

---

# HOW TO PREPARE FOR YOUR INTERVIEW

---


*Need a job? Need career advice? We can help!*






## **Services we offer:**

- Career Assessments
- Resume Reviews
- Cover Letter Reviews
- Interview Advice
- Job Search Help
- Grad School Prep
- Professional Clothing Closet
- Professional Interview Space

---

**SUU** Career  
Center  
[suu.edu/careercenter](http://suu.edu/careercenter)

Student Center #204  
 435.586.5420  
[careercenter@suu.edu](mailto:careercenter@suu.edu)

   SUU Career Center  
  @suucareercenter

# Interview Preparation

---

## Contents

<b>A. General Interview Preparation</b>	<b>1</b>
Before the interview	1
During the interview	6
After the interview	6
<b>B. Special Cases</b>	<b>7</b>
Video interviews	7
Phone interviews	8
Works Cited	8
Attachments	8
Attachment: GradLeaders Interview Packet	

---

Employers want to hire someone who will do great work and thrive with their team. Read the tips below to prepare to impress employers during interviews. Still have questions? Visit us during walk-in hours, or make an appointment at [suu.edu/careercenter/schedule.html](http://suu.edu/careercenter/schedule.html).

You can also view this info online at [suu.edu/careercenter/interview-tips.html](http://suu.edu/careercenter/interview-tips.html).

## A. General Interview Preparation

### Before the interview

**1. Prepare your interview intro.** Almost every interview will start with some version of the question, “Tell me a bit about yourself.” Prepare a response that will help set a positive tone for the interview, give the employer a clear sense of who you are as a professional, and take no longer than 1.5–2 minutes.

**Note:** Include information that is relevant for the hiring committee. Avoid topics such as hobbies, family, and pets in this formal setting.

To prepare a response to this question:

- First, **review the job description and research the organization**, in order to clearly understand what qualifications are important to the employer (Robert Half, 2020).
- Second, **write a list of your qualifications** that are relevant to the position you’re interviewing for. Include your education, knowledge, skills, experience, and characteristics.
- Third, **write bullet points** in order of what you want to say. While each situation is different, here is a common formula you may find helpful:

- **Present → Past → Future**
  - **Present:** What paid/volunteer work or studies are you doing now, and how do your knowledge, skills, experience, and characteristics relate to this position?
  - **Past:** What work or studies have you done in the past, and how do your knowledge, skills, experience, and characteristics relate to this position?
  - **Future:** What are you interested in doing next at this position, why do you want this position, and how are you qualified for it? **Note:** Don't tell them this job will be a stepping stone to something *outside* their organization.

Note that if a past experience is the most relevant to the position, you can switch the order to **Past → Present → Future** (Indeed, 2020).

IMPORTANT: Learn and practice the points you want to share until you are confident, but **DO NOT MEMORIZE** this word-for-word, or you will almost definitely get stuck and freeze in the moment.

Remember to keep your response professional and positive. The employer doesn't want to know about your pets, your family, and your hobbies. And you don't want to start the interview by talking about why you got fired from a previous job. Focus on your education, skills, experience, and characteristics as they relate to the job.

#### **Example 1: Present → Past → Future**

- *Scenario: English major applying for a staff writer job.*
- Your outline:
  - **Present:** English major, Comms minor, grad December. Work at SUU Facilities. Assistant editor of Kolob Canyon Review.
  - **Past:** intern with Iron County Weekly
  - **Future:** Staff writer, then editor
- What you might say:
  - **Present:** Sure! I'm currently finishing my bachelor's degree in English at Southern Utah University and will graduate in December. I'm also working with our campus Facilities Management team and volunteering as assistant editor of the *Kolob Canyon Review*, an annual literary journal. Getting so involved has helped me hone my skills in writing, editing, and time management, and helped me build strong relationships through teamwork across the community.
  - **Past:** Last year, I worked as an intern for the local newspaper *Iron County Weekly*. I gained firsthand experience with all aspects of the publication process, including information gathering, writing, editing, and publishing. This experience solidified my desire to continue working as a journalist.
  - **Future:** I am looking to apply my skills and experience to work as a full-time staff writer for several years, with the eventual goal of working as an editor. I see this position as an excellent opportunity to reach my professional goals and use my skills and experience to benefit your team.

#### **Example 2: Past → Present → Future**

- *Scenario: Outdoor Recreation major applying for a National Park Service position.*
- Your outline:
  - **Past:** Two internships: Bryce Canyon, Zion
  - **Present:** Just graduated: Outdoor Recreation in Parks and Tourism
  - **Future:** Visitor Services Assistant, then Park Ranger
- What you might say:
  - **Past:** I'd be happy to. I have experience working with the National Park Service over two summers of internships at Bryce Canyon and Zion National Park through the Intergovernmental Internship Cooperative. During these internships, I was able to gain firsthand knowledge and experience in various aspects of park management, including conservation and visitor education.
  - **Present:** I just completed my bachelor's degree in Outdoor Recreation, which gave me the foundational knowledge and skills to be a valuable contributing member of the National Park Service team.
  - **Future:** I am now looking to join the National Park Service on a full-time basis, with the eventual goal of becoming a Park Ranger. This position as a Visitor Services Assistant would help me build on my education and experience while I serve as part of the NPS team to maintain the public lands that we love.

**2. Prepare professional attire.** In most cases, you should dress one level higher than what workers typically wear at that job. Frequently, this will be business formal or business professional. See the Professional Dress 101 page at [suu.edu/careercenter/professional-closet](http://suu.edu/careercenter/professional-closet) for detailed information about professional attire.

Definitely **avoid** party clothes (things you would wear to a club or a night on the town are often **not** appropriate for professional environments) and avoid clothes that are too casual! If you're not sure, ask the Career Center team at 435-586-5420, [careercenter@suu.edu](mailto:careercenter@suu.edu), or stop by the Career Center for tips from the Leads, and we'll be happy to help. Need professional clothing? We can help with that, too—just fill out the Professional Dress Funding Application at [suu.edu/careercenter/professional-closet](http://suu.edu/careercenter/professional-closet).

**3. Prepare a portfolio.** To look professional, bring a portfolio—a professional-looking folder to carry your documents. Include the following items:

- A few copies of your resume and your separate reference list, in case there are employer reps joining the interview who don't have copies. (See [suu.edu/careercenter/resume.html](http://suu.edu/careercenter/resume.html).)
- A printout of key info on the organization and interviewers, if you know who will interview you.
- Some blank paper, so you have a space to take notes. At the beginning of the interview, ask the interviewer if they mind if you take notes. (Some may ask you not to if their work is confidential.)
- A list of questions to ask (that you couldn't find while researching the organization). You should generally ask at least 2-3 questions. If you're serious about the position and have more questions, you can certainly ask! Here are a few examples of questions you could ask:
  - What does the typical day-to-day work include?
  - What are your expectations for new hires?
  - What kind of training program does the company have?

- How do you feel about working for the company?
- What are the position's biggest challenges?
- What are the long-range goals established for this department?
- What is your time frame for hiring for this position?

For a more detailed list of questions you could ask, check out page 6 of the attached [PDF packet by GradLeaders](#).

**4. Practice answering the most common questions.** These are the top five questions you need to be prepared to answer:

- **Tell me a bit about yourself.** Answer this question with your interview intro.
- **Why do you want this job?** Give reasons why the job is a good fit for you. Don't just say, "I need a job." Be sure to answer why the specific job you are interviewing for is the one you want.
- **Why should we hire you?** Explain what makes you an excellent candidate. What might set you apart from other candidates?
- **Why do you want to work for this organization?** Share what excites you about their organization, their work, and their culture.
- **Do you have any questions for us?** Ask some of the questions you have prepared or ask questions that came up during the interview. Always have at least a few questions ready as this is a good sign to the employer that you're seriously interested in the job.

In addition, be prepared to answer **trait-based questions** like "What are your strengths?" or "What are your weaknesses?" Share your strengths that are the most relevant to the job and briefly explain how this would help their organization. If you do get a question about weaknesses, emphasize how you've mitigated a weakness to turn it into a strength. For example, "A weakness of mine is \_\_\_\_\_. However, I have learned to \_\_\_\_\_."

Another common type is **behavior-based questions** like "Give us an example of a time when you \_\_\_\_\_." One way to answer this type of question effectively and concisely is to use the SAR method:

- **S**ituation: Briefly tell them what the situation was.
- **A**ction: Explain what you did to face the situation.
- **R**esults: Tell them how the situation turned out.

Example:

- **Employer's question:** *Tell us about a time when you had to deal with a difficult customer.*
- **Answer:** *Sure! Once when I was working an evening shift in Facilities Management at Southern Utah University, a recruiter from a company holding an information session came into our office and was irate that the big-screen TV cart they had reserved was not set up, and her event started in just 15 minutes.*

*First, I said, "I'm so sorry for the inconvenience. Let me check on that for you." When I checked the schedule, it showed that a TV cart had indeed been delivered to the room as requested. But rather than tell the customer she was wrong, I said, "I believe I can resolve the issue for you."*

*Would you be so kind as to show me where the TV should be placed?" I then followed her to the room where she was setting up and discovered that she was actually in the room next door to where she was scheduled! I peeked into the correct room, which not only had a TV cart set up, but also had a sign on the door for their event. I told her, "It looks like everything is set up for you in this room next door. Would that room still work for you?" When she saw the sign, she turned bright red and realized her mistake. She said, "I'm so sorry. Yes, we can use that room." I told her it was not a problem at all, and offered to help her move her materials into the other room and get her slide deck running.*

*She was able to start on time and was grateful for the extra assistance.*

If you haven't had the specific experience they ask about, tell about something similar. Keep it positive and do not criticize.

Finally, you may be asked **scenario-based questions** like "What would you do if \_\_\_\_\_?" This is another great time to use the SAR method:

- **S**ituation: Briefly restate the scenario they gave.
- **A**ction: Explain what you would do to face the situation.
- **R**esults: Tell them how you expect the situation would turn out.

Example:

- **Employer's question:** *How would you handle criticism from your supervisor?*
- **Answer:** *Well, although no one loves to be criticized, I do like to grow and improve through feedback. For example, if my supervisor told me that I was working too slowly, I would say, "Thank you for that feedback. I'm sorry I haven't met your expectations for efficiency yet. Could you please give me some suggestions on what I could do to increase my speed?" When I respond to the feedback with humility, I expect that my supervisor would be willing to give me specific guidance that would help me improve.*

For a more detailed list of questions employers are likely to ask, see the attached [PDF packet by GradLeaders](#).

**5. Prepare to discuss pay and benefits.** IMPORTANT: Do not ask about pay and benefits unless they offer you the job. And try to get them to give a number first.

**Pay:** Prepare for the pay discussion early by understanding what your knowledge, skills, and experience are worth in this position. Use labor market information provided for the type of position and geographic area. Two excellent resources are the Utah Economic Data Viewer ([jobs.utah.gov/jsp/utalmis/#/occupation](http://jobs.utah.gov/jsp/utalmis/#/occupation)) and the nationwide Occupational Outlook Handbook ([bls.gov/ooh](http://bls.gov/ooh)). For data on international pay, try an internet search for similar sites.

**Benefits:** While you can discuss negotiating both salary and benefits, it's important first to know what the employer includes in a standard benefits package. Many employers list benefits on a public website. Otherwise, you can contact HR and ask whether they are able to share information with you about

employee benefits.

## During the interview

**1. Arrive early and act professionally.** Remember that the interviewer's impression of you starts the moment you leave your home. If you're rude, unprofessional, or late, the employer may decide not to hire you. Plan to **arrive 10 minutes early**. It can be awkward for the employer if you're more than 10 minutes early, and you give a bad impression if you're less than 5 minutes early.

**2. Greet the interviewers professionally.** Make eye contact when you say hello, give them your name, shake hands, and thank them for taking the time to interview you. Wait for them to ask you to be seated.

**Note:** Handshake etiquette may change due to Covid-19. Traditionally, you want to give a firm handshake when you greet them. If you're not comfortable shaking hands for health reasons, you can place both hands behind your back and nod/bow slightly as you greet them.

**3. Maintain eye contact.** Look them in the eye when you're talking to them and when they're talking to you. Don't stare awkwardly, just focus on them rather than looking around the room or looking at your phone. In fact, be sure your phone is OFF for the duration of the interview!

**Note:** We recognize that American business culture views direct eye contact as a sign of honesty and respect. If your culture shows respect by not looking others in the eye, please note that you can still maintain respect in your home culture and use eye contact in professional settings. Still uncomfortable? Try looking at the space between the interviewer's eyes.

**4. Don't bring up pay—but know your worth.** IMPORTANT: Do not ask about pay and benefits unless they offer you the job. And try to get them to give a number first. See the "Before the interview" section for how to prepare to talk about pay.

**5. Say thank you again—and ask about following up!** At the end of the interview, thank them again for considering you for the position. Ask them when might be a good time to follow up with them.

## After the interview

**1. Follow up.** Follow up with each professional contact after any significant time investment, which includes interviews. At a minimum, send an email thanking them for talking with you and let them know you are interested in learning more about the company and possible positions.

After you've sent an email, consider sending a handwritten card—these are golden! Who handwrites anything these days? You do, if you want to impress them! If it's an in-person interview, you can even have a card ready in your car/portfolio that you can go out and write, then give to the front desk.

**Note: Carefully follow the employer's instructions.** For example, if they say "contact us by email only," then don't call them. If they say "don't contact us until we contact you," demonstrate your professionalism and ability to follow instructions.

## B. Special Cases

While the interview advice above generally applies to all interviews, it's important to be prepared to succeed in two special cases: video interviews and phone interviews.

### Video interviews

**1. Prepare professional attire.** Even if you're calling from your home, you still need to dress to impress. At a minimum, wear business casual: a blouse or collared shirt with a skirt or slacks. Business formal is even better. See the Professional Dress 101 page at [suu.edu/careercenter/professional-closet](http://suu.edu/careercenter/professional-closet) for detailed information about professional attire.

Definitely **avoid** party clothes (things you would wear to a club or a night on the town are often **not** appropriate for professional environments) and avoid clothes that are too casual! If you're not sure, ask the Career Center team at 435-586-5420, [careercenter@suu.edu](mailto:careercenter@suu.edu), or stop by the Career Center for tips from the Leads, and we'll be happy to help. Need professional clothing? We can help with that, too—just fill out the Professional Dress Funding Application at [suu.edu/careercenter/professional-closet](http://suu.edu/careercenter/professional-closet).

**2. Set up your video background.** To ensure the recruiter's focus is on how impressive you are, rather than being distracted by your surroundings, make sure you have a professional-looking background for your video interview. Use a blank wall, bookshelf, curtains, etc. Make sure you do not have a mess in view, including clothes, dishes, distracting posters, etc. Also avoid having your bed in view—when others view your bedroom and bed, they can feel really awkward, like they're invading your privacy.

What about *virtual* backgrounds? Generally avoid virtual backgrounds for interviews. They can be distracting to the interviewer, particularly when the outline is fuzzy and parts of your body fade in and out.

**2. Create a quiet space.** You want to make sure the recruiters will be able to hear you. Plan to join the video interview from a quiet environment. Let others in your space know you'll be on a video interview, and if your space is not quiet enough, use headphones to cut out background noise.

**3. Test your equipment & prepare a backup.** Well before the video interview, test your equipment to make sure everything works—software, apps, devices, and internet connection. Make sure all devices are fully charged and plugged in if possible. Be sure you also have another way to contact the interviewers (phone, text, email) in case your video stops working.

**4. Maintain eye contact.** Keep your face fully in frame with your eyes in the upper 1/3 of the screen. When the recruiter is speaking to you, you can look at their video, but **when you are talking, look directly at your camera** so they feel like you are making eye contact with them.

**Note:** We recognize that American business culture is based on mainstream white culture, which views direct eye contact as a sign of honesty, confidence, and respect. It is important to note that conceptions regarding eye contact are not static across cultures. In many cultures, avoiding eye contact is not perceived negatively but rather as a sign of respect. If your culture shows respect by not looking others in the eye, please note that you can still maintain respect in your home culture and use eye contact in professional settings. Still uncomfortable? Try looking at the space between the interviewer's eyes.



## Phone interviews

- 1. Purpose.** Phone interviews are generally used as a screening or first-round interview. The employer's goal is to decide whether they should invite you for a face-to-face or video interview. Your goal is to impress them and get invited to the next interview!
- 2. Prepare your space.** Ensure you'll have a quiet space free from distractions. Let others in your space know you'll be on a phone interview, and if your space is not quiet enough, use headphones to cut out background noise.
- 3. Get your phone ready.** Be sure you charge your phone! Make sure you're in a place where you have a strong signal for a good connection. Mute all notifications, and never interrupt your interview for anything other than a genuine emergency.
- 4. Act professionally.** Since the employer can't see your smiling face, focus on using your voice to show your enthusiasm, positive attitude, professionalism, and communication skills. Smiling helps you sound positive, and dressing professionally can help you act professionally. Be careful not to speak too quickly, and make sure you don't eat, drink, or chew gum during the interview.

Need more help? Visit us during walk-in hours, or make an appointment at [suu.edu/careercenter/schedule.html](http://suu.edu/careercenter/schedule.html).

---

### Works Cited

**GradLeaders.** (2016). *Interviews*. *theCampusCareerCoach.com*

**Indeed.** (2020). *How to Answer "Tell Me About Yourself" (Tips and Example Answers)*. *indeed.com*

**Robert Half.** (2020). *How to Answer, 'Tell Me About Yourself,' in a Job Interview*. *roberthalf.com*

---

### Attachments

**Attachment:** GradLeaders Interview Packet

# Interviews

An interview is a two-way exchange of information. While the interviewer is interested in learning more about what you have to offer, the interviewee (you!) should be interested in learning more about the organization and the position for which you are interviewing.

There are two primary types of job interviews: **screening interviews** and **decision interviews**.

**Screening interviews** are usually conducted by recruiters or other human resources representatives rather than hiring managers. They are typically trying to verify facts stated on the resume and to screen out inappropriate/unqualified applicants. Essentially, this person is trying to answer the question: Are you a viable candidate for the job? Examples of screening interviews include many telephone interviews, career fair conversations, and on-campus interviews. Screening interviews are often conducted by human resources staff/recruiters rather than actual hiring managers.

**Decision interviews** are usually conducted by a hiring manager; a person with authority to make a hiring decision. Essentially, this person is trying to answer the question: Are you the best candidate for the job? That is, are you qualified and how well will you fit into the organization.

## THE FOUR INTERVIEW QUESTIONS YOU MUST BE ABLE TO ANSWER

### Why do you want the job?

You have to be able to explain and defend your reasoning for wanting the job for which you are interviewing. "Needing a job" is not a sufficient response. You have to explain how you think this job fits you.

### Why should they hire you?

You are not the only candidate, so why should they select you over the others? Again, "needing a job" is not a sufficient response. You have to explain how your combination of experience, education, skills and qualities/characteristics match up with the experience, education, skills and qualities/characteristics they are seeking in candidates. You have to explain how you think you fit the job.

### Why do you want to work for this organization?

You must demonstrate that you have done your homework. When you say - "I'd love to work for your company!" - you have to be able to back it up. What is it about the company that you find appealing? You have to be able to explain how and why you think you will fit in with their organizational culture.

### Why do you want to work in this profession/industry?

You must demonstrate that you have some knowledge about the profession/industry. They aren't going to just take your word for it. Just as every company's culture is unique, every industry and profession has its own unique features and characteristics; features and characteristics that - depending upon what you are seeking out of your career - can be viewed as advantages or disadvantages. You have to be able to

# Interviews

explain that you understand, and will be able to fit in, their world.

One caveat! Employers do not expect college students or recent graduates to be able to answer these four questions with the same depth and detail as would an experienced candidate. They are realistic, but you still need to be able to answer them based on your knowledge, experience and research.

## BEFORE THE INTERVIEW

Preparation for your interview should not begin the day before your interview. Start early to avoid the unnecessary stress, and keep the following three things in mind:

### Do your research.

When preparing for a job interview, research the organization. This research is important because it will enable you to speak intelligently about the organization during your interview; focus on what you can contribute to the organization; and obtain information that will help you decide whether or not you want to work there if you are offered a job.

### Consider your interviewing attire.

First impressions are critical, so you must make every effort to have the proper attire for the type of job you are seeking. Will dressing properly alone get you the job? No, but it will give you a competitive edge and make a positive first impression. It is better to be a bit overdressed than underdressed for an interview. If you are overdressed, you can always become more casual by taking off your coat and rolling up your sleeves. If you show up in casual attire, you're stuck in casual attire.

### Arrive early.

Arrive 10-15 minutes before your scheduled interview time. Doing so will allow you to gain your composure and to observe working conditions and company culture prior to your interview. If possible, do a trial run the day/night before to identify your travel route, parking options and the location of the building where the interview will be conducted. If, because of unforeseen circumstances, you are running late, call the person with whom you have the interview, briefly explain your reason for being late, and offer to reschedule. Don't wait until the last minute to make that call!

## DURING THE INTERVIEW

During the interview, you need to recognize the types of interview questions being asked and answer them appropriately. The two most common types of interview questions are trait-based and behavior-based questions.

**Trait-based interview questions** attempt to match the candidate's traits and skills to those required to do the job successfully. Examples of trait-based interview questions include "What are your strengths?"

# Interviews

“What are your weaknesses?” and “How would your friends describe you?”

**Behavior-based interview questions** emphasize examples of your accomplishments. This interviewing technique is based on the belief that past behavior is a good predictor of future work performance. Candidates are asked to give examples of how they have handled specific situations or completed specific tasks in the past. When a question begins with “Describe a time when...” or “Give me an example...” you should recognize it as a behavior-based question.

## AT THE END OF THE INTERVIEW

Toward the end of the interview, you will likely be asked two questions: (1) Do you have any questions? and (2) Do you have anything else you wish to share?

Take this opportunity to ask questions that will assist you in making an educated decision about accepting or declining an offer and share important information about your qualifications that didn’t come up during the interview itself.

Always ask about next steps in the interviewing process and when you should expect to hear from them next.

## AFTER THE INTERVIEW

Send a thank you letter within twenty-four hours of your interview thanking the interviewer for his/her time and reinforcing your candidacy by briefly recounting your qualifications and stating your continued interest in the position.

Even if you decide that the position is not right for you, a thank you letter ends the experience on a pleasant, positive note.

## TELEPHONE INTERVIEWS

Telephone interviews are commonly used to screen job applicants. Your objective in a telephone interview is to obtain a personal, face-to-face meeting with a prospective employer.

Skills and characteristics to exhibit during a telephone interview include: enthusiasm, a positive attitude, superior verbal communication skills, problem-solving ability, and creativity. Also, unlike a face-to-face interview, you have the ability to reference materials during a telephone interview. Gather the following items and have them in front of you for your telephone interview: your resume, the job description, a list of references and a company description/overview. You might also want to have a glass of water nearby in case you need it as you’re speaking.

Do not do anything which can create an unpleasant impression. Do not speak too fast; speak too close to the receiver; have music, television or other distractions in the background; or chew gum, drink, eat, or smoke during a telephone interview. If you have roommates, let them know you will be on a telephone interview and



# Interviews

ask them to be quiet and to limit distractions.

Keep the objective in mind - the face-to-face interview - and do not ask questions about money, benefits, etc. There will be time for that later.

If you have call waiting, NEVER interrupt your interview to take another call. Ever.

## WEBCAM INTERVIEWS

Webcam interviews are becoming more and more common, so don't be surprised if an employer chooses to skip the telephone interview in favor of interviewing you via webcam.

Webcam interviews are different from in-person interviews and telephone interviews. If you're not prepared, you might just miss that opportunity to make a good first "virtual" impression.

Here are five tips to help you prepare for your webcam interview:

### **Know Your Technology.**

Whether you are using Skype, Google, FaceTime or one of the other webcam apps available for your computer or smartphone, make sure you know how to use it. Check the speaker and microphone volume and settings; check the picture quality; know how to use the screen sharing functions; know how to set up a multi-person web conference. The day of your interview is the wrong time to learn how to use your webcam application! If you're worried about how to use the app during the interview, you're not going to be focused on interview. Don't wait until the last minute.

### **Control Your Environment.**

Eliminate all distractions! Roommates, pets, boyfriends and girlfriends, parents – ask them to leave you alone. Twitter, Facebook, Pandora and any other applications or devices not being used for the call - turn them off! Allow yourself to focus. Make sure you budget enough time - be ready to go a minimum of 10-15 minutes BEFORE the scheduled time and budget extra time in case the interview goes long. Have a glass of water nearby and have all of your notes ready to reference. Like an in-person interview, you can't get up and move around during your webcam interview. They can see you and everything you do.

### **Manage Your Image.**

The image you project on your webcam is a combination of you and your surroundings; and you control ALL of this. Take a look at yourself in your webcam. What do you look like? What do you see in the background? What you see is what the employer will see when they are interviewing you. Clean up the room; make sure the light from a nearby window isn't washing out your picture. Adjust the webcam so that it is capturing the image of you that you want to convey. Remember, you control the camera, how it is positioned and the image it captures. Manage that image!

### **Double-Check Your Connection.**

# Interviews

Wireless communication is great, until it doesn't work or until the wireless signal strength is weak. Signal strength is particularly important when you are transmitting video, so make sure you have a fast and reliable internet connection (wired or wireless). Test your connection speed and/or wireless signal strength to be certain it can effectively handle webcam communication

## Have a Plan B.

You can check and double-check. You can do everything right and be as prepared as possible, and sometimes technology just fails to do what it's supposed to do. You need to have a Plan B ready just in case Plan A doesn't work. Make sure you know your interviewer's phone number and email address. Have both ready in case you need to use them. At the first sign of trouble, alert your interviewer and see if you can get the technology issues resolved. If you can't, suggest the telephone as an alternative.

## SAMPLE QUESTIONS TO EXPECT FROM AN EMPLOYER

- Tell me a little about yourself.
- Tell me why you feel you are qualified for this job.
- What are your greatest strengths and weaknesses?
- What do you see yourself doing five years from now?
- How would you describe yourself?
- How would your friends describe you?
- Why should I hire you?
- Why did you select your major area of study?
- Are your grades a good indication of your academic abilities? Explain.
- Tell me about a decision you made that you later regretted.
- Define leadership.
- Define success.
- Give me an example of a time when you successfully worked with a team.
- How do you work under pressure?
- What have been the three most important events of your life thus far?
- What were you doing during this gap of time I see here on your resume?
- Give me an example of something that you have done that shows initiative.
- What types of people rub you the wrong way?
- Given that you have no background in this field, why are you interested in it?
- Who are our competitors?
- What do you predict is going to happen in this industry in the next five years?
- What do you know about our company?

# Interviews

- What interests you most about this position?
- Demonstrate/illustrate skills that you can transfer from past experience.
- Give me three words that describe you with examples of what you mean.
- What new goals have you established for yourself recently?
- What are the attributes of an ideal job for you?
- Tell me about a time when you successfully resolved a conflict.
- What can you do for us that someone else cannot do?
- Give me an example of a leadership role you have held when not everything went as planned.
- Are you creative? Give me an example.
- What electives have you taken? Which did you enjoy the most?
- In terms of your work habits, do you prefer to work intensely on a few items at a time or to skim the surface of several items simultaneously?
- Describe your most rewarding college experience.
- If you were hiring a recent graduate for this position, what qualities would you look for?
- What motivates you to put forth your greatest effort?
- What have you learned from your mistakes?
- Are you willing to travel and/or relocate?
- Why did you decide to seek a position with this company?
- What criteria are you using to evaluate potential employers and jobs?

## SAMPLE QUESTIONS TO ASK EMPLOYERS DURING AN INTERVIEW

- What does the typical day-to-day work include?
- What are your expectations for new hires?
- What kind of training program does the company have?
- How do you feel about working for the company?
- What are the position's biggest challenges?
- Is the position newly created, or is someone being replaced?
- How will my performance be evaluated?
- What are the long-range goals established for this department?
- How was the salary range determined for this position?
- What is the management style of my immediate supervisor?
- How much travel is involved in the job?
- How has the company changed in the last 10 years?
- What specific skills or experiences would help someone do well in this position?

# Interviews

- Who are the other people I would be working with?
- Will I be encouraged to attend professional conferences?
- What is the primary responsibility of this department?
- Will I have a chance today to meet the people who would be my co-workers?
- Who would I be reporting to?
- What is your time frame for hiring for this position?
- Can you tell me about the last two employees that held this position? What are they doing now?
- Where are the majority of job openings located?
- Would any budget cuts affect this position's availability?
- What is the company's policy on advancement?
- Could you describe some typical career paths employees have taken at your company?
- Would you describe your own advancement in the company?
- Does the company provide tuition support for a degree?
- Will/could there be relocation immediately or after a few years?