Chapter 13

Interpersonal Communications in Job Hunting
Presentation Overview

- Types of interpersonal communication
- Interview preparation
- Interview expectations
- Post interview follow up
- Second interviews/site visits
- CIP perspective on interviewing
Types of Interpersonal Communications in Job Hunting

• Information interviews
• Social networking
• Job interviews
• Site visits
Information Interviews

- A way to obtain “insider” information using personal resources

Preparation for the Information Interview
- Research employer & develop questions
- Create questions for answers not now available

Conducting an Information Interview

After the Information Interview
Social Networking

What can networking do for you?

• Learn about jobs in the “hidden job market”
• Make useful contacts
• Gain knowledge of career fields & industry trends

Improving networking skills

• Networking is a transferable skill that can be learned and polished
• Join a professional association
• Network with alumni
Interview Preparation

- Know yourself
- Review interview questions in Table 13.1
- Know the employer
- Review strategies for researching employers in Chapter 12
Interview Questions

- Every interview question is intended to focus on 3 critical areas:
  - Strengths, Motivation, Fit

- 3 questions in the interviewers mind:
  - Can you do the job?
  - Will you love the job?
  - Can we tolerate working with you?
Self-Knowledge

Prepare for questions about your:

- Values, interests, and skills
- Experience (jobs and activities)
- Personal qualifications
- Career goals/objectives
- Motivation
Researching Employers Helps You...

Answer their 5 basic questions about you:

- Why are you here?
- What can you do for us?
- What kind of person are you?
- What distinguishes you from the others?
- Can we afford you?

From Richard Bolles (2012). *What Color is Your Parachute?*
Checklist of Employer Facts to Know

- size of firm or industry
- % annual sales growth in last 5 yrs
- current news events & stock prices
- age of top management
- geographic locations & home office
- who are the competitors
- organizational goals
- organizational structure & career paths
- number of plants/stores, etc.
- products or services
- For full list see table 13.2
Pre-Interview Checklist

- Identify your transferable job skills
- Become aware of your strengths
- Determine what you’re looking for in a job
- Research the organization
- Conduct information interviews
- Know how well you “fit” the position or organization
Preparing for the Interview

- **Practice, practice, practice**
  - 50/50 Rule
  - 20 seconds to 2 minute rule

- **Appearance & Clothes**
  - Woman keep it simple & conservative; wear minimal accessories; use perfume and makeup in moderation
  - Men wear a clean pressed conservative suit; Have shoes shined; Trim facial hair

- **Be on time!**
Initial Interview Process

- Interviewer questions typically cover these 4 areas:
  - Academic Background
  - Experience
  - Strengths & Weaknesses
  - Personal Characteristics
Types of Interviews

- On-campus interviews
- Telephone interviews
- Video & Skype interviews
- Behavioral-based interviews
- Stress interviews
- Performance interviews
Answering Behavioral Questions

Use the **STAR** technique

**Situation** – **Task** – **Action** – **Result**

**Example:**

- **(S)** You might recall a situation when communication in a group had broken down
- **(T)** To resolve the problem you organized informal meetings at lunch and other times
- **(A)** Where members discussed issues related to the situation
- **(R)** As a result of these meetings and discussions, communication improved and productivity increased
Social Emotional Competence

- Cherniss (2000) indicated that 2/3 of competencies linked to superior performance in the workplace are emotional or social in nature.

- SEC is largely communicated through nonverbal cues such as:
  - Eye contact
  - Smiling
  - Body Posture

- Students can gain experiences to improve their SEC through volunteering and group memberships, as well as mock interview experiences.
Salary

• Do NOT mention salary on your resume

• During an interview don’t give too high or too low of a salary expectation

• Think of a salary range to discuss prior to going to the interview

• Back up your salary request with specific information about:
  – Your education and experience &
  – The research you have conducted
Sticky Interview Topics

• Are you a U.S. citizen?
• How old are you?
• What is your marital status?
• What social organizations do you belong to?
• Do you have any disabilities?
• Have you ever been arrested?
Dealing with Sticky Questions

- **How to react:**
  - Consider interviewer’s motive
  - Avoid becoming defensive or angry
  - Restate your interest & why you are a good fit

- **Three options:**
  1. Answer the question
  2. Examine the intent of the question & respond accordingly
  3. Refuse to answer the question
Your Turn to Ask Questions

- The result of thorough research
- Reflect a sincere interest in the organization & position
- Reflect an awareness of your employment needs
- Were not answered in other sources of information
Sample Interviewee Questions

Sample Questions:

- What kind of training do you provide?
- How long is the training period?
- What is the nature of the supervisory and evaluation for persons in this type of position?
- What staff development programs are available for the initial training?
Questions to Avoid in the Initial Interview

- Salary
- Benefits package
- Vacation or leave time
Closing

- When can you expect to hear from the interviewer and by what means?
- Ask for the interviewer’s business card.
- Re-emphasize your interest and appreciation for being considered.
After the Interview

- Thank-you letter
- Maintain contact
- Self-evaluation
Thank-you Letters

- Reaffirm your interest
- Restate some of your qualifications
- Ask additional questions that will help your decision making
Self-Evaluation

✓ What points seemed to interest the employer?
✓ Did I present my qualifications well?
✓ Did I talk too much? Too little?
✓ Was I too tense or too aggressive? Not aggressive enough?
✓ Which questions were difficult? How can I improve my answers?
Second Interviews & Site Visits

- Usually final step before receiving an offer
- Chance to view facilities, meet other employees
- Focus on your specific qualifications
- Do you fit the organizational culture?
- Structured vs. unstructured process
  - What is the difference? How does it matter?
CIP Perspective on Interviewing

- Self-knowledge is a focal point of interviews
- Use social networking to learn about job options
- Use your social skills to improve decision making in all CASVE phases
- Recognize the importance of metacognitions:
  - Positive self-talk
  - Self-awareness
  - Control and monitoring