



In Person Interview Tips

Before the Interview

- **Be prompt:** Show up early and look your professional best. Wear business attire in neutral colors and be conservative in your use of fragrance, cosmetics and jewelry. Greet your interviewer with a firm handshake and an enthusiastic smile.
- **Know background information:** Be prepared with information about the company and have possible answers prepared for expected interview questions.
- **Have questions prepared:** Ask questions such as; do you know the general business objective but have questions around what exactly the company does? Do you have questions around what role you will play?
- **Be prepared to talk about yourself:** Prepare a brief "sound bite" -- two to three sentences -- describing your professional achievements, qualifications and career goals and be ready to use it.
- **Be respectful:** Know of your surroundings and be polite and respectful to every person you encounter while on the premises for an interview.

During The Interview

- **Listen and adapt:** Pay attention to minor details such as dress, and office décor to tailor your presentation to fit the settings of the interview.
- **Relate back to the company:** Try to make answers to questions relate back to the interviewer or his/her company to show your interest and knowledge.
- **Demonstrate your interest:** Prove to the interviewer that you are serious about the position and company by encouraging the interviewer to share information about his/her company. Show you know about the company before talking about yourself. The more you can reflect a better understanding of the company, the better it looks to the interviewer. Make sure to be sincere, truthful and enthusiastic about the prospective position.
- **Emphasize:** What you have done and how you have done it in the follow up questions. Articulate difficult situations you were in and problems you have solved. Talk about your career, and explain what's made you effective in your work, your range of talents and why you want the job.
- **Avoid hot topics:** Religion, politics and other controversial topics should be off limits
- **Don't ramble or babble:** Keep answers precise and to the point.
- **Don't get too comfortable:** Sit up straight, don't slouch, use proper grammar, and be polite.

After The Interview

- **Send a note:** Send the employer a thank you note. Your letter should reiterate your core strengths and emphasize the value you offer. You can even squelch any concerns the employer raised about your qualifications and add important information you didn't get to discuss in the interview.



Phone Interview Tips

Before the Interview

- **Confirm the logistics:** Make sure you confirm not only the time but also the time zone. Secondly, confirm who will initiate the call and what numbers will be used. Get the interviewer's land line and cell phone in case connections are missed.
- **Be on time:** Phone interviews are scheduled by appointment, so don't treat it any differently than an in-person interview.
- **Select a quiet place:** No barking dogs, no kids in the background. You want silence and privacy. Close the door to the room, answer the phone yourself and wear a headset if possible so your hands are free to take notes. Shut down your e-mail or anything else that will distract you.
- **Prepare some crib sheets:** One advantage to phone interviews is you can have information in front of you. If you don't know the names of the interviewers in advance, write them down as they are given to you and make a note to help you recognize each voice. For example, Mr. Jones has a high pitched voice, or sounds like your Uncle Bill. Have a print-out of your resume and any vignettes you might use to demonstrate your experience. Have them in large type, so you can refer to them easily.
- **Do your homework:** Study the job description and the company's Web site. By doing so, you can anticipate some of the questions you'll be asked, and you'll be able to customize your examples and vignettes. Show that you know background information about the company and make it clear you understand the workings of the company. Make sure the interviewer is aware of your interest and knowledge of his/her company.

During the Interview

- **Speak clearly and not too quickly:** Remember that on most conference lines, one person cuts out if two people speak at once. So always wait a second before you start speaking to make certain the other person has finished.
- **Listen:** Connections can be challenging and the interviewer who's the furthest away from the speaker phone can be hard to hear. Focus on what you're being asked and request clarification if you're uncertain. It's always good to start your response by addressing the questioning interviewer by first name. If you're not sure who asked the question, identify them first before responding.
- **Prepare some questions:** Don't focus on compensation and benefits. Ask about the company, its performance expectations, and the culture. In other words, show interest! Also be sure to close by saying you're interested in taking the next step and asking if there's anything else you can provide.



- **Don't talk too much. Do ask open-ended questions:** ask open-ended questions that will help you uncover the interviewer's vision of the ideal candidate, the challenges the company is currently facing, the needs for the position, and the critical factors necessary to succeed on the job. With that information, you can position yourself as the best candidate for the job.
- **Obtain the contact information and titles** for the interviewers and send each a follow-up note or e-mail as soon as the interview concludes.