

# Yellow Ribbon Training Programs

## Interview Skills Training

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# Interviewing Skills for Transitioning Military Members

This training has been developed by Human Resource professionals to assist our military men and women in their transition to civilian employment.

# The Employer/Interviewer Objective

- Meet you
- Assess your Skills, strengths, weaknesses
- Make the best decision

# How do they do that?

## Types of Interviews

- Screening interviews
- Targeted interview:
- Situational interview:
  - Group interview:

# Targeted interview

- The most common type of job interview.
- It is what we know as the traditional type of interview where a candidate meets face to face with an interviewer in an office setting.
- Questions are targeted directly to the position being offered, so interviewers can get a good sense if the candidate is a good match for the job.
- Not only is this interview good for interviewers, but it is also lets you "interview" the employer to make sure the position fits your needs as well.
- Upon completion of this interview, both the candidate and the employer should have a good idea if the job is a good fit.

# Situational interview

- Candidates are given scenarios of situations they may face when they work for our organization. Their responses are compared with standard responses that have previously been set.
- The candidate may be asked to "role play" certain scenarios to assess specific skills.
- This type of interview is beneficial when filling the position of customer service representative or a similar role.

# Group interview

- Group interviews allow for a group of candidates to be interviewed together at the same time.
- This type of interview shows a candidate's potential for leadership. The interviewers can observe how each candidate reacts when in a group setting.
- The interviewer may ask a candidate to interact with other candidates by discussing an issue with the other candidates, solving a problem collectively, or discussing qualifications in front of other candidates.
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# Preparation & Practice

- Research Company/position/Interviewer name
- Dress Appropriately
  - Ask if unsure, over dressed is better than under dressed
- Location, 5 minutes early **NOT LATE!**
  - Practice the trip if not familiar with address
- Bring Notes/take notes
- Bring several copies of resume, quality paper
- Copy of posting if available

# Presentation

- Dressed
- Greeting, handshake
- Body Language, eye contact
- Accept drink if offered
- Voice

# Communication

- Verbal/non-verbal
- Concise, complete
- **LISTEN!!!!!!**

# Experience

- Exact or relatable/transferrable
  - Big Challenge?
- Management or process
- Leadership position(s)

# Career Direction/Promotable

- What other positions can you fulfill as business needs change
- Growth potential
- Adaptability
- Flexibility

# Conflict Management

- How do you handle it, specifics
- Positive Resolution
- Self Managed v/s Escalating to Superior
- Is it the same in civilian life?

# Questions Needing Answers

- Do you have the skills
- Do you fit
- Do you understand the company & why it exists
- Do you measure up to the competition
- Do you have the right mind set/attitude
- Do you want the job...why
- “I love to clean”...Really?

# Ask Questions

- How/why did you come to work here
- Can you describe your most successful new hire this year
  - Someone not successful
- Greatest current or future challenge facing the company
- Is there anything you've seen regarding my skills or experience you wish were stronger
- What are the next steps in the process
  - Can you define the selection process
  - When will decision be made

# Ask Questions.....

- What are the next steps in the process
  - Can you define the selection process
  - When will decision be made
  - Who will contact me
- Close with enthusiastic optimism and a warm handshake

# Send a Thank You

- Recap the key points of the interview
- Affirm your continued interest
- Mission Statement, culture, professionalism
- Spell out how you believe you can help them achieve their goals

# Don't Do This

- Let's get to the 10 most bizarre mistakes found in the survey, as determined by Careerbuilder.com.
- Candidate answered cell phone and asked the interviewer to leave her own office because it was a "private" conversation.
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- Candidate told the interviewer he wouldn't be able to stay with the job long because he thought he might get an inheritance if his uncle died-- and his uncle wasn't "looking too good."

# Or This...

- Candidate asked the interviewer for a ride home after the interview.
- Candidate smelled his armpits on the way to the interview room.
- Candidate said she could not provide a writing sample because all of her writing had been for the CIA and it was "classified."

# Or This Either.....

- Candidate told the interviewer he was fired for beating up his last boss.
- When applicant was offered food before the interview, he declined saying he didn't want to line his stomach with grease before going out drinking.
- A candidate for an accounting position said she was a "people person" not a "numbers person."
- Candidate flushed the toilet while talking to interviewer during phone interview.
- Candidate took out a hair brush and brushed her hair.