

# *Ace That Interview!*

## Webinar Tufts Alumni Career Services

Tufts Alumni Career Services...a lifelong resource

<http://careers.tufts.edu/alumni>

# Agenda

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1. Understanding the interview process
2. Preparing for the Interview
3. Types of interviews: Behavioral, Technical, Consulting Case Interview
4. Structure of an interview
5. 10 tough interview questions
6. Asking great interview questions
7. Closing the interview
8. Following up after the interview
9. Question & answer, discussion

# 1. Understanding the Interview Process

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Interviewer's goals:

- Do you have the skills for this position?
- Are you a fit for the team, the organization?

Your goal:

- Is this the right job and the right company for you?

## 2. Preparing for the Interview

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- Research: the company, the industry
- Network with alumni in the industry
- Understand your assets: your skills, traits, and the experience you bring
- Know the Match: between their needs and your qualifications
- Practice! With a friend, audiotape, video
- Confirm logistics
- Organize for the interview

### 3. Types of Interviews:

Behavioral, Technical and Case Consulting

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**Behavioral interviewing: all job seekers need to be prepared**

- **Technical interview: prep for this if in technical field**
- **Case Consulting: special format primarily used by consulting firms**

# Behavioral Interviewing

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- Questions about past behavior to predict future behavior
- For example:
  - Tell me about a time when...you disagreed with your boss
  - Describe a situation when...
  - Give me an example of ...your most difficult experience with a customer, and how you dealt with it

# Preparing for Behavioral Questions

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- Review sample lists, select most likely questions for your level, industry, etc
- Prepare stories/answers, using CAR format
- C = Challenge What was the problem or situation?
- A = Actions What actions did you take?
- R = Results What were outcomes?

## 4. Structure of an Interview

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- Opening
- The Middle of the interview
- Closing
- Follow-up

## Opening of an Interview

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- First impressions count
- Handshake
- Small talk
- Body language

## The Middle of the Interview

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- Communicate your capabilities
- Keep selling the match: building the link between their needs and your qualifications
- Ask great questions
- Talk like you are already part of the team

## 5. 10 Tough Interview Questions

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- Tell me about yourself
- Why are you no longer with company X?
- What are your strengths?
- What are your weaknesses?
- What is the biggest business mistake you ever made?
- What do your supervisors tend to criticize most about your performance?
- Where do you want to be in 5 years?
- Tell me about a time when you disagreed with your boss.
- Why should I hire you?
- What salary do you expect?

# Tell Me About Yourself

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## 2 Minute Pitch

- Is there a MATCH between your skills and experiences and the needs of the job?
- What do you most want *this target* to know about you? (customize)
- Key selling points/accomplishments that prove it
- Why they should be interested in you (specialized skills, industry experience, etc.)

## Why are you no longer with company X?

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- Layoff: business decision, big picture
- Other situations:
  - Don't say anything negative about company, boss, coworkers
  - Stress positive reasons: challenge, responsibility, growth, new career direction
  - Focus on future

## What salary do you expect?

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- Prepare: research to determine your market value
- Plan: what to say – avoid giving a number too soon in the process
- Practice polite deflections for early in interview process: “I would like to know more about the specifics of the position, then I’ll be in a better position to discuss salary. Can you tell me more about ....”
- If pressed, you can ask, “what range have you been thinking of for this position?”

## What are your strengths?

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- Focus on top 3 or 4
- Provide an accomplishment story to illustrate, use CAR format

## What are your weaknesses?

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- Short
- In the past
- Business-related, fixable
- Show how you've managed/addressed it
- Not related to core competencies

## 6. Asking Great Interview Questions

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- Ask questions about the job and how you can add value to the company
- Ask questions that show you've done your homework about industry trends
- Save the questions about *your* needs (benefits, flextime, laptop) for much later in interview process

## 7. Closing the Interview

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- Re-state the Match
- Add your “market differentiator”
- Express your interest in the job
- Probe for objections: “do you have any concerns that stand in the way of my succeeding in this position?”
- Clarify next steps

## 8. Follow-up after the interview

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Follow-up letter: influence, not just “thank you”

- Make it customized, tailored
- Overcome objections
- Refer to the specific concerns/needs of that person
- Restate next steps

Follow-up phone call: why, when