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

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

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"
• 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

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**Mock Interview Feedback Form**

**Student Name:**

**Date:**

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**Skill Evaluated:**

**Professional Appearance**
- Animated/Engaged
- Professional Dress
- Earpieces
- Hand gestures

**Comments**
- Demonstrated an understanding of the content in the presentation
- Demonstrated expertise in the area
- Clearly communicated through research, experience, or understanding of question
- Demonstrated interest in the position and reviewed fit between strengths and the position

**Overall Preparation**
- Spoke clearly and loudly
- Demonstrated confidence in knowledge
- Demonstrated professional and industry-specific knowledge
- Demonstrated verbal skills
- Demonstrated nonverbal skills
- Demonstrated strong nonverbal skills

**Comments**
- Spoke loudly and smoothly in a positive manner
- Demonstrated confidence in knowledge
- Demonstrated professional and industry-specific knowledge
- Demonstrated verbal skills
- Demonstrated nonverbal skills
- Demonstrated strong nonverbal skills

**Verbal Communication Skills**
- Spoke clearly and loudly
- Demonstrated confidence in knowledge
- Demonstrated professional and industry-specific knowledge
- Demonstrated verbal skills
- Demonstrated nonverbal skills
- Demonstrated strong nonverbal skills

**Comments**
- Spoke loudly and smoothly in a positive manner
- Demonstrated confidence in knowledge
- Demonstrated professional and industry-specific knowledge
- Demonstrated verbal skills
- Demonstrated nonverbal skills
- Demonstrated strong nonverbal skills

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**Nonverbal Communication Skills**
- Spoke strongly
- Nonverbal cues
- Demonstrated confidence in knowledge
- Demonstrated professional and industry-specific knowledge
- Demonstrated verbal skills
- Demonstrated nonverbal skills
- Demonstrated strong nonverbal skills

**Comments**
- Spoke strongly
- Nonverbal cues
- Demonstrated confidence in knowledge
- Demonstrated professional and industry-specific knowledge
- Demonstrated verbal skills
- Demonstrated nonverbal skills
- Demonstrated strong nonverbal skills
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
• 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

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 job interviews affect your decision to work for an employer?
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 2nd 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