

Interview Skills

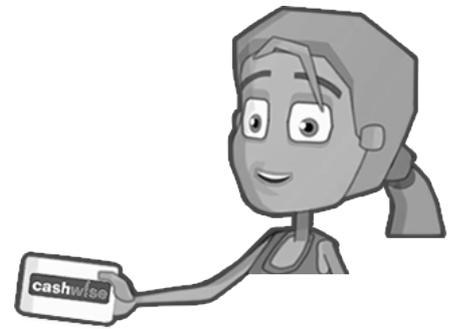
Preparing for the interview

- Give yourself plenty of time to get ready.
- Find out all you can about the job and the company.
- Check the time, date and place of the interview.
- Find out how to get there, check parking, public transport and so on.
- Practise answering questions – use a friend, partner, tape recorder or similar.
- Think of answering questions you might be asked (...and the answers!).
- Re-read your application form to remind yourself of what you have told the employer.
- Get together any information that has been requested, e.g. proof of ID, certificates etc.
- Dress smartly but comfortably.
- Take the company phone number in case things go wrong and you are delayed.
- Visualise yourself in the interview, performing well.

At the interview

Do

- Smile.
- Speak clearly and confidently.
- Look at the interviewer.
- Be polite and interested.
- Be positive about yourself and the job.
- Ask questions.
- Ask about job conditions, training opportunities, prospects – think of what you want to know.



- Answer questions fully, not just yes or no.

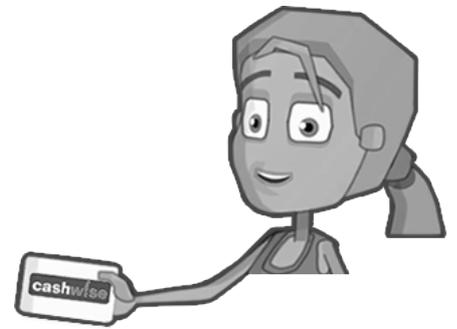
Don't

- Criticise previous employers.
- Make negative comments.
- Be late.
- Be afraid to ask for time to think or for more explanation of a question.
- Lie.
- Make jokes, flippant remarks or appear not to be taking the interview seriously.
- Overdo perfume or aftershave.
- Overdress.
- Put on an act—it will show.

Present a Positive Image

Do

- Relax while you are waiting for the interview.
- Think positively, picture yourself enjoying the interview and answering the questions brilliantly.
- Walk into the room confidently; move forward to shake hands if you feel confident enough to do so.
- Establish eye contact with the interviewer as soon as you enter the room and maintain it.
- Sit back in the chair in a relaxed but upright position.
- Listen attentively to questions and ask to have them repeated if you don't at first understand.
- Answer as fully as you can without wandering off the point and provide examples of your achievements where appropriate.
- If there is a panel, look at the person asking the questions.



- Think about what you particularly have to offer and highlight this in your replies, it is your
- Achievements they want to hear about, not what the team did.
- Emphasise your strengths but always tell the truth.
- Speak clearly and confidently.

Don't

- Sit until invited by the interviewer to do so.
- Slouch in the chair, or sit on the edge of it.
- Fidget or display other signs of nervousness.
- Joke, swear or be over familiar with the interviewer.
- Draw attention to your weaknesses.

What are Employers looking for?

Employers are looking for people who:

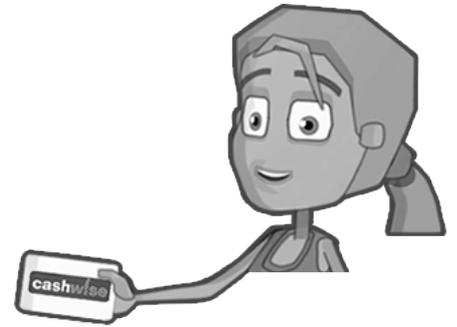
- work on their own initiative;
- work well as part of a team;
- have an understanding of the section they are going into, for example, housing;
- have a real enthusiasm for getting the job.

Employers also like to hear instances of how you can:

- Make savings, e.g. costs, time and resources
- Avoid potential problems and reduce risks
- Improve appearance
- Organise work and meet deadlines easily
- Increase productivity / efficiency
- Use old things in a new way
- Provide more information

In association with





- Get government support
- Develop employee performance
- Turn round a bad situation
- Introduce new systems
- Improve teamwork and relationships

Remember the interviewer is hoping that you will have the experience and qualities which are sought. Most importantly, tell the panel what you as an individual have done successfully, not what you did as part of a team – your contribution could have been tiny. Talk about I, not we.