

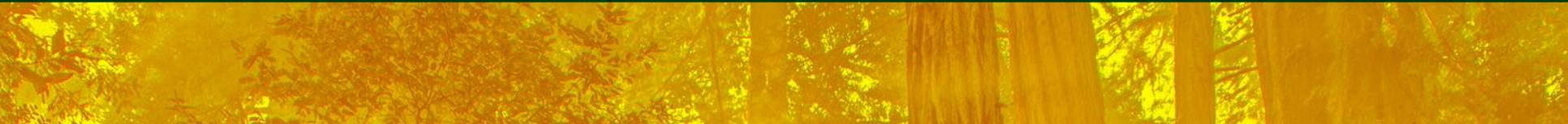


# Chapter 13

## Interpersonal Communications in Job Hunting

# Types of Interpersonal Communications in Job Hunting

- Information interviews
- Social Networking
- Job interviews
- Second interview or site visits



# Information Interviews

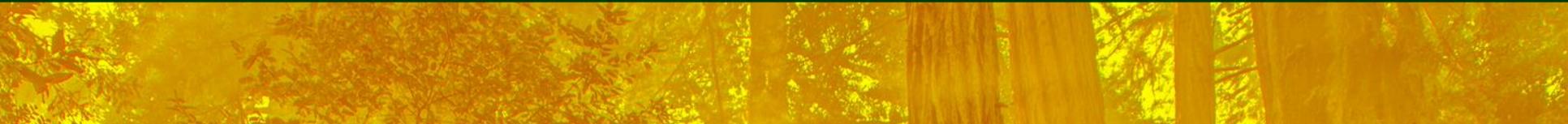
- Way to obtain insider information
- Preparing for information interviews
  - Researching career field, position or employer
  - Develop questions
- Arranging/conducting information interviews
- Follow up/evaluation afterwards

What questions are useful to ask after information interviews?

# Social Networking

- What can social networking do for you?
  - Learn about jobs in hidden job market
  - Make valuable contacts
  - Knowledge about career fields/industries
- Improving networking skills
  - Skill that can be learned & polished
  - Join professional associations even as a student
  - Get involved in alumni groups
  - Use self & options knowledge to guide networking activities

What professional association groups could you network with?



# Job Interview Preparation

Which questions would you find challenging to answer?



- Know yourself—values, interests, key skills employers value
- Review sample questions—see **Table 13.1**
- What value added might you bring to an organization?

# Researching Employers

## Researching Potential Employers: Finding Your Best Fit

### Objectives

1. Learn various ways to thoroughly research potential employers.
2. Learn how to organize data and incorporate employer information into an interview.

### Why Research Employers?

Researching employers is a crucial element of career development and decision making. You may want to research employers to find out more about a region, industry, position, or organization. Whether you are exploring options, considering experiential learning, launching a job search campaign, or preparing for interviews, employer research can help you to make more informed decisions and determine your fit with an occupation, industry, and/or organization.

Performing thorough research can also impress employers in an interview. Employers are looking for candidates who show genuine interest in their organization, and research reflects interest and enthusiasm. A favorite interview question of many employers is "Why are you interested in our organization?" When you know something about an organization, you can describe in more relevant terms how you could work within that environment or how your skills could help the employer be successful. Being familiar with an organization can also help you answer questions like "Will my personality fit in this environment?" and "Do my goals correspond to the promotional structure?"

### What's Inside

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### Types of Employer Information Resources

As with any research project, performing thorough employer research involves being mindful both of the kinds of sources providing you information, as well as how each source presents information to you. Below are examples of the types of resources you may review while gathering employer information:

- **Primary** (information directly from the employer): Interviews, documents such as annual reports, and websites
- **Secondary** (information about the employer): Books, articles, directories, databases
- **Bibliographic** (reference guides and directories): indexes to primary and secondary sources

You can find these types of resources in a variety

- Critical aspect of interviewing
- Name **four important reasons** to research employers prior to an interview
- See **Table 13.2** for "Employer Facts to Know"
- How many of these facts would be important to you?

# Practice Before the Interview

- Role play or participate in [mock interview](#)
- Review sample questions--know which ones might be challenging for you
- Avoid memorizing your answers
- Focus on question being asked

Skill Evaluated	Qualities	Excellent	Good	Fair	Needs Improvement
<b>Professional Appearance</b> <ul style="list-style-type: none"> <li>• Arrived Prompt and On-Time</li> <li>• Professional Attire</li> <li>• Firm Handshake</li> <li>• Well-Groomed</li> </ul>					
Comments					
<b>Overall Preparation</b> <ul style="list-style-type: none"> <li>• Demonstrated an understanding of and interest in the position/company/organization</li> <li>• Was prepared for the interview (through research, appropriate attire, understanding of questions)</li> <li>• Reaffirmed interest in the position and reviewed fit between strengths and the position</li> </ul>					
Comments					
<b>Verbal Communication Skills</b> <ul style="list-style-type: none"> <li>• Spoke clearly and articulately in a positive manner</li> <li>• Demonstrated confidence in knowledge</li> <li>• Used professional and industry-specific language</li> <li>• Controlled verbal fillers such as "um," "uh," or "like"</li> <li>• Used tone of voice that reflected enthusiasm</li> </ul>					
Comments					
<b>Non-Verbal Communication Skills</b> <ul style="list-style-type: none"> <li>• Appeared engaged, poised, and composed:                             <ul style="list-style-type: none"> <li>○ Body language conveyed appropriate level of eagerness to respond</li> <li>○ Sat in an upright manner, seemed natural and at ease</li> <li>○ Appropriate and consistent eye contact</li> <li>○ Gestures were appropriate</li> </ul> </li> </ul>					

# Appearance & Clothes

First impressions are critical

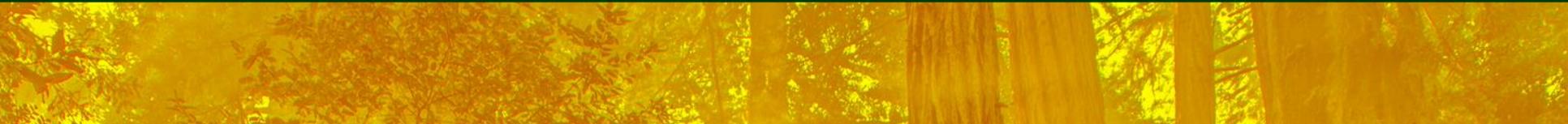
General guidelines:

- 2-piece dark-colored suit
- Conservative (except for some types of employers)
- Keep accessories to a minimum
- Be moderate in use of perfumes, fragrances, etc.
- Bring your materials in professional bag or portfolio



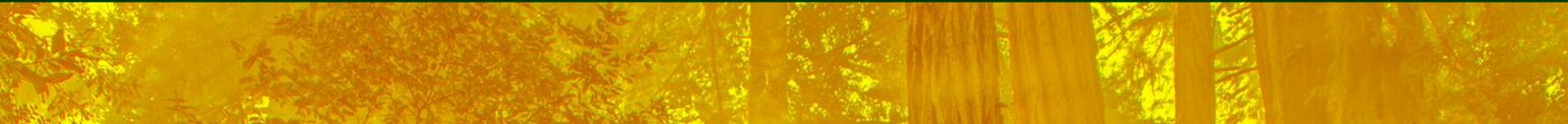
# Appearance & Clothes (continued)

- Business casual—still important to have a tailored, clean look
- Do a “test run” with your outfit
- Cover tattoos/piercings unless compatible w/ organization’s culture
- Other important first impression points:
  - Be on time!
  - Know where you are going--account for travel & parking time
  - Check appearance in restroom once you arrive



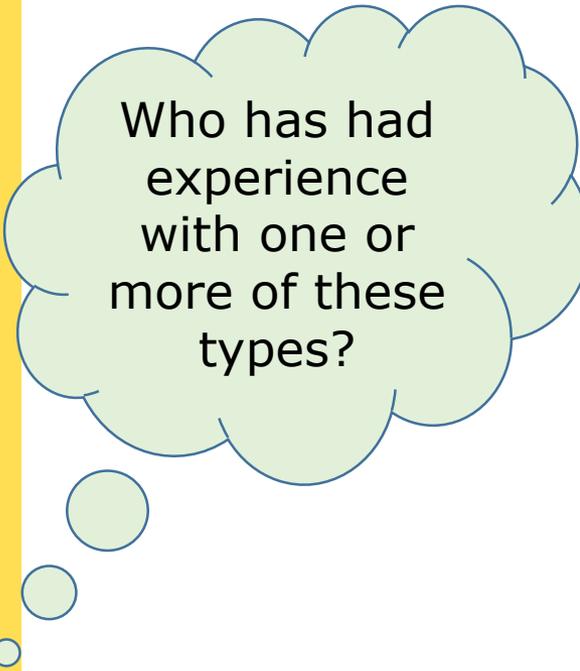
# Initial Interview

- Actual interview structure may vary by type of employer/ organization
- Interviewer questions typically cover 4 areas:
  - 1) Academic background
  - 2) Experience
  - 3) Strengths & weaknesses
  - 4) Personal characteristics



# Types of Interviews

- On-campus interviews
- Telephone interviews
- Video & Skype interviews
- Behavioral-based interviewing
- Performance & stress interviews



Who has had experience with one or more of these types?

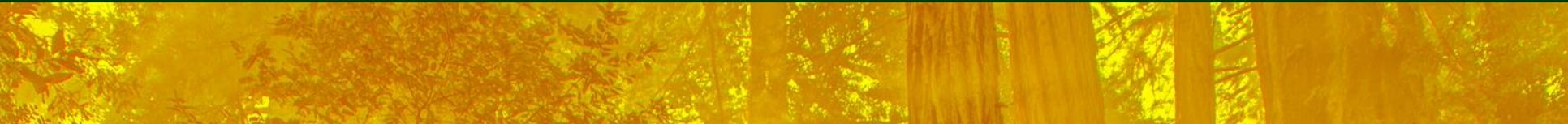
# Answering Behavioral Questions

Use the **STAR** technique

**(S)ituation (T)ask (A)ction (R)esult**

- What was the situation?
- The task that needed to be done?
- What action did you take?
- What were the results?

Who can share an example of this?



# Stress Interviews & “Creative Questions”

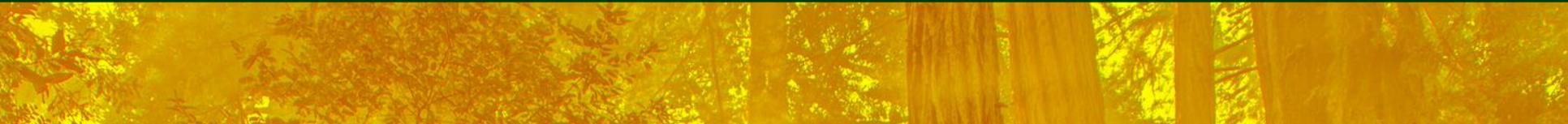
May involve a range of unusual questions

Often no “right” answer

Interviewer may be looking for

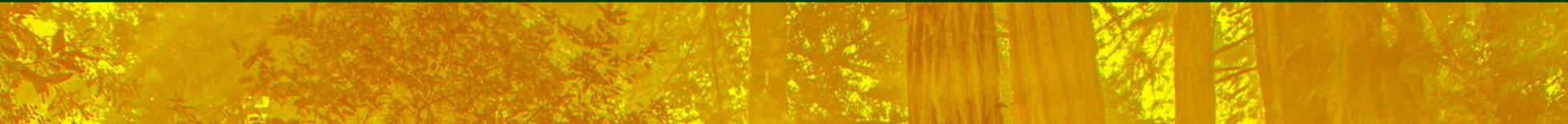
- how you react under pressure
- creativity
- Resourcefulness

Unclear how useful these questions are in finding the best candidates



# Social/Emotional Competence

- What skills are associated with SEC?
- Connection to portfolio, social media profile, and core competencies valued by employers profile
- How can these be communicated in interviews?
- What are ways to improve your SEC?



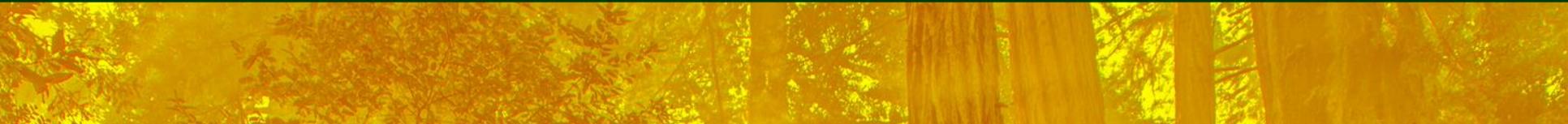
# Salary



- Do research on starting salaries for positions you seek
- Be prepared to share expected salary figure if asked and back up your request
- Can use a range
- See Chapter 14 for more information on negotiating salary

# “Sticky” Interview Topics

- Illegal vs. inappropriate? What’s the difference?
- Examples:
  - Are you a U.S. citizen?
  - How old are you?
  - What is your marital status?
  - What social organizations do you belong to?
  - Have you ever been arrested?



# “Sticky” Interview Topics

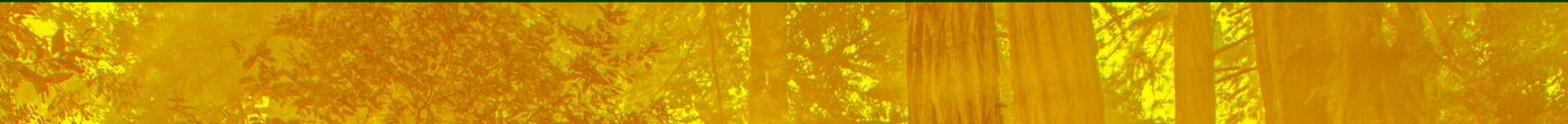
Consider interviewer’s motive

Avoid becoming defensive/angry

Three Options:

1. Answer the question
2. Refuse to answer the question
3. Examine question’s intent & respond accordingly

What would you do in this type of situation?



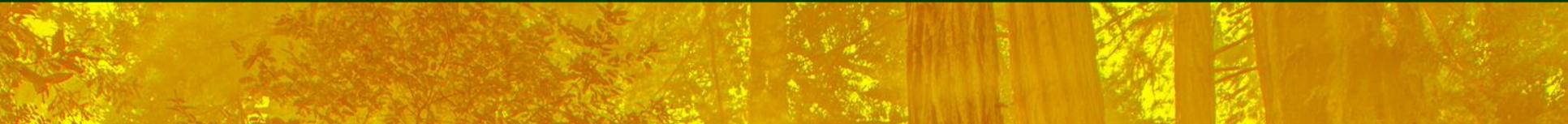
# “Sticky” Interview Topics

How might the type of questions asked in job interviews affect your decision to work for an employer?

Use of background checks that may uncover negative information

Importance of being honest & transparent

Some information may disqualify you



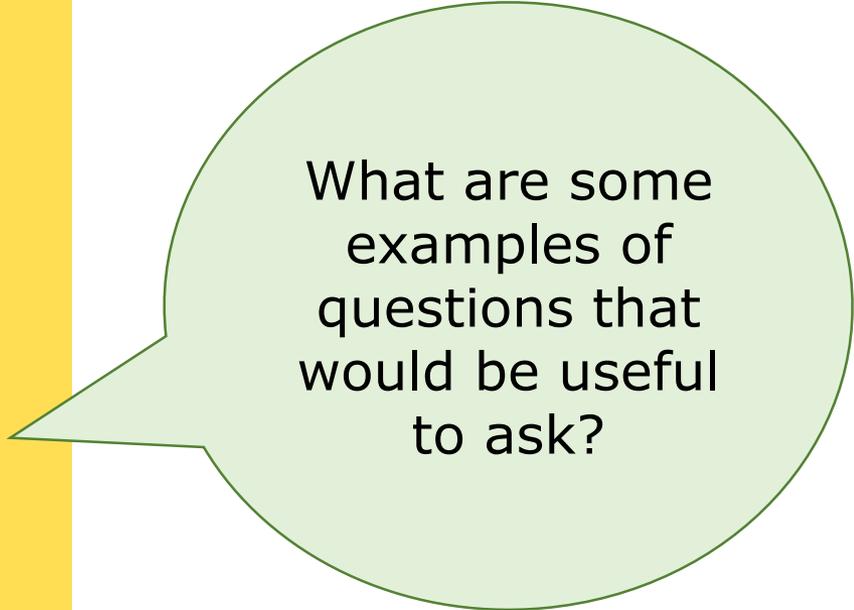
# Data Analytics/ One-Sided Interviews



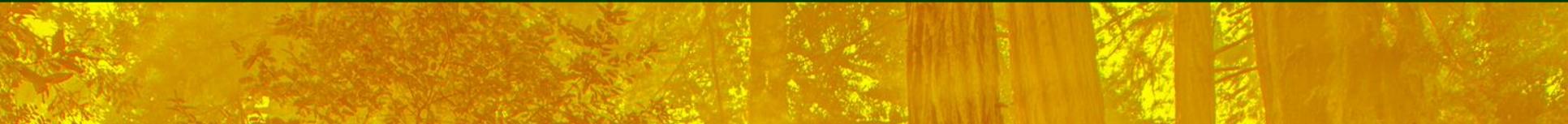
- Use of [robots](#) for one-sided interviews
- Using personality tests & data analysis to match applicants with positions
- What are some tips for handling “one-sided interviews?”
- How does this impact interviewing & recruiting?

# Your Turn to Ask Questions

- Result of thorough research
- Reflect a sincere interest in organization & position
- Provide a chance to explore your fit with the organization
- Were not answered by other sources



What are some examples of questions that would be useful to ask?

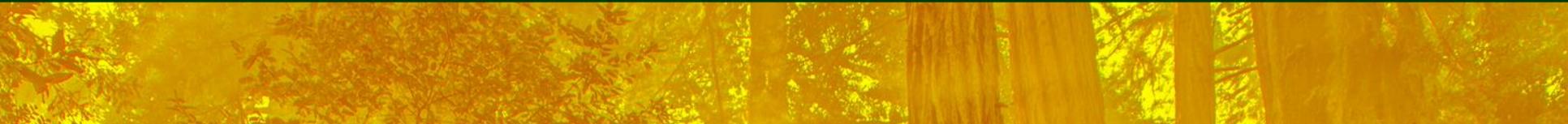


# Questions to Avoid in Initial Interview

- Salary
- Vacation time
- Benefits

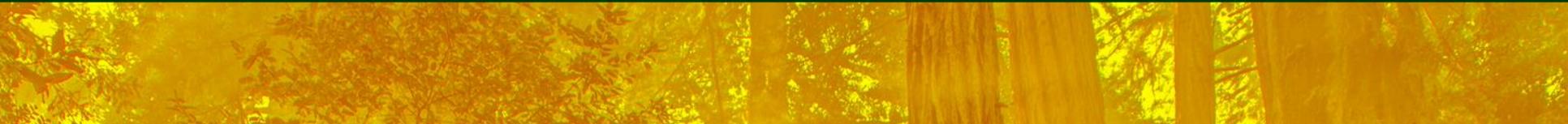
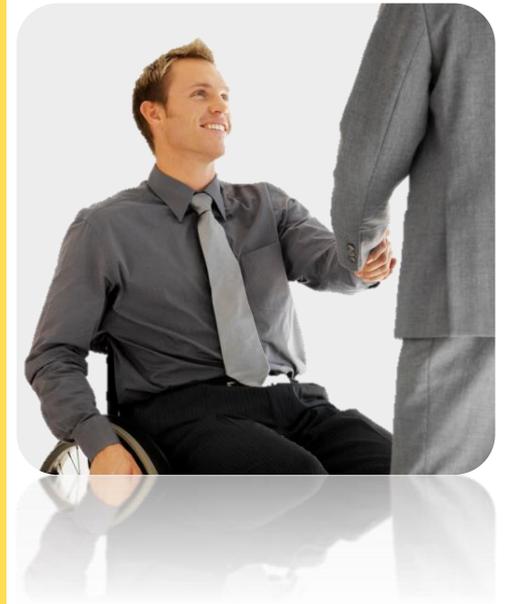


Why are questions about these topics problematic?



# Closing

- Have awareness of interview length
- Thanks interviewers and ask for their business card
- Check on next steps
- Re-emphasize your interest, appreciation for being considered
- Ask about following up to check on status of your application



# After the Interview

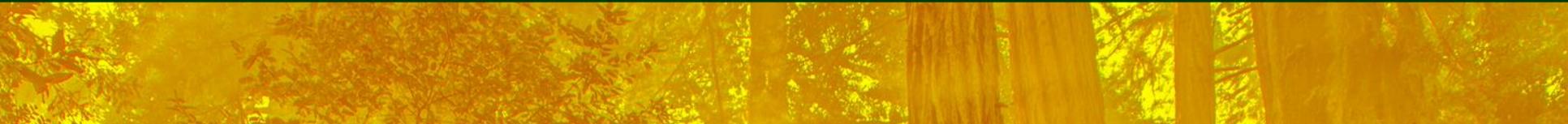
- Once of the most overlooked steps
- Importance of **thank you notes** after interviews
  - Reaffirm interest
  - Restate some of your qualifications
  - Chance to gain additional information to use in decision making



# After the Interview

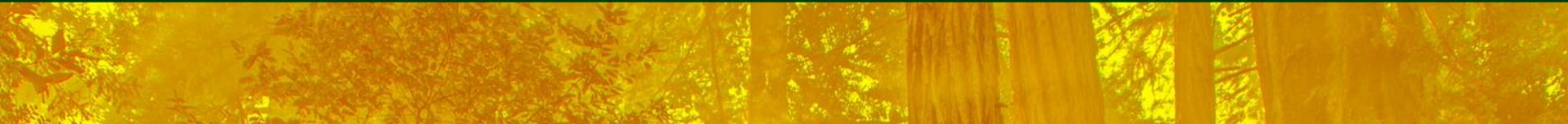
- **Self-Evaluation:**

- ✓ What points seemed to interest the employer?
- ✓ How well did I present my qualifications?
- ✓ Did I talk too much? too little?
- ✓ What questions were difficult for me?
- ✓ How can I improve for the next interview?



# Second Interviews & Site Visits

- Usually final step before receiving an offer
- Chance to view facilities, meet other employees, visit local community
- How well do you fit organizational culture?
- Structured vs. unstructured 2<sup>nd</sup> interviews
  - How do they differ?



# Preparing for Second Interviews

- Getting schedule of activities in advance
- Know who will be involved in the process
- Importance of ongoing employer research
- Understand how expenses, travel, car rental will be handled
- Follow up with a thank you and submission of any materials related to reimbursement



# CIP Perspective on Interviewing

## **Self-Knowledge**

- Importance of self-knowledge in networking & interviewing

## **Option Knowledge**

- Role of networking, social media, and interviews in learning about job options

## **Decision Making**

- Social interactions provide important information for all CASVE cycle phases

## **Executive Processing**

- Importance of positive metacognitions in context of job search social interactions

