Chapter 13

Interpersonal Communications in Job Hunting

Types of Interpersonal Communications in Job Hunting

- Information interviews

- Networking

- Initial interviews

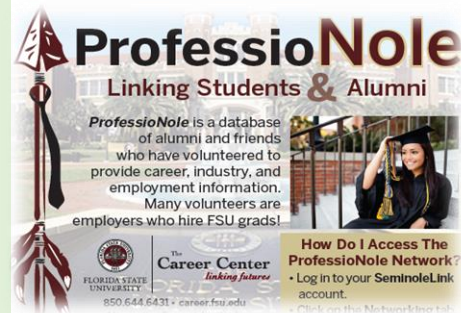- Second interview or site visits

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

ProfessioNole
Linking Students & Alumni

ProfessioNole is a database of alumni and friends who have volunteered to provide career, industry, and employment information. Many volunteers are employers who hire FSU grads!

Career Center
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FLORIDA STATE UNIVERSITY

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How Do I Access The ProfessioNole Network?
• Log in to your SeminoleLink account.

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

Mock Interview Feedback Form
Student Name: _____
Date: _____

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Skill Evaluated	Qualities	Excellent	Good	Fair	Needs Improvement
Professional Appearance	• Arrived Prompt and On-Time • Professional Attire • Firm Handshake • Well-Groomed				
Comments					
Overall Preparation	• Demonstrated an understanding of and interest in the position/company/organization • Was prepared for the interview (through research, appropriate attire, understanding of questions) • Reaffirmed interest in the position and reviewed fit between strengths and the position				
Comments					
Verbal Communication Skills	• Spoke clearly and articulately in a positive manner • Demonstrated confidence in knowledge • Used professional and industry-specific language • Controlled verbal fillers such as "um", "uh," "or "like" • Used tone of voice that reflected enthusiasm				
Comments					

Non-Verbal Communication Skills	• Appeared engaged, poised, and composed:
	  o Body language conveyed appropriate level of eagerness to respond
	  o Sat in an upright manner; seemed natural and at ease
	  o Appropriate and consistent eye contact
	  o Gestures were appropriate				

Appearance & Clothing

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

Dressing to Impress:
Appropriate Professional Attire

Objectives
1. To recognize the importance of proper dress as it relates to interviewing and business situations.
2. To understand the difference in business attire and business casual.
3. To understand the guidelines for proper attire.

The Importance of Proper Attire
Making the best possible impression is paramount when seeking employment! Even though we would like to think that our skills and abilities are what secure us the job, appearance does count. First impressions are made within five minutes of meeting someone and help to shape all future impressions.

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?
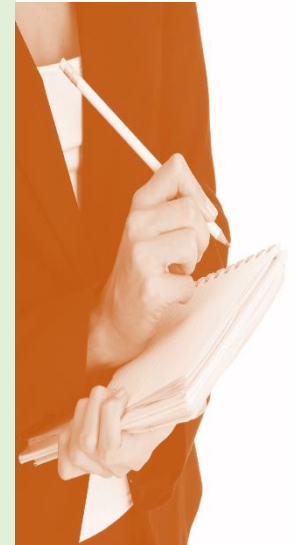
Second Interviews & Site Visits

- 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?

CIP Perspective on Interviewing

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