what you want to say in the interview.
 - ★ Recommendation...take notes...write out your answers.....review them...be sure they include everything and you are comfortable answer the question. Have a family member, co-worker, friend ask you questions and you respond...
 - ★ Create an outline after you write out your answers....Keep those notes with you during the interview.....you can look at them while waiting for the interview to start....or between interviews.
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Sample Interview Questions

- ★ Let's look at a list of sample interview questions that I pulled together.
 - ★ I got these by looking at a number of documents on-line and all of them are questions we could possibly ask candidates for interviews in DRF.
 - ★ There are a number of different categories....
 - ★ Pick three questions and write out what you might say to be your answer. Use the STAR Method.
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Let's Practice

- ★ Having someone partner with you before you go into an interview to ask you questions and give you honest feedback is helpful.
 - ★ The more you practice, the more comfortable and confident you will be in the interview.
 - ★ We all don't like to talk about ourselves so practicing makes this easier to do!
 - ★ When you hear the question, listen to it carefully before you respond. You can also ask them to repeat it if that is helpful or you can write it down.
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Have some questions ready to ask the interviewers

- ★ Why ask questions?
 - ★ What can you ask?
 - What can I expect the first 1-2 months be like in this position?
 - If the person who would be your supervisor is in the room, “what is your supervisory style”
 - What training can I expect if I were to get this position?
 - What is the timeline to complete this search?
 - What professional development opportunities exist in working for this company?
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After the Interview

Send a thank you note or email to

- ★ Communicate again to the search committee you are interested in the position

If you don't get the position

- ★ Ask for feedback so you can improve and get the next job!



**ANY
QUESTIONS?**

