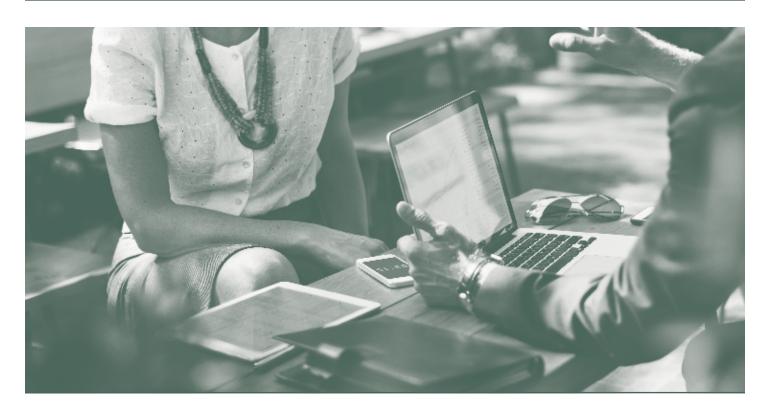
INTERVIEW



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No appointment necessary. Drop in to have a career conversation or to work on your documents.

Services include:

- Resume and cover letter review
- Interview preparation
- CAREERlink job and internship board
- Internship Program
- Career fairs and expos
- LinkedIn profile assistance

- Navigating job offers
- On-campus interviews
- Graduate school preparation
- EPIC Journey: Online Career Training
- Career Closet
- Career exploration

Career services are available to all undergraduate, graduate, and alumni up to five years post-graduation.

INTERVIEW RUBRIC

INTERVIEWING LEARNING OUTCOMES:

- Demonstrate good impression, start to finish.
- Provide relevant content when responding to questions, and communicate effectively in an interview format.

	1 – Needs Improvement	3 - Average	5 – Effective	Comments
First Impressions Greetings, attire and professionalism	□ Attire was unprofessional for an interview □ Arrived late to the interview □ Did not greet or shake hands with interviewer(s) □ Didn't come across as friendly enough or engaging enough with interviewers □ Didn't bring copies of resume or other relevant documents	□ Attire was ok, but not business professional □ Arrived on time for the interview □ Greeted and shook hands with interviewer(s), but not in a professional enough manner □ Some improvements could be made in smiling, being friendly and engaging more with interviewers □ Brought resume and/or some relevant documents, but not enough	□ Attire was business professional □ Arrived 10-15 minutes early □ Greeted and shook hands with interviewer(s) in a professional manner □ Smiled, had friendly demeanor and was engaged □ Came prepared with a resume and other relevant documents	
Interview Content Qualifications and skills	□ Demonstrated a lack of knowledge about the organization and/or position □ Did not answer questions using examples that matched position requirements—did not use STAR method: Specific situation, Task, Action and Result □ Answers lacked enough detail and were of inappropriate length	□ Demonstrated some knowledge about the organization and/or position, but should have prepared more □ Answered questions using ok examples that matched position requirements—sometimes used STAR method: Specific situation, Task, Action and Result □ Some answers provided enough detail, others did not; time management could be improved	□ Demonstrated excellent knowledge about the organization and the position Answered questions using good examples that matched position requirements—used STAR method: Specific situation, Task, Action and Result □ Answers provided enough detail and were of appropriate length	
Communication Delivery Interviewing skills and techniques	□ Eye contact was not adequate □ Spoke too quickly or slowly □ Non-verbal body language was distracting, e.g., moved around in chair, fiddled with pen, jewelry, hair, materials □ Communication style, grammar or language was inappropriate for the audience □ Filler words (um, like, uh, right, okay) were used too frequently □ Maintained poor posture	□ Eye contact was adequate, but inconsistent □ Spoke at times too quickly or too slowly □ Non-verbal body language was mostly enhancing during the interview, but sometimes distracting □ Communication style, grammar or language was often good, but sometimes inappropriate for the audience □ Filler words were used moderately □ Maintained ok posture	□ Eye contact excellent with each interviewer □ Spoke at an appropriate pace □ Non-verbal body language enhanced the interview □ Communication style, grammar and language was appropriate for the audience □ Filler words were used minimally □ Maintained good posture	
Final Impressions Wrap up and interest level	□ Could not tell if interested in the positon □ Did not ask questions □ Did not thank interviewers for their time, did not shake their hands, departed in a less than warm manner	□ Showed marginal interest in the position □ Asked generic, mediocre questions □ Left out one or more key elements when departing: e.g., didn't say thank you, didn't shake hands, departed in a less than warm manner	 □ Expressed genuine interest in the position □ Asked thoughtful, tailored, relevant questions □ Thanked interviewers for their time, shook their hands, warmly departed 	

This rubric was generated using the NACE (National Association of Colleges and Employers) community's collective input. NACE is a consortium of more than 3,000 university relations, recruiting professionals and business affiliates. It is the leading source of information on the employment of the college educated, and forecasts hiring and trends in the job market; tracks starting salaries, recruiting and hiring practices, and student attitudes and outcomes; and identifies best practices and benchmarks.



INTERVIEWS Definition: A professional meeting to evaluate the qualifications of a prospective employee.

INTERVIEWING ESSENTIALS

• Be professional

Dress appropriately and arrive 10-15 minutes early. Remember the interview starts the moment you arrive. Come prepared with extra resumes and questions to ask the employer.

Research the company

Take the time to research the company before your interview. Also, be able to tell the recruiter why you want the particular job or how you fit the job description.

Use the STAR method

Use specific examples when responding, using Situation/Task, Action, Result.

• Make eye contact

Establish eye contact with each member of the interview panel.

• Be sure to follow-up

Send a thank you note to every member of the interview panel within 24 hours.

BEHAVIOR-BASED INTERVIEW

Behavior-based interviewing is the most popular format among HR professionals. This style of interview focuses on past behavior to determine how an applicant will respond to similar situations in the future. Most questions are designed to elicit specific responses and detailed descriptions. Behavior-based interview questions will challenge applicants to recall in detail what they did and what contributions they made. By doing this, the interviewer is able to see the big picture – the applicant's thought process, decision-making abilities, communication skills and the results he or she achieved.

Applicants should answer behavior-based interview questions using the following format: Situation/Task; Action; Result (STAR)

Situation/Task

- Describe the situation you were in or the task you needed to accomplish. (Describe a specific event or situation, not a generalized description of what you have done in the past.)
- Be sure to give enough detail for the interviewer to fully understand the situation/task.

Action

- Keep the focus on you even if you are discussing a group project or effort.
- Describe what your role was not the efforts of the team.
- Don't tell what you might do; tell what you did.

Result

• Finish your answer by telling the interviewer what happened, how the event ended and/or what you accomplished.

SAMPLE INTERVIEW QUESTIONS

Common interview questions. The most important interview preparation you can do is to study the job description thoroughly and think of concrete examples from your history as evidence that you possess relevant experience performing most of the responsibilities listed. Practice answering aloud these potential questions so that when asked you can respond succinctly, comprehensively and on point. Stick to professional examples as much as possible.

Tell me about yourself.

- Can you tell us about yourself?
- Why do you want this job?
- Why are you interested in working for us?
- · What are your greatest strengths?
- What are your greatest weaknesses?
- Can you tell us about a time when you performed X [duty listed in job description]?
- Can you tell us about a challenge you experienced and how you overcame it?
- What is your leadership style?
- What are your goals for the future?
- Why should we hire you?
- Why are you seeking a transition at this time?
- What are your salary requirements?

Describe a time when you worked as part of a team.

Do you have any questions for me?

- Prepare at least three questions that demonstrate your interest in the position, your drive to excel in the role and that you've done your homework researched organization, industry, department.
- Ask focused, open-ended questions.
- Ensure they are not questions you can find the answers to on your own.
- Have questions written in a pad-folio notebook, and refer to that during your interview when appropriate.
- Never initiate questions about salary, vacation, break time or benefits during a first/screening interview.

Questions you can ask:

What are some important qualities for someone to excel in this role that might not be listed in the job description?

What are your expectations for this role during the first 30 days, 60 days, year?

How would you describe the culture in your department (or organization)?

Where do you think the department (or organization) is headed in the next year or two?

What are some of the biggest opportunities or challenges facing the department/organization right now?

What are the next steps in the process?

SUCCESSFUL PHONE INTERVIEWING

- Treat the phone interview with as much preparation as you would an on-site interview.
- Stand and look into a mirror when answering their questions this will remind you to smile.
- Ensure you are in a private location and will not be interrupted or disturbed.
- Have important documents (resume, portfolio), a note pad and several pens/pencils nearby.
- Dress up it may be easier for you to think and sound more professional if you are dressed professionally.
- Keep the pace of your speech slow, as rapid speech is magnified over the phone.
- Be sure to enunciate your words very carefully.
- Record the names of each interviewer for a thank you letter.
- Thank the interviewers. Let them know they can contact you with further questions.
- Make sure your outgoing voicemail message is professional.

THANK YOU ETIQUETTE

A thank-you note will remind the interviewer how interested you are in the position and show appreciation for the interview. Here are some tips:

- Send a thank-you note to every person in your interview.
- Send as soon as possible, preferably within 24 hours.
- Note should be professional and brief.
- Thank-you emails are preferred by employers. An email is more timely and can be forwarded on as needed.
- Handwritten on a business professional note card (similar to graduate thank you card) is also an option.

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INTERVIEW PREP WORKSHEET

STAR INTERVIEWING Using a specific example or response is the best way to answer a behavioral-style interview question. This approach allows you to demonstrate a necessary skill by providing examples of a time you successfully used the skill in an academic, work or related setting.

Choose a question from the previous list of examples, or write your own and use the space below to plan your answer.

QUESTION #1
SITUATION/TASK
ACTION
RESULT
QUESTION #2
SITUATION/TASK
ACTION
RESULT

PRACTICE YOUR ANSWERS OUT LOUD

*Did you successfully paint a mental picture for the listener/employer? Are there enough details to answer the question, but not so many that they are lost? Did you focus on the action that you took to help the employer better understand your skills, knowledge and behaviors?

RESEARCH THE COMPANY OR ORGANIZATION AND LIST 3-5 IMPORTANT THINGS YOU LEARNED	
TELL ME ADOLIT VOLIDEELE AND WILLY VOLL ADE INTEDECTED IN THIS DOCITIONS	
TELL ME ABOUT YOURSELF AND WHY YOU ARE INTERESTED IN THIS POSITION?	
PRACTICE THIS ANSWER OUT LOUD AT LEAST 3	TIMES.
HOLD THE COLOR DELON DEVELOD 7. F. OHECTIONS TO ACK THE EMPLOYED AT THE FAID OF THE INTERVIEW	
USING THE SPACE BELOW, DEVELOP 3-5 QUESTIONS TO ASK THE EMPLOYER AT THE END OF THE INTERVIEW.	
1.	
2.	
3.	
3.	
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3. 4. 5. PROFESSIONALISM – ATTIRE	
3.4.5.	
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3. 4. 5. PROFESSIONALISM – ATTIRE	
3. 4. 5. PROFESSIONALISM – ATTIRE	

PROFESSIONAL ATTIRE ESSENTIALS MEN

Suit: Conservative, two-piece suit in gray, navy or black

Shirt: Long-sleeved white or light blue dress shirt to pair with suit

Tie: Conservative with stripes, small pattern or solid color

Shoes: Polished dress shoes, dress socks and a belt to match shoes

Accessories: Keep at a minimum

Grooming: Hairstyle should be well-groomed and fingernails should be clean

WOMEN

Suit/Dress: Conservative style in black, dark gray or navy. Skirt at knee length

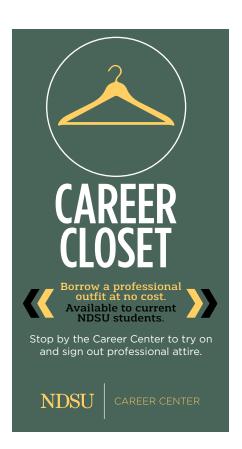
Shirt: White or light color blouse to pair with suit, nice sweater or shell

Shoes and Hosiery: Shoes should match suit and be low-heeled or

a closed-toe pump. Hosiery plain or neutral

Accessories: Maximum of seven pieces

Grooming: Hairstyle should be well-groomed. Make-up should be minimal and natural-looking. Fingernails should be clean with light or no polish



EXAMPLES OF PROFESSIONAL ATTIRE







BUSINESS CASUAL