



Let's Flamingle  
Under The Palms

**POP  
Quiz**

# RESUMES

- What is the initial amount of time an employer takes to review an applicant's resume?
  - Answer:
    - ❑ Approximately 15 – 20 seconds minimum & 45 seconds maximum.



# RESUME DO'S

- Use action verbs
- Use short, concise sentences
- Use #'s, %, \$ amounts
- Highlight achievements, not responsibilities
- Keep resume easy to read
  - Clear layout and logical progression
- Keep resume to one page



# RESUME DON'TS

- Do not use the pronouns such as I, me, my, etc.
- Do not clutter your resume with nonessential information
  - Do not include references if you cannot keep it to 1 page
- Do not make any misrepresentations
  - title Inflation, hiding employment gaps
- Do not include personal information
  - SSN, age, sex, height, weight, marital status, photograph, etc.
- Do not have grammatical errors or typos
- Do not leave off important information



# “HEY, I’VE GOT A JOB INTERVIEW!”

## Common Fears:

- What’s going to happen during the interview?
  - Who is conducting the interview?
  - What is the interview intended to accomplish?
  - How long will the interview last?
  - Where will the interview be conducted?



# TYPES OF INTERVIEWS

## One-on-one *most often used*

- Informal: Interviewer has a general idea of what will be asked, but after first question, follows conversation trend.
- Structured: Questions will be written out based on job requirements, and will be asked of every candidate.
- Unstructured: After one or two questions, the interviewer may sit back and wait for you to make the next move.

## Group *you will meet with more than one person at a time*

- Teamwork is important. They want to see how effective you are as part of a group.
- Take it one question at a time
- Answer the person who asked the question. After finish look around & see if anyone needs further clarification.
- Make eye contact with each member of the group.



# TYPES OF QUESTIONS

- Credential Verification
- Experience Verification
- Opinion Questions
- Behavioral Questions
- Competency Questions
- Brainteaser Questions
- Case Questions
- Dumb Questions



# THE JOB INTERVIEW



- The most crucial thirty- to sixty-minute opportunity you have in your job seeking efforts.
- The culmination of all your preparation, including education, and the key to opening the door to your career.
- Your goals for effective job interviewing:
  - Get the job offer
  - Land a stimulating & rewarding job
- Interviewer's goals in effective job interviewing:
  - Can you do the job?
  - Will you do the job?
  - Will you get along with the other employees?



# INTERVIEW STRATEGY

- Have advance knowledge of the company and the answers to the “Fear Factor” questions.
- Know what the interviewer is asking and trying to discover about you.
- Be prepared to convince the interviewer you can accomplish his three goals: 1) you can do the job, 2) you will do the job, 3) you will get along with other employees.
- Most interviews are pleasant and friendly. Try to enjoy it.



# KNOCK THEIR SOCKS OFF!

- You only have seconds to make your best impression.
- It's all about connecting; bond with people in order to put them at ease. You'll be more socially desirable.
- It starts from the time you first see someone (30 seconds).
- A first impression is an emotional, not a rational reaction.

Make eye contact at least half to 2/3 of the time. Nod every so often.

Smile, even if not in mood.

Be careful about oversharing, i.e. disclosing too much.

Check your impulse to use other person's name repeatedly. Never use first name in interview.

Radiate accessibility. Show interest in others.

Match speech cadence to other person. Listen closely.

▪ Let's Role Play!





# THINK LIKE THE INTERVIEWER

What does the manager want to know?

- You are the **best** person to accomplish the job.
- You will NOT become his/her “worst fear”.
- You will make
  - the company better,
  - the manager’s life easier,
  - the manager become more successful

What kinds of questions will the manager ask?

- All interviews are different.
- However, since most interviews are routine, there are some routine questions you can expect.
- Areas the manager needs to know about you:
  - Education      Experience
  - Attitudes      Personality



# COMMON QUESTIONS/ ANSWERS – ROLE PLAY

- Tell me about yourself.
- Highlight your background as it relates to particular job.
- In what ways will your education or training help you in this position?
- Demonstrate your capacity to make practical application of formal knowledge & training.
- Why did you specialize in your particular field?
- Solicits clues about basic value system.
- Tell me about a problem you solved on your previous job.
- Provide information that includes problems you have handled, actions you have taken and the results- premise that past behavior predicts future behavior.
- Do you prefer to work alone, or do you to prefer to work as part of a group?
- Double-edged sword; work alone could be self starter, work in group could be team player. Stress both attributes.



# COMMON QUESTIONS/ ANSWERS- ROLE PLAY

- What do you know about our company?
- Use company research.
- Why are you interested in working for this company?
- Relate your skills to what you know about the company.
- How does this position fit into your future plans?
- Where do you see yourself in three years?
- Demonstrate ambition, potential and flexibility.
- In a job, what interests you most/least?
- Relate to the position
- Describe your best/worst boss.
- Keep it positive.
- How do others describe you?
- Personal traits & characteristics adjectives
- What do you consider your single most noteworthy accomplishment in your last job?



▪ Let's Role Play!



# YOUR QUESTIONS ?

- Interview is a two-way process. Prepare questions.
- Managers want to hear intelligent, well-thought questions.
- Company Questions
  - What are the plans of the company for the future?
  - How would someone with my background fit into the company plan?
- Company Questions
  - Are there opportunities to advance? Or Where can I go from here, assuming that I perform the job's responsibilities?
  - What is the overall structure of the department where this position is located?
  - What are some of the challenges and priorities of the company?



# YOUR QUESTIONS ?

- Job Questions

- Were there any questions I didn't provide an adequate answer?
- What skills are most important for this job?
- As you think about this position, what aspects of this job could be performed better?
- How would you describe a typical day in this position?

- Job Questions

- To whom does this position report?
- What qualifications does your ideal candidate need?
- What are the opportunities for personal growth? Or if you were to offer me this job, where could I expect to be in 5 years?



# YOUR QUESTIONS?



## Compensation Issues

- ***Never ask about salary.*** The company will discuss salary when appropriate; usually reserved for the second interview or when there is a firm offer. When the offer is made, ask: Is there a sign-on bonus or commission in addition to salary? How often are the reviews?
- **Benefits questions.** Company benefits are often worth 25% to 50% or more of cash salary offered. Ask: When am I eligible for the plan? Do I have a choice of benefits available?
- **Negotiations.** Everything can be negotiated after you have received an offer. Know the market and request consideration in terms of salary, benefits and perks.



▪ Let's Role Play!



# LEGAL QUESTIONS

Item	Can be asked	Cannot be asked
Age	Whether you are above minimum or maximum age	Age, birth date, birth certificate, high-school graduation date
Criminal Record	Conviction record, if it relates to ability to do job	Arrest record
Disabilities	Anything that relates to ability to do the job	Anything that does not relate to ability to do job
Marital/ Family Status	Nothing	Anything
National Origin	Whether candidate can legally work in the US	Anything
Race, Religion, Sex	Nothing	Anything



# NON-VERBAL TIPS



- Bathe and use deodorant-antiperspirant before the interview.
- Bring only essential items to the interview (resume, references, portfolio, datebook, transcripts of college work, licenses, etc.). Organize items so can refer to them readily in interview.
- Know location of office and how to get there. Make a trial trip getting to the interview.
- Arrive 15 minutes early for actual interview.
- Be pleasant, polite and friendly but businesslike to everyone you meet, including office staff.
- Check your appearance before going in.
- If you have bad breath, take a breath mint.



# NON-VERBAL TIPS

- Always offer your hand; use a firm, but not crushing handshake.
- Use eye contact without staring; avoiding contact is a sign of deception, disinterest, or lack of confidence.
- If a place of sitting is not indicated, choose a chair closest to the interviewer.
- Sit relaxed, but do not slouch. Leaning slightly forward shows interest, but do not lean on desk or knees.
- Use hands naturally to emphasize a point; do not cover mouth, hold your head or twist hands.



# SUMMARY

## DEADLY INTERVIEW MISTAKES

1. Arrives late for the interview.
2. Indicates they are late because the directions he was given were not good.
3. Looks disheveled and inappropriately dressed.
4. Slouches in his seat.
5. Does not maintain good eye contact with interviewer.
6. Assumes he will find out about the company in the interview.
7. Does not link what they can do with the needs of the employer.
8. Brags about how great they are, but cites no evidence.



# SUMMARY

## DEADLY INTERVIEW MISTAKES

9. Responses have no clear focus, seem disorganized and rambling.
10. Is low-key; does not project enthusiasm nor appear to want the job
11. Answers most questions with short “yes” and “no”.
12. Appears desperate for a job – any job.
13. Calls the interviewer by his first name repeatedly or uses the wrong name.
14. Talks negatively about their former boss and the company.
15. Gives memorized responses and forgets parts.
16. Asks “How am I doing? Are you going to hire me?”



# AFTER THE INTERVIEW



- Review & analyze your performance. Take notes, modify any items to improve your next interview.
- Send a thank you note to the manager immediately after the interview. Don't put this off!
- Make a return visit or a telephone call two or three days after your interview.
  - Reintroduce yourself and remind which job you interviewed for.
  - Add any additional thoughts you may not have covered when interviewed.
  - Emphasize your strengths for the job.
  - Find out if a hiring decision has been made.
  - Thank the interviewer for speaking to you & for his time.

