Chapter 13

Interpersonal Communications in Job Hunting
Types of Interpersonal Communications in Job Hunting

- Information interviews
- Networking
- Initial interviews
- Second interview or site visits
Information Interviews

• A way to obtain insider information
• Preparing for the information interview
  • Researching the career field, position or employer
  • Develop questions
• Arranging & conducting information interviews
• Follow up after information interviews
Social Networking

- What can networking do for you?
  - Learn about jobs in hidden job market
  - Make useful contacts
  - Knowledge about career fields/industries

- Improving networking skills
  - It’s a skill that can be learned & polished
  - Join professional associations & alumni groups
  - Use social media to expand web of contacts
  - Use self and options knowledge to guide networking activities
Interview Preparation

- Know yourself
- Review sample questions—see Table 13.1
- Know your employer

Which questions would you find challenging to answer?
Researching Employers

• Critical aspect of interviewing
• Name **four important reasons** to research employers prior to an interview
• See **Table 13.2** for “Employer Facts to Know”
• Which of these would be important to you?
Practice Before the Interview

Role play or participate in mock interview
Avoid memorizing your answers
Focus on question being asked

<table>
<thead>
<tr>
<th>Skill Evaluated</th>
<th>Qualities</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Needs Improvement</th>
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</thead>
<tbody>
<tr>
<td>Professional Appearance</td>
<td>• Arrived on time and on time • Professional attire • Polished nails • Well-groomed</td>
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<td>Comments</td>
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<tr>
<td>Overall Preparation</td>
<td>• Demonstrated an understanding of and interest in the position/organization • Your prepared for the interview (through research, appropriate attire, understanding of questions) • Reinforced interest in the position and reviewed fit between strengths and the position</td>
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<td>Comments</td>
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<tr>
<td>Verbal Communication</td>
<td>• Spoke clearly and articulately in a positive manner • Demonstrated confidence in knowledge • Used professional and appropriate language • Controlled verbal timber and pace: &quot;Art,&quot; &quot;Art,&quot; &quot;Low.&quot; • Used tone of voice that reflected enthusiasm</td>
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<td>Comments</td>
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<tr>
<td>Non-Verbal Communication</td>
<td>• Appeared engaged, polite, and composed • Both language and nonverbal cues appropriate to position • Sit to an upper body to reveal natural and direct eye contact • Appropriate and maintained eye contact • Gestures were appropriate</td>
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</table>
First impressions are critical

General guidelines:

• 2-piece dark 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 & Clothing

• Business casual—still important to have a tailored, clean look
• Do a “test run” with your outfit
• Cover tattoos and piercings unless compatible w/ organization’s culture
• Be on time!
• Know where you are going, account for travel time
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 interviews
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
Social/Emotional Competence in Interviews

- What skills are associated with SEC?
- How can these be communicated in interviews?
- What are ways to improve your SEC?
- Connection to portfolio & social media profile
Salary

- Do research on starting salaries for positions you seek
- Be prepared to share expected salary if asked
- 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 or 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

Use of background checks that may uncover negative information

Importance of being honest & transparent

Some information may disqualify you

How might the type of questions asked in interview process affect your decision to work for the employer?
Data Analytics

• How does this impact interviewing & recruiting?
• Use of personality & cognitive ability tests in interviewing
• Attempt to improve hiring decisions
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 the Initial Interview

- Salary
- Vacation time
- Benefits
Closing

- Have awareness of interview length
- Check on next steps
- Ask for interviewer’s business card
- Re-emphasize your interest, appreciation for being considered
After the Interview

- 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?
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 2nd interviews
  - How do they differ?
Self-Knowledge
• Importance of self-knowledge in networking and 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