Interviewing Techniques:

Strategies and Preparation
How to Answer Questions
Employer Questions
Student Feedback
Additional Resources

Willamette University Career Center
UC 3rd Floor
503.370-6413
career-services@willamette.edu
Before you begin, watch this video! It’s the top-ranked short video on key elements of interviewing. [http://careertv.com/video.php?mediaid=0m5z326md5PSswHlnTlnMw](http://careertv.com/video.php?mediaid=0m5z326md5PSswHlnTlnMw)

**Important notice!** The best and most important interviewing preparation program you will find is on Optimal Resume. You can select your online interviewer, questions, and format. Then you can record yourself practicing answers to the questions. And there is coaching. Spend a few hours in this program and you will dramatically improve your interviewing quality. Guaranteed! Login to Optimal Resume here: [http://willamette.edu/dept/careers/vcc/resume/index.html](http://willamette.edu/dept/careers/vcc/resume/index.html)

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**6 Steps to Interviewing**

**1. Prospect:**
Seek out the right companies. Read their company information. Ask questions about the company from people who work there or know it well. This is also a job search step.

**2. Approach**
What is the best way to contact them? Networking is almost ALWAYS the best method of learning and connecting. What about 1st impressions? Dress appropriately.

**3. Present**
Every good sales rep has a 3-minute presentation rehearsed and ready to go. It is up to YOU to be sure the employer hears what is important about you. If they don’t ask the right questions, be prepared to introduce information they should know.

   Know your body language. Get a Mock Interview. Practice with a coach.

**4. Overcome Objections**
How do you explain your “weaknesses?” Here’s a good approach:
   1. Choose a skill and explain the flip side. Often a weakness is simply an overused skill.
   2. Explain what you do to ensure the weakness does not interfere.

   Example: “Because I am a divergent/creative person (a skill) I am interested in many things. So in order to avoid getting sidetracked from my task at hand (your weakness) I keep a daily log of tasks and prioritize them (how you compensate). See my pocket calendar here – I keep a running list of tasks to accomplish.”

   The above is much better than just naming your weakness (like saying “I am absent-minded”).

Try to anticipate potential weaknesses (lack of experience, youthfulness, etc.) and work on explaining how these will not impair your work with that organization.

**5. Close**
Have a list of 5-10 questions you want to ask the employer (see sample list at the end of this document). They always ask you if you have questions, so be ready. If you want to work for them, tell them you are very interested and are excited about the possibilities. What is the next step?
6. Follow–up
ALWAYS write a thank-you. Get the names and addresses of all interviewers and send them a note. Email, written, phone, carrier-pigeon, whatever.

**Interviewing Readiness Checklist**

- Have you done your homework on the organization?
  - read the Web page thoroughly
  - asked others about it
  - read recent articles, publications, etc.

- Practice! Practice! Practice!...role play with a friend or call the Career Center to schedule a mock interview.

- Be prepared to discuss any weakness that may hinder your candidacy. (review sample questions)

- Do you have appropriate interview clothing?

- Bring extra copies of your resume with you.

- Have you traveled to the interview location prior to your interview?

- to avoid being late, travel to your interview location the day before to be sure of the address/directions. If you're at the company location, use the time to observe the environment. Is this a place where you'd like to work?

- Do you know what you are worth?

**Winning Interviewing Techniques**

**Types of Interviews**

**Behavioral**
The employer makes assumptions about your *future* performance based on *past behaviors* and attitudes. They will ask you for details about your activities.

These interviews require you to offer concrete, specific examples to reveal skills. We recommend that you use the "STAR" framework to structure your responses in a specific, concise way:

- What was the SITUATION?  
  Situation – details: what, where, when, etc.

- What was your TASK?  
  Task – the job you got done: goal/objective
- What ACTION did you take?  
  Action – SKILLS you used
- What was the RESULT?  
  Result – how it worked out

**Example** Behavioral Questions:
- Tell me about a time when you exhibited teamwork.
- Give me an example of a time you confronted a challenge and how you dealt with it.
- Why isn't your GPA higher?
(They are looking for concrete examples that validate your skills)

**Non-Example:** “Briefly explain the theory of ____.” (they are looking for content/knowledge skills, not actions you took in a specific situation)

Behavioral Question Example:

Interviewee:  What is your greatest strength?

Interviewer:  What is your greatest strength?

**Interviewee:**

STEP 1.  Situation  “One of my greatest strengths is persistence.”  (state the point up front).  “For example, last year my study team was given a challenge by the professor to write about an unusual theory.  Two of the study group students talked it over, presented it to the group and explained the resources they used to research the problem.  But they could not find a good solution.

STEP 2.  Task  So I offered to help get this solved or exhaust all resources I could find within the one week deadline.

STEP 3.  Action.  I initiated (skill word)10 phone calls to other students and campus researchers at another university who worked in that discipline.  It took me six days, two meetings and several emails, but I finally discovered (skill word) a professor at Western was familiar with the theory.  I negotiated (skill word) a meeting with him to understand the solution so that I could share the procedure with my classmates.  I persisted (original skill you claimed) with this problem until I could get an appropriate answer for the group.

STEP 4  Result.  As a result of my persistence, we were the only study group that had an adequate response to the challenge problem.”

**Sample Interview Questions**

**Behavioral**

1. What goals have you set for yourself and how are you planning to achieve them?
2. Who or what has had the greatest influence in the development of your career interest?
3. Describe a situation in which you had to persuade someone to see things your way.
4. What were the biggest challenges/problems you encountered in college? How did you handle them?
5. Tell me about a class in which you were part of a study group. What role did you play in the group meetings?
6. What was the toughest academic decision you have had to make? How did you make that decision?

7. What kind of work experience has been the most valuable to you and why?

8. Describe a time when a team member came to you for help. What was the situation? How did you respond?

9. Tell me about a time when you had to deal with someone whose personality was different from yours.

10. Have you ever been in a situation where someone regarded you as a threat? Describe the situation and tell how you handled this.

11. Give me an example of a time in which you had to be relatively quick in coming to a decision.

12. Give me a time where you had to carry out a directive you did not agree with.

13. How are you conducting your job search and how will you go about making your decision?

14. What types of situations put you under pressure and how do you handle them?

15. Tell me about an accomplishment of which you are especially proud.

16. What is the most important lesson you have learned in or out of school?

17. Describe a time when you had to go above and beyond the call of duty to get the job done.

18. Describe a time when you saw a problem and took action to correct it rather than waiting for someone else to do so.

19. Give me examples to convince me that you can adapt to a wide variety of situations, people, and environments.

20. What makes you the best person for this job?

21. Tell me about a leadership role you had in an extracurricular activity. How did you lead?

22. Tell me about your most successful presentation and what made it so.

23. Describe a time when it was especially important to make a good impression on a customer. How did you go about doing so?

24. Tell me about a meeting where you provided technical expertise. How did you ensure that everyone understood?

25. Describe a time when you took a risk that you later regretted.
What Students And Recruiters Said About Preparing For The Interview

We asked students what advice they would give to next year’s applicants going through interviews. Here’s their comments.

**Student Comments**

1. Read the job description very carefully and emphasize the *skills* that the company is looking for.

2. Send Thank-You email within 24 hours after the interview and follow up with a mailed one.

3. Bring handouts and a sample of your senior project. Bring two copies, one for you to use as a visual aid and another for the interviewer to keep and take notes with. Give examples where you took a leadership role in your project and show the interviewer that you took responsibility for your project and helped guides it’s course.

4. Bring business cards. It may seem silly or something you are not used to, but it’s an extension of your initial greeting. It does not have to be anything special or expensive.

5. Be on time. I wasn’t always on time. Some interviewers were running late and did not care. Others did care and I think it made a bad impression. If you are late, do not dwell on it and jump right into the interview.

6. Know with whom you are interviewing with and why they are there. What you do during the interview and how you follow-up is different depending on whether you are talking to a potential boss or a recruiter. Recruiters are looking for solid candidates that they can pitch to their managers they can tell when someone is confident about what they are talking about. More importantly, the way you talk tells the recruiter whether or not you are someone who is trusted and respected by your colleagues and faculty. If the recruiter is a possible boss, emphasize how you and your skills/experience fit into the bigger picture of the team. Show that you are a team player but are capable of individual achievement. Demonstrate creativity and show how you added to your projects.

7. Follow-up on the interview. Drop an e-mail, send a quick card, or even better send them something you talked about during your interview—a reprint, preprint, etc. Just keep it short. Don’t be a robot in your correspondences; this may be the 5th time you sent a thank you note but make them feel like it’s the only one you sent.

8. Ask questions that show you care about where you will work. A new hire right out of school is a serious investment for the company hiring you. Likewise, where you decide to go after graduating is a serious investment in your future. Ask questions that are insightful and allow the interviewer to offer their opinion. Yes or no
questions will ruin the rhythm of the interview and leave you stuck. “Which products do you think are the future for your company?”, What does your company do best and what new areas are they exploring?”, What are the mechanisms for career movement within your company?”, are all questions that illicit a conversation rather than a response.

9. Look professional, act professional, be professional. Make the interviewer think you have been out of college for some time by wearing nice clothes (one suit is all you need, no one will know you have the same outfit on for every interview). If you dress casual, they think you are not interested in the company, or don’t have respect for them. Part of being a professional means being courteous to the interview. Don’t be afraid to justify your points or statements but at the same time don’t alienate the interviewer.

10. Be able to describe your experience and research to anyone in any length of time. Prepare one-sentence statement, 5-minute discussions and whole interview discussions on your expertise.

11. Do not let the fact that you may be interviewing for a job that has nothing to do with your degree phase you. Emphasize your leadership, collaboration, teamwork, and people skills. Problem solving is very transferable. Did you work with a team on your project? If you did, how did it work out and what role did you play? If not, why not (it’s not necessarily a bad thing but you have to have good reason for why you worked in a vacuum).

12. Have an answer for everything. Simple enough. You need to be able to answer questions that have nothing to do with specific educational details. What did you learn and why is that important? What are your future career goals? How do you fit in with that particular company? These questions probe your personal traits and whether you understand how you fit into the big picture. It would be better if you could answer these questions in your interview without even being asked. For example, while talking about your thesis you could say I discovered that the catalyst my findings were important because it will make a program more effective. In telling about your research you answered what you learned, why it was important, and how it fits within the bigger picture of the organization’s mission.

13. If the interview is a regular season game, the second, on-site interview is the playoffs. You’ve got to step up your game and get ready for specific questions. Some on-sites are “get to know you” interviews. They already have an idea that you would be a good fit and want to make sure. More often though, you’ve got your foot in the door and this is your opportunity to keep it wide open.

14. You are on 24-7. Assume you are on the interview the minute you step in the room or on the facility. I knew someone who flew to Washington for an interview. He happened to be sitting next to the head of the department he was interviewing with. Their conversation went something like this “boss-Are you visiting Seattle? “friend-yes, I’m there for an interview. “Boss-Oh yeah, want kind of position? “friend-I’m a chemist, I’m there to interview with a biotech company. “Boss-Huh, you like being a chemist?” After a few more rounds they found out they were interviewer and interviewee. Plane, hotel lobby, offices, dinner, are all fair game, Keep your game
up. You may interviewing in their offices from 7 AM to 5 PM, so be prepared to talk all day as well.

15. Prepare to tell a complete story about who you are and why you want to contribute to their team that is accessible to your audience. Fine tune and customize your talk all day as well.

**Recruiters’ Comments**

We asked employers what advice they would give to next year’s applicants going through interviews. Here’s their comments.

1. What specific accomplishments has the student made?
2. What interest do they have in our company?
3. What are their 5 years career goals?
4. What is the greatest challenge they faced in their education?
5. Provide candidates with a list of typical interview questions.
6. List of questions for the interviewer/employer so that the candidate can determine if it is a right fit.
7. Encourage a candidate to answer a question to the best of their ability, rather than I don’t know.
8. A candidate should demonstrate flexibility as far as work schedules and locations.
9. A candidate should always demonstrate the desire to learn by giving examples of assimilating new information quickly from classes, seminar, etc.
10. A candidate should show and demonstrate attention to details, mostly related to skills and projects, but can easily be seen resume, attire, and presentation.
11. Non-verbal communication is extremely important.
12. Candidates need to bring examples of their work or portfolios if they have them.
13. It is important for candidates to attend seminar (information session).
14. A candidate should demonstrate in-depth knowledge of the company.
15. A candidate needs to show enthusiasm and curiosity.
16. Questions need to be answered in a precise and honest fashion.
17. A CLEAR IDEA OF WHAT YOUR OWN GOALS ARE (THIS IS A STANDARD INTERVIEW QUESTION).
18. It is important for candidates to be prepared for the time constraint – Practice research presentation.

19. Show interest! If you are serious about the company you are interviewing with, you should learn some basics about the company prior to the interview (sites, products, etc.) and you should have questions about the company that you want answered.

20. Be energetic. Employers are looking for people excited by what they do and who enjoy sharing their work/experiences.

21. Be honest/frank about your employment interests (location, type of work).

22. Think of examples that you can point to for the common qualities that companies are looking for like creativity, initiative, leadership, good interpersonal relationship skills, and communication skills. Often interviewers are surprised by the fact that many students have not even considered these types of questions in advance of the interview.

23. Familiarize themselves with the company via an annual report or web site prior to the interview.

24. Be prepared to discuss their experience, but not plan on giving the interviewer a 45 minutes seminar.

25. Focus on a couple of key problems solved that highlight creativity, problem solving, teamwork and initiative.

26. Present themselves in a way which highlights how their skill set will fit the company’s needs.

27. Be enthusiastic and show true interest in joining the company.

28. Be honest with themselves in being selective in which companies they choose to set-up interviews.

29. Bring an up-to-date resume

30. For scientists, 15-20 minute verbal presentation – “Chalk Talk” – Practice

31. Bring Questions

32. Attendance of information sessions. Nothing is worse than taking a portion of the interview period to recap what has already been presented

33. Show enthusiasm and energy. Not only are we looking for value-added employees, we are also looking for people we would enjoy having as a future colleague; it is important not to underestimate impact the tenor of has on our evaluation of “plays nice with others”.
34. Ask poignant questions. This an extension of #3 above; if you are really interested in pursuing a career with our company, then show it. This may involve some homework and research on the company, its culture, its location, etc.

35. Stick to the agenda outlined by the interviewer. If one is not provided at the start of the interview, ask the interviewer how he or she would like to conduct the interview, timing, etc.

36. Make the thesis summary understandable to a broad audience. Bring along extra slides for more detailed discussions, depending upon the questions.

37. Read up on the company

38. Please ask questions!

**Top oddball questions of 2009**

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**Sample Employer Interview Form**

Employers typically use a question and evaluation sheet. Usually there is some agreed upon definition of a characteristic, skill or experience they are looking for in the candidate. Below is an example of how employers might ask and evaluate questions.

**INTERPERSONAL UNDERSTANDING**

**Interpersonal Understanding:** The desire and ability to accurately hear and understand the unspoken or partly expressed thoughts, feelings, and concerns of others. This skill at understanding "where people are coming from" is important in building work relationships, influencing or persuading others, and working effectively in groups. Includes cultural sensitivity.

**Starting Question:**
1) Tell me about a time when you found yourself having to "read between the lines."
2) Tell me about a time when you dealt with someone who was upset, but not saying so.

**Listen for:**
- Candidate uses non-verbal cues, i.e., body language, pitch and tone of voice, etc. to help understand other person. (Ask, "How did you know that?")
- Candidate attempts to uncover emotional rationale for other person’s action.

**Signals that this competency is lacking or underdeveloped:**
- Candidate misinterprets or surprised by other’s feelings or actions
- Candidate shows no explicit awareness of others thoughts or feelings

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**ABILITY TO INFLUENCE**

**Ability to Influence:** The ability to move or persuade others to act in a desired way.
Influencing behaviors might include direct persuasion (e.g. appeals to reason, data, others’ self-interest), adapting presentations to the interest and understanding of the audience, or using indirect influence strategies. Staff are often required to convince and influence others, often those they don't have formal authority over.

Starting Questions:
1) Tell me about a time when you wanted to convince someone to do something.
2) Tell me about a time when tried to persuade a person or group to see your point of view.
3) Tell me about a when you had the opportunity to inspire or motivate others.

Listen For:
- Candidate using appeals to reason, data, others’ self interest and concrete examples to persuade.

Signals that this competency is lacking or underdeveloped:
Acting according to personal agenda (unrelated to goals of organization) Unable to defend a good idea if challenged. Failing to adapt presentation to audience.

Communication for Results:
The ability to mobilize an organization to achieve results by conveying goals and objectives clearly and in a compelling manner. At the basic level, this competency is about sharing information effectively. More sophisticated Communication for Results involves supporting a strategy in the face of resistance or obstacles.

Starting Questions:
1) Tell me about a time when you had an idea that you thought would help your organization.
2) Tell me about a time when you developed or helped develop a plan for your organization. Describe what you did to get commitment to the plan and see that it was carried out.

Listen for:
- Candidate freely shares appropriate information, and seems to value doing so.
- Candidate presents information clearly and assertively.
- Candidate is tactfully directive when the situation requires it.

Signal that this competency is lacking or underdeveloped:
- Working only on an individual level and unable to make effective connections with others.

Information Seeking:
An underlying curiosity and desire to know more about things, people or issues. It implies going beyond the questions that are routine or required to perform the job. It may include digging or pressing for exact information; resolving discrepancies by asking a series of questions; or broad environmental scanning for potential opportunities or miscellaneous information that may be of future use.

Starting Questions:
1) Tell me about a problem that came to your attention in the workplace. What did you do? 
2) What type of information has helped you monitor the progress of your direct reports (or team members/co-workers)? Tell me about a system you have used to gather this information.

Listen for:
• Candidate asks direct questions.
• Candidate takes appropriate effort to get reliable sources of information to uncover facts.

Signals that this competency is lacking or underdeveloped:
• Candidate takes action without sufficient information

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ORGANIZATIONAL AWARENESS
Organizational Awareness: The ability to understand and learn organizational relationships and dynamics and use them to achieve objectives. This includes knowing not only the formal organizational structure and "by-the-book" ways of doing things, but also the informal structure - who the "real" decision-makers are and how they can best be approached. This competency can also include an understanding of the organizational culture - what approaches or tactics will tend to work best and what should be avoided.

Starting Question:
1) Tell me about a time when you used your knowledge of your organization’s culture to help you get something done.
2) Tell me about a time you needed to solve a business problem. How did you use the organizational structure to help solve the problem?
3) Tell me about a time when you were instrumental in achieving an organizational change.

Listen for:
• Candidate knows who must be consulted with, advised on or asked for an action/decision to occur.
• Candidate has learned the formal and informal structure of decision making in organization.

Signals that this competency is lacking or underdeveloped:
• Too much reliance on formal structures and systems to get things done.
• Failing to learn or ignoring organizational politics.

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Helpful Links for interviewing techniques
Definition of an Interview:
A Conversation – not a trial!
A two-way communication, A Dance!

The main purpose of interview:
Meeting the mutual goal/needs of the interviewer AND interviewee
Looking for that right fit /your personality/compatibility = the right match
You must demonstrate that you are the “best person for the job.”

How would you demonstrate that you are the best one?

Here is the heart of the process – you show them 3 things about you:

Emphasize your uniqueness – that you lover the organization’s mission, that you are excited about helping them reach their goals (1), that you can save them time and money(2) (by telling a couple stories about how you did that in the past) and that you will build the team (3).

A recruiter from recent career event told our office: – “I can’t wait to go back to my office and tell my boss about the student I just saw!” – “A prize”

Present your best-self --- physically & mentally---like that first date!
You are among the best as a Willamette University student. The organization already knows that so….. it comes down to how you are as a person
Show that you have more to offer that just intelligence – LET YOUR PRESENCE, CONFIDENCE, COMMUNICATION STYLE do the job of convincing the interviewer that you have “it”- icing on the cake

What is the interviewer looking for?
-Both tangible and intangible assets

Personality – Remember the match-making aspect of interviewing process.

They are looking for a colleague who; is great to work with (and socialize with); they can depend on to meet their goals, will save time and money, and will build the team.

Screening for personal characteristics:
Question we asked recruiters: What do you look for in your colleagues when you team up for a project? Companies seek similar personal traits

Dependability as judged by your past records
Integrity: personal, professional quality of person
Maturity – conducting yourself appropriately, following up, doing what you say, showing deference and kindness.
Adaptability – willing to take on new projects, change mid-stream, face new challenges.
Desire and ability to learn – will try out new things, spend extra time finding answers
Commitment to meet project goals and stick with it until it’s done
Communication style – they like people who are articulate, positive, energetic, honest
Teamwork – good at collaboration, willing to share praise and rewards
Leadership Potential/style - willingness to take risks, to lead, to take the responsibility, have a vision, possess ability to tolerate ambiguity
Career Aspirations - future goals, track record makes sense in this organization
Self-esteem – confidence to do the work, but always willing to ask if unsure.

Some of these characteristics are judged by your past records/performances, and others are determined at the interview

Before the interview

Preparation is the key – Peter Fiske, a well know career author calls it “A single key to success”

Treat each interview as if that is your only and last chance
Don’t let the interviewer sense you are just practicing
Review your accomplishments, experiences – know what’s on your resume well

Reflect
Know what you want to communicate before you go to the interview. What about you do they need to know. This is important in case they don’t happen to ask the right questions.

Research
Know the company’s mission, know the products they produce and/or services they provide.
Know the interviewer’s position / specialty / title. Find out something about your future boss and co-workers before the interview.

Practice, Practice, Practice
Out Loud! – with peers, online, using Optimal Resume.
Be natural – don’t try to copy other’s style or answers –Filter concepts and styles and adapt them to your style (i.e. answers in the career books, websites)
Too polished?– it’s a turn off – does not sound authentic
Note: non-native speakers- try not to copy/memorize exactly what you read in the career books

Do you have a two-minute self-intro you can deliver on demand? It should include your major, specialties, and career interests. You should be able to say why you want the job – how you fit the job.
Always practice good grooming habits also – dressing for the part – an appropriate look for the job – get used to the outfit you will be wearing for the interview – ask, how do they dress at the company you want to work for?

Be on time – allow plenty of time to arrive at the location – use the spare time to collect yourself and check out the working environ and synergy of the place
Be courteous to everyone you meet when you arrive for interview

**During the interview**

*What do you bring to your interview?* – business cards, multiple copies of your resume, a list of references, your list of questions, a writing pad in a nice folder, pen. You can get 10 business cards free at the Career Center.

The interview begins the minute you walk in – even before you say a word!
The importance of the **first impression** – first impression is the strongest and the lasting one – hard to overcome, so treat everyone with respect including office workers, etc.

Pay attention to your **mannerism** and **professional appearance**: eye contact, handshake, etc. Record yourself on Optimal Resume to watch body language.

**Verbal vs. Non-Verbal cues;**

**The Dance** – tune into the pace and energy level of the interviewer. Check interest level. Your focus should be on the interviewer.

Always stay positive. Frame even negative experience (challenges) in a positive way – focus on what you learned from it.

Every Negative experience is an opportunity for learning new knowledge and growth
Don’t get defensive – don’t personalize – don’t be apologetic – DON’T OVEREXPLAIN

**The Warm-up – as you meet and greet people**
Show your human side here – smile, firm handshake, eye contact
Know the current events of the organization. You might ask something about it.
Show your interests/hobbies from your resume so that people can start out conversations that way.

The Question-Answer period:
**LISTEN CAREFULLY AND ANSWER CLEARLY AND THOROUGHLY** – no matter how good your answer is, if you don’t answer what’s being asked, it is no use. Make it relevant! – there are many ways of answering the same question – Out of your many accomplishments, select the answer that is most valuable to that company only—connect the dots.

**Use the STAR method – see the video and**

Describe the Situation – a story
Identifying the Tasks needed
Actions you took – Make sure you give credit to others
Results accomplished

What would you emphasize if your experience does not match exactly to the job description? How would you market yourself?

Your transferrable skills (show how the skills you applied in a prior job or activity transfers to this job/activity)
Know your Technical skills – computer, writing, specialties.
Know your Soft-skills” – Interpersonal skills
Know your Teaching skills - be able to explain information with others.

Know your Ability to: handle complex problems; to analyze complex data and draw a conclusion; to tolerate ambiguity; to do creative problem-solving

Your role in the team – shows respect from colleagues – honesty is important Your ingenuity, passion, leadership

How you handle challenges
What you learned from previous experiences that can be useful in the new job

Length
Ask the interviewer before you begin the interview how long it will go so that you show sensitivity to their schedule. Stick to the agenda given by the interviewer and if you are doing multiple interviews, help them stay on schedule.

After the interview
Send Thank-you notes – ALWAYS! Hand-written! Email them a thank you immediately – that day if possible. Then hand-write notes and mail them. It makes a difference.
Keep a journal – reflect on your interview
Keep Networking – Connections can happen much later – keep your name alive – Keep learning about opportunities, share your career goals
Remember – you are ALWAYS in the market

Questions you pose to the interviewer:

Do not ask just for the sake of asking: Know why you need the information

Job Expectations - Specific Responsibilities
Resources/professional development they provide
Performance Review – How is the evaluation done?
Corporate Culture – What do they value – you can determine this from the types of questions the interviewer asks
Location
Everything you need to know to make the transition
What is the next step? – Will they call/email you, and when?

Good questions to ask the interviewer:

What would I need to do for you to nominate me for employee of the year next year?
Who succeeds in this organization?
Why is this position available?
Who would be my supervisor? And will I supervise others? To whom would I report?
With whom will I be working most closely?
What are the current plans for expansion or cutbacks?
What specific projects and assignments will I be working on?
What is this company's culture? (Ex: Is it rigid and formal or relaxed and flexible?)
What are the current challenges facing this organization that I can impact?
What do you like the most about working for this company? The least?
What is the philosophy of the company?
What do you consider to be the company's strengths and weaknesses?
What are the company's long and short term goals?
Describe the work environment.
What attracted you (the interviewer) to this organization?
What are the most challenging aspects of the position?
Describe the opportunities for training and professional development.
Will I receive any formal training?
Are there opportunities for advancement within the organization?
When can I expect to hear from you?

Next step:
Login to Optimal Resume here:
http://willamette.edu/dept/careers/vcc/resume/index.html
Go to the interviewing module and start practicing. It will make all the difference.