



The Job Interview Guide

For additional information on our products and services, please visit our web site: www.hrinmotion.com

Table of Contents

The Job Interview	2
Preparing for the interview.....	2
STAR Technique	3
False Stars	4
The Interview Questions	Error! Bookmark not defined.
Sample #1: Open-Ended Interview Questions.....	Error! Bookmark not defined.
Sample #2: Close-Ended Interview Questions	Error! Bookmark not defined.
General	Error! Bookmark not defined.
Sample #3: Leading Interview Questions	Error! Bookmark not defined.
Sample #4: Hypothetical / Situational Interview Questions.....	Error! Bookmark not defined.
defined.	
Sample #5: Behavioral Interview Questions (Most common)	Error! Bookmark not defined.
defined.	
Organizational Skills.....	Error! Bookmark not defined.
Interview Tips and Tricks.....	Error! Bookmark not defined.
Preparing Questions For The Interviewers	Error! Bookmark not defined.
The Interview Follow-up	Error! Bookmark not defined.
Sample #1: Thank you Letter.....	Error! Bookmark not defined.
Sample #2: Thank You Letter	Error! Bookmark not defined.
The Follow-up Phone Call	Error! Bookmark not defined.
References	Error! Bookmark not defined.

The Job Interview

The perspective employer has now reviewed your resume and you have been short-listed. What is the next step? **The job interview**. You are now one step closer to landing that dream job, but before you step into the interview you must be well prepared and ready to take on all questions asked by the interviewer.

There is much more to preparing for the job interview than just memorizing good answers to interviewers' questions, here are a few steps that will put you ahead of the other candidates and give you the confidence to succeed.

Preparing for the interview

1. Gather as much information on the company as you can

- Look at company's website: This will give you a good overview of the company's philosophy, culture, current challenges, emerging products/markets, business concepts, fiscal reports, etc.
- Be Careful- **make sure you have the right information.**

2. Learn about the person interviewing you

- Know the names and job titles of the people you will be speaking to.
- How to spell and pronounce the interviewers' names.
- Ask the person who set-up the interview or look at the company website.

3. Gather Your Information

- Take all gathered information and write them neatly on a piece of paper, this will prepare you for the interview. The information will give you confidence going into the interview.

4. Practice Potential Interview Question

- Anticipate the questions that might be asked by the interviewer based on your personal experiences and work history.
- Use the questions provided in this package, look into the many career-oriented books and interview preparation websites.

5. Dress To Impress

- Dress and groom for the interview as you would for the job. Look neat and clean.
- Conservative colours such as blue, black, grey portrays a professional image.
- Well pressed shirt, pants, ties and traditional skirts (not too short) should be worn.

6. Pack your case / portfolio

- Extra copies of your resume (printed on resume paper).
- Copies of your letters of reference.
- Sample of work that may have been done in a previous position and is beneficial for the position.
- A pad of paper and two pens to take notes.

STAR Technique

The STAR Technique provides the most effective method of structuring your response during a behavioral interview. This method will help you formulate your response to any probing question with ease.

Sample Behavioral Question: ***Tell me a time when you were on a team and you didn't see eye to eye with a team member, what did you do?***

S Situation- Describe a particular situation or event that will make reference to your skills or strength.

Example: In my last job with JK Telecom, I was assigned to the Y25 project team with 10 other members to rollout and implement the new software system-testing tool within a 4-week period.

T Task- Describe a detailed task you were responsible for in the situation.

Example: I was responsible for all n-tier application testing for all systems within the Lower Mainland with one other team member. We had to ensure there wouldn't be any problems with the application once we started to rollout the systems to other parts of the Province. Problem was this team member and I could not see eye to eye when coming up with a testing process/methodology.

A Action- Describe the specific action taken to remedy the task or situation.

Example: Since this team member was more senior than I, I respected his knowledge but I didn't agree with his testing process and vice versa he didn't agree with my ideas. I decided the only way we were going to work effectively is to meet up 1 on 1 during lunch (in a comfortable environment). I explained my frustration and went over both our process plans in detail. I told him if we were going to work effectively, we both have to be on the same page. Basically we discussed everything out in the open.

R Results- Explain the results of your action. Make sure the outcome reflects positive on you (even if result was not favorable).

Example: In the end, the testing process was rolled-out without delays. We both compromised on a single process and everything worked out perfectly. We gained more respect for one another and we continue to keep in touch. Most importantly, the testing was rolled-out on time and on budget.

False Stars

False stars are responses by applicants that are difficult to interpret by the interviewer. These are typically statements of feelings and opinions, or statements of what an applicant “would do” or “would like to do” or vague statements.

When responding avoid statements of opinion or feeling. For example:

- “I was really great at planning”
- “I thought I was the best manager and deserved more responsibility”
- “I showed a lot of initiative in making my sales calls”

Avoid using “we” – some people use “we” to demonstrate that they are team players

- “We developed a strategic plan and software”

Avoid using conditional statements. For example:

- “I would have achieved the targets”
- “In this situation, I would call the customer”