

PREPARING FOR YOUR JOB INTERVIEW



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Learn without limits.

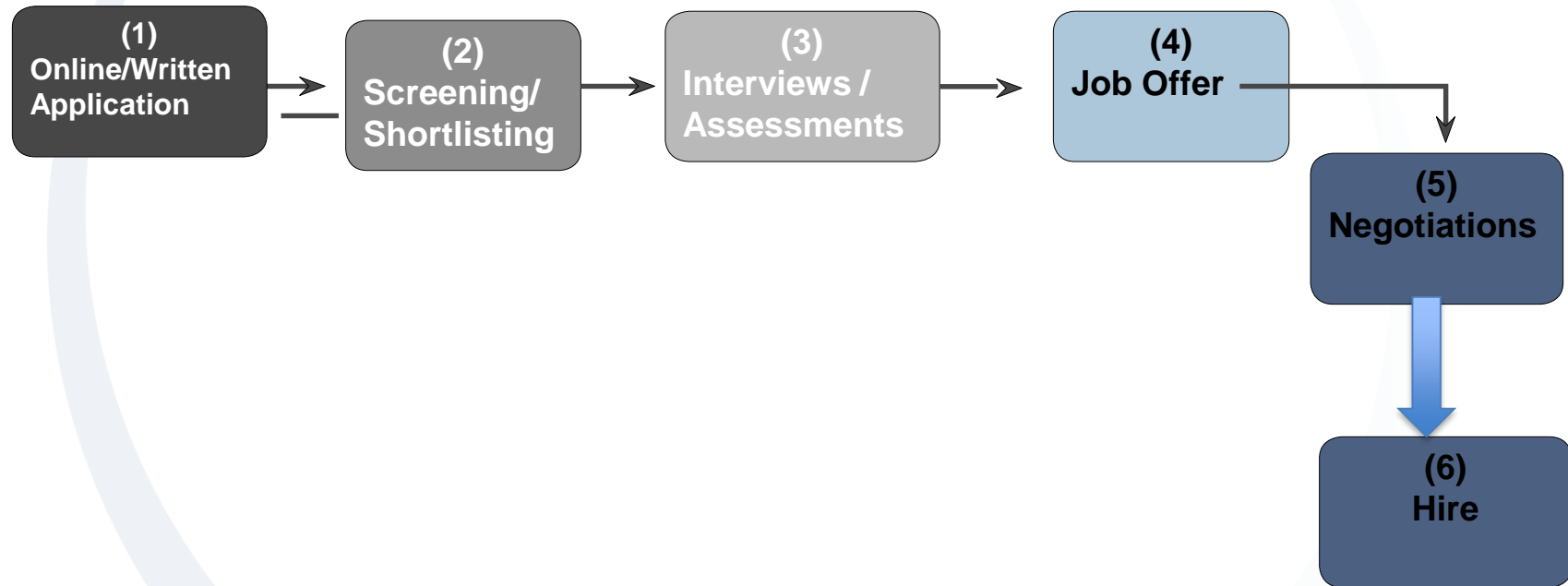
What is an interview

- structured conversation whereby interviewers try to find out more about the following:-
 - ✓ Skills, experience, knowledge & personal attributes
- Suitability for the team & organization
- Your chance to know more about the organization



Recruitment process

SIX STEPS IN A RECRUITMENT PROCESS:-



Types of Interviews



- **Online Interview**

- Telephone/zoom/video/skype interviews are common nowadays (Covid 19 pandemic period)
- They seem to be casual conversations, but be as professional as possible
- Ensure you have appropriate voice mail/answering machine
- If called unexpectedly, ask if you can not call back or provide them with suitable time to call.
- Don't be put off if you experience silence from the other side, recruiters may be thinking or taking notes

Telephonic interview tips



- Supply a landline number as cell phone coverage can be unpredictable
- Be in a quiet place at a desk/table, & have your application & notes to refer
- Have a glass of water for dry mouth/ calm your nerves
- Stand - it will make you feel confident
- Don't feel afraid to ask the interviewer to repeat

Types of interviews cont.....

- **One on One Interview**
 - This is a meeting between you & an interviewer
 - The interviewer could be a Graduate Recruiter, HR Officer or line Manager
 - Series of interviews with different people in an organization



Types of interviews Cont...



- **Panel Interviews**

- This is a popular & effective method of interview
- It involves a number of interviewers
- One interviewer will be chairing the meeting & coordinates questions/questioning
- Standard list of questions
- Keep an eye contact with every interviewer & not only with a person who is posing the question

2. Types of interviews Cont...

- **Task Based Assessment**
 - test specific competencies, personality & abilities may also be assessed
 - Mostly done on the final stage of the interview
 - Assessment may either be on individual or group activity/task
 - Be prepared



2. Types of Interviews Cont...



- **Skill Based Interview**

- Certain jobs require specific technical knowledge (Marketing, journalism, physician)
- You may be required to demonstrate a specific skill(s)
- Be prepared to talk about your knowledge & answer questions based on real examples
- Stress your ability & willingness to learn

2. Types of Interviews Cont...

- **Academic Interviews**

- For research/ lecturing positions or furthering studies
- Emphasis is on academic achievements, & experience



Types of Interviews Cont...

- **Portfolio Based Interviews**

- Commonly used in creative, media, communication, engineering & designing posts
- Bring your portfolio/work
- Have an in-depth discussions about work you produced



Understanding Interviews Cont....

Knowing What to Expect

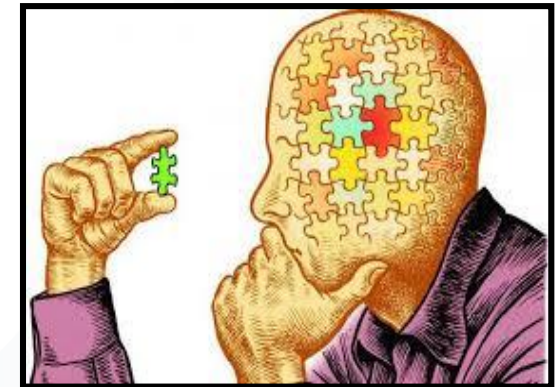
- When contacted for interview ask:-
 - The date & place of the interview
 - Contact person
 - Type of interview
 - what should I bring



KNOW YOURSELF & THE ORGANIZATION

2.1 The Importance of Self Awareness

- You have already thought of the role of the post & your suitability when you apply
- Review all these and consider how you will be presenting yourself to recruiters
 - Re-read the application (application, documents requirements)
 - Reflect on why you applied



KNOW YOURSELF & THE ORGANIZATION

- Think about specific skills the recruiter is looking for
- Then reflect on what makes you unique
- how you can present yourself in a best possible way
- ***Also ask yourself this:-***
 - ❖ Why did I choose my area of study
 - ❖ What am I really good at - evidence please
 - ❖ What do I enjoy or passionate about
 - ❖ What achievements & attributes I am proud of
 - ❖ Which are my areas of development
 - ❖ What are some of my career ambitions

KNOW YOURSELF & THE ORGANIZATION

Knowledge of the Organization

- Have a clear understanding of the position & organization- research
- Visit Career Information Centre, Internet, Media, Career/Student Counselors, friends & alumni
- ❖ Core Business (products, services, or projects)
- ❖ 3Cs (Customers, Countries, Competitors, Challenges)
- ❖ Size & turn over
- ❖ Successes & awards
- ❖ Training & Development options

TYPES OF QUESTIONS

Answering Behavioral/Competency Based Questions

- The main aim is to look for evidence of your behavior in a specific context/situation
- Provide relevant example
- Be focused & clearly demonstrates the use of the skills/attribute in question
- **“STAR”** is the technique that is used to answer this question well
- Follow-up questions could also been given if necessary

“STAR”

Situation: What was the context?
Describe the situation briefly.

Task: What was the task/problem?
Briefly describe what you were
required to do.

Action: What did you do and how
did you do it? What skill did you
use/develop/display?

Result: What was the outcome and
what did you achieve/learn?

PUTTING “STAR” TECHNOLOGY TO WORK

“Tell me about a time you handle a difficult customer”?

CANDIDATE:

Situation As part of my social work practical training, I worked at Bayside Children’s Home and often had to deal with difficult parents who wanted unauthorised access to their children.

Task One of my responsibilities was answering the phone and one day a particularly hostile father called and screamed at me when I told him that he could only visit his son at the next scheduled time, which was 3 weeks away.

Action I explained the rules to the gentleman and managed to stay very calm, simply repeating the clear legislation. I realised that while his anger was directed at me, it was not personal, and that he was probably genuinely sad and worried about his child. So I also reassured him that his child was happy and healthy and being well cared for.

Result The father managed to calm down and we talked about when he would be able to visit and how nice it would be for both him and his son.

COMMON INTERVIEW QUESTIONS



JOB INTERVIEW

1. Tell me about yourself?

- I'm really energetic, and a great communicator. Working in sales for 2 years helped me to build confidence and taught me the importance of customer loyalty.
- I'm punctual, dependable, can be counted upon to finish what I started.
- I understand my customers needs.
- I consider myself hard-working / reliable/ dependable/ helpful/ outgoing/ organised/ honest/ cooperative.

JOB INTERVIEW

2. Why did you leave your previous job?

- I've learnt a lot from my current role, but now I'm looking for a new challenge, to be broaden my horizons and to gain a new skill-set-all of which I see the potential for in this job.
- I'm looking forward to better opportunity to grow in job wise and financial wise. I want to learn more things, where am working.
- I'm looking for a job where I can grow with this company.
- I'm looking for a job that suits my qualifications.
- I was laid off/made redundant, because the company relocated / downsized/ needed to cut costs.

JOB INTERVIEW

3. What are you currently doing?

- My work is important to me, so instead of rushing to accept the first thing that comes my way. I'm taking my time and being selective to make sure my next role is the right one.
- I'm working on several freelancer projects while actively job seeking.
- I'm spending time being a stay-at-home mom and volunteering at my daughter's school.
- I'm taking some continuing education classes and seminars

JOB INTERVIEW

4. What do you find most rewarding about being sales (marketing, HR , and so on)?

- I really enjoy making contacts and spending time talking with people . The most rewarding part of being in the sales , for me, is the time spent with customers, helping them make the right decision about a product.

-- I'm a people person. I was always happiest- and most satisfied when I was interacting with customers, making sure I was able to meet their needs and giving them the best possible customer experience.

- I'd like to stay in a field related to training no matter what happens. I was too interested in business to work at a university, but I believe that teaching is someone in my blood. I've been good at sales because I took the time to educate my clients. Now I look forward to training the new hires

JOB INTERVIEW

5. What are your strengths?

- I believe my strongest traits is my attention to detail. This trait has helped me tremendously in this field of work
- I've always been a great team player. I'm good at keeping a team together and producing quality work in a team environment.
- I'm an adaptable person. I work for three different management styles and expectations of me. I'm able to adjust my approach to meet each of their needs.

JOB INTERVIEW

6. What are your weakness?

- I've never been very comfortable with public speaking which as you know, can be hindrance in the workplace. Realizing this was a problem . I asked my previous employer if I could enroll in a speech workshop. He said "yes" . I took the class, was able to overcome my lifelong fear. Since then, I've given lots of presentation to audience of over a 100 High level executives. I still don't love it, but no one else can tell!
- I had troubles in the past with planning and prioritization. However, I'm now taking steps to correct this. I just started using a pocket planner.
- I might need to learn to be more flexible when things are not going according to plan. This is something I'm working on at the the moment.

JOB INTERVIEW

7. Tell me about a difficult situation you have faced?

- In my last job I sometimes had to find answers to IT questions. I would often go on the internet and look for blogs on the topic I need to learn about. I enjoy learning new things, so research is actually one of my hobbies.
- I have faced number of difficult situations, but the one that comes to mind now is. (Describe the situation). I was able to deal with it by assessing the situation , determining the possible different approaches and deciding on the most effective one. I had to remain unemotional and objective and focused on solution.
- I'm a perfectionist and I may be too hard on myself or my co-workers sometimes.

JOB INTERVIEW

8. Where do you see yourself in 3-5 years from now?

- Although it is hard to predict the future , I sincerely believe that I will become a very good financial consultant. I believe that my abilities will allow me to excel to the point that I can seek other opportunities as portfolio manager (the next step) and possibly even higher.
- In five years I see myself as a valued employee of a company. I want to be an expert at my position and start training to be a manager.
- My goal is to become a lead in five years. although not everyone gets promoted to this level. I believe I can achieve this goal through hard work.

JOB INTERVIEW

9. Why should we hire you?

- I am a fast learner, I had to learn a totally new operating system in my last job and I was up and running within a couple of weeks.
- You require someone who can perform a wide range of administrative duties. I have a track record of carrying out these different tasks efficiently and successfully.
- I have the right combination of skills and experience for this job. I also bring the additional quality of strong analytical and problem solving ability as shown by my introduction of a more efficient work flow system at ABC Company.

TYPES OF QUESTIONS

What should I be asking

- At the end of the interview, you will be asked to ask questions
- Asking question is a sign of showing interest
- Prepare for at least 5 questions in advance & at least ask maximum of 2-3 questions
- ***The following are example of the questions you may ask:-***



Ask Questions

WHAT ARE SOME USEFUL THINGS TO ASK ABOUT?

- Who does this incumbent report to?
- What sort of training, induction and mentoring would I be given?
- What can you tell me about the team this person would be working in?
- What do you think are the main challenges of this role?
- What kind of performance appraisal system is in place?
- Where do you see the company in the next 3-5 years?

Conducting Yourself In an Interview

On the Day of The Interview

- Control your nerves
- be punctual, organized, neat & prepared
- Plan your trip well, give time for traffic & delays

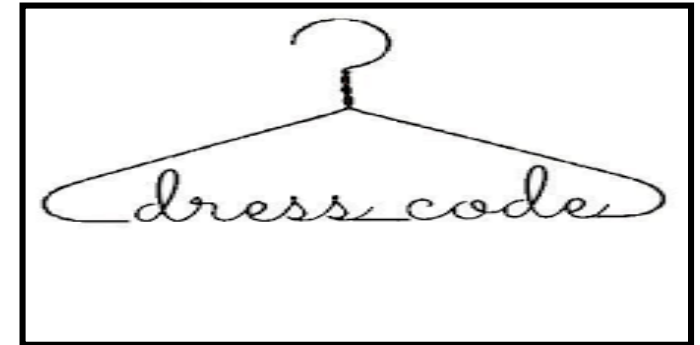
- Take the following with you:-

- *Organization address,*
- *where to report to on arrival*
- *Name & number of contact persons*
- *CV, covering letter, portfolio & list of questions*

Conducting Yourself In an Interview

Dress Code

- Look professional and neat
- Your outfit must fit the organizational culture
- Be comfortable in what you are wearing
- If you are not sure about the attire, just be formal & conservative
- It is not only about what you wear but also how you wear



Conducting Yourself In an Interview

- **Arrival**

- Arrive at least 15 minute earlier
- Be pleasant to the receptionist
- Introduce yourself & inform what you are there for
- While waiting browse brochures & other reading materials

- **Nerves**

- It is normal to be nervous
- Preparations make you feel better & confident
- Remind that interview is a two way process
- Do breathing exercises
- Avoid last minute cigarette
- Freshen up in the bathroom

Conducting Yourself In an Interview



- **Introductions**

- First impression last
- Greet interviewers with a firm handshake & warm smile
- Tell your name & try to remember theirs
- Engage in small talks with them & that will ensure your social & interpersonal skills
- Don't be too casual

Conducting Yourself In an Interview

- **During interview**
 - Present yourself & your answers
 - Introduction, small talks, brief overview, questions, your questions, & wrap-up
 - Listen carefully, answer clearly, concisely with relevant info
 - Reveal your personality & enthusiasm (everlasting impression)
 - Be honest



Conducting Yourself In an Interview

VERBAL COMMUNICATION

- speak clearly and audibly
- listen carefully and pause to think before answering questions
- avoid yes/no answers – give a bit of detail, even to questions that can be answered 'yes' or 'no'
- be concise rather than rambling (which we tend to do when nervous)
- don't use jargon, slang or fillers (eg. 'um' 'er', 'like')
- focus on the positive
- try not to undersell yourself (eg. 'I haven't really achieved or managed any projects as such, but...')

Conducting Yourself In an Interview

- express your genuine interest in the organisation and role
- don't let pauses or silent moments worry you
- don't be casual or flippant, and only use humour moderately (where and if appropriate)
- don't interrupt
- if you can't answer a question (maybe you have no knowledge of it or no example), you should say so
- ask the interviewer to repeat a question if you did not hear/understand properly
- try to use examples from a variety of experiences and situations.

Conducting Yourself in an Interview

NON-VERBAL COMMUNICATION

- sit comfortably in the chair in an upright position
- try to relax your jaw, shoulders, arms and hands (and don't fold your arms)
- avoid fiddling and strange, repetitive movements (eg. pulling hair, wringing hands, tapping foot)
- make eye contact with everyone, not just the person posing the question/s
- smile occasionally.

Conducting Yourself In an Interview



Disclosing Your Disability

- whether & when you choose to disclose
- If you will need help during interview , indicate in advance
- With visible disabilities you may need to inform them before interview
- Others prefer to disclose during the application phase for various reasons
- Some prefer written disclosure while others prefer verbal disclosure
- Handle your disclosure in the most comfortable way
- Make sure that the organization you wish to work for is non discriminatory but accommodating

After The Interview

- Write a short email thanking those who interviewed you
- Highlight what you enjoyed during the interview
- It is a chance to review & reflect on your interview & performance
- **Rejections**
 - Graciously accept rejections & ask for feedback
 - Feedback should be for personal development





After The Interview

Job Offers, Considerations & Negotiations

- Before you start make sure that you are happy with the organization & the role
- Request a tour to meet employees at your level
- If you are far read the staff code
- Know who you will be reporting to
- Be clear on your earning, deductions & benefits
- Check your leaves (sick, family, maternity, study)



After The Interview

- Job description & working hours
- Don't sign the contract immediately (have time to read and understand it).
- Your potential employer should address every question & concern you may have before signing
- Then sign the contract
- You cannot change or negotiate terms and conditions of your job after you started



Thank you

Learn without limits.

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