Chapter 16
Interviewing and Following Up

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Chapter 16
Interviewing and Following Up

Purposes and Types of Interviews

Before the Interview

During the Interview

Interview Questions

Closing the Interview

After the Interview

Purposes of Interviews

- To convince the employer of your potential.
- To find out more about the job and company.
- To expand on the info in your resume.

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Types of Interviews

**Screening**
- Often conducted by phone.
- Goal: To weed out unqualified applicants before scheduling face-to-face.
- Saves time and money.

**Hiring/Placement**
- Conducted in person.
- Goal: To learn whether a candidate is a good fit for organization.
- Methods:
  - One-on-one
  - Panel
  - Sequential
  - Stress

Before the Interview

- Study the job description.
- Prepare success stories.
- Practice answers to typical questions (can record).
- **Clean up digital dirt.**
- Expect to explain problem areas on resume.
- Decide how to dress professionally (check out company culture).
- Gather what you will bring with you (pen, paper, copies of resume, references, directions, etc.).

Research the Target Company

- Know the leaders, company products, finances, goals, competition, accomplishments, setbacks.
- If possible, interview employees. Consult blogs and other Web sources.
Take a deep breath ... and go for it!

During the Interview

Project a Professional Demeanor
- Arrive early. Greet and shake hands.
- Answer questions confidently.
- Refocus to clarify vague questions: “By ____ do you mean _____?”
- Focus on your strengths; don’t volunteer weaknesses.
- Use good English and enunciate clearly.

Send Positive Nonverbal Messages
- Control your body movements and posture.
- Sound enthusiastic—but sincere.
- Make frequent eye contact and smile.
- Listen attentively.
- Turn off your cell phone. Don’t chew gum.
- Avoid “empty” words—um, uh, like, basically.
Interview Questions

- Qs to Get Acquainted and Gauge Interest
- Qs about Experience and Accomplishments
- Qs about the Future and $$$
- Challenging Qs
- Behavioral Qs
- Situational Qs

Using the STAR Method to Answer Behavioral Interview Questions

Behavioral interview questions may begin with “Tell me about a time when you . . . .”

To answer effectively, use the S T A R method:

- What was the Situation?
- What was the Task?
- What Action was taken?
- What was the Result?

Illegal and Inappropriate Questions

- What is your marital status?
- Do you have any disabilities?
- Have you ever been arrested?
- Where are you from?
- How old are you?
- Do you have children?
- How much do you weigh?
Closing the Interview

- ALWAYS be ready when asked if any questions. Take a list with you and add during interview (see handout).
- Take cues from interviewer that you are finished.
- Set a timeline for a response.
- Shake hands and thank as you leave.

After the Interview

- Make notes ASAP.
- Alert your references (p. 555).
  - Tell about position.
  - Include resume and job description.
  - Remind of positive experience.
  - Include stamped envelope.
- Write a follow-up letter (p. 555).
  - Thank for interview.
  - State that you want the job.
  - Tell how you are qualified.
  - Call if specified time passes.

Additional Employment Messages

- Applications (carry all info with you).
- Resume follow-up.
- Rejection follow-up.
- Job acceptance (restate the details).
- Job rejection (short and vague).
- Resignation letter (permanent record).
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