



Interview Techniques

Remember the interview is a two-way process - the interviewer wants to identify whether you would benefit the company if they employed you. You want to establish whether the company will provide you with the opportunities to achieve your reasons for changing employer.

FIRST IMPRESSIONS

You never get a second chance to make a first impression!

- Dress smartly and appropriately
- Aim to arrive early, but not too early
- Know who you will be meeting and their position
- Always be polite and pleasant to the receptionist or the secretary who greets you
- Avoid giving jokey answers
- Have a copy of your CV and other support material to hand
- Have acceptable proof that you have the right to work within the UK

YOUR BODY LANGUAGE

- Shake hands firmly
- Sit down in a relaxed, open position
- Make frequent eye contact with the interviewer
- An occasional nod of the head shows that you are interested and understand what is being said
- A smile (rather than a grin) is a sign of confidence
- Be aware of and control any mannerisms you may have. Successful communication is made up of 70% body language, 20% tone and 10% words.

YOUR SPEECH

- Speak slowly and clearly
- Avoid jargon and abbreviated terms
- Listen attentively to make sure you understand a question before answering it, repeat the question
- Use gentle hand movements to aid your communication
- Avoid using phrases such as "OK?" or "you know" after each sentence
- Smile and inject enthusiasm into your voice
- The tone of your voice makes you interesting to listen to

PREPARATION

Research the company before your interview. This demonstrates your initiative, drive and motivation. Points to consider:

- Know about the position for which you are being interviewed
- Know by whom you are being interviewed and their position
- Have a list of questions, which will impress the interviewer when you ask them, not "how much do you pay?"
- Business philosophy and culture
- Successes the company has had
- Product range and market
- Investor in People Award, ISO 9000 and National Training Award

THE INTERVIEW

'TELL ME ABOUT YOURSELF?'

This is the classic opening question and your answer should include a short profile on yourself and the skills you have. Be prepared, concise, relevant and enthusiastic. Check with your profile on your CV.

WHAT DO YOU KNOW ABOUT US?

Show that you have researched the company and have an insight into their business and their needs. Check with the Company Profile supplied by us.

WHAT ARE THE MOST IMPORTANT SKILLS YOU WILL BRING TO US?

- Emphasise the benefits you will bring with you. For example, your experience will give them a faster return on their investment.
- The employer will not need to train. They can rely on you and you will be effective more quickly.
- Incorporate 'positive' words such as ability to adapt, articulate, good communication skills, conscientious etc. word of warning do not claim something you can not deliver.
- Make a list of your strengths beforehand. Identify the appropriate skills and relate them to their needs.

WHAT SKILLS DO YOU FEEL YOU NEED TO DEVELOP?

- Likely to follow the previous question or may even replace it.
- Emphasise your strengths - repeating them is never a bad thing.
- If you have an area of weakness, stress your willingness to make it a strength and always ask what training and assistance does the company provide to aid your development.
- Ensure that your weaknesses are not essential skills which are vital to the job.
- Counterbalance - emphasise your strengths against any weaknesses.
- Ensure you give a lot more strengths than weaknesses.

AFTER THE INTERVIEW

Call us as soon as possible after the interview to give your consultant feedback. We will have telephoned the company shortly after your interview to determine their level of interest in you. We will communicate their comments to you and offer support and guidance as you take the next step forward.