



AC

Alex Criswell

Interview Process Training

Nervous about an interview? We all are! You're not alone.

Unsure where to start? Consider this Interview Process Training tutorial.

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About This Tutorial

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The Goal

With this tutorial, the goal is to send everyone into the interview room (or potentially virtual interview room) prepared and confident.



You know you have skills and talents to offer to the employer, you know you are the best fit for the position, so now the preparation you complete for that interview will ensure the employer knows it too.

CONTINUE

Course Outcome and Objectives



Outcome

By the end of this training, learners will be able to demonstrate the steps of the interview process in preparation for a official company interview.



Course Objectives

By the end of this training, learners will be able to:

- Compile data and factual information about a prospective employer.
- Accurately indicate prior work experiences and portfolios.

- Select appropriate dress attire for an interview.
- Demonstrate correct body language for an interview.
- Write an interview summary and thank you letter.

CONTINUE

Course Overview

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“Far and away the best prize that life offers is the chance to work hard at work worth doing.”

Theodore Roosevelt

Pursuit of successful employment and a thriving career are still challenges that many adults face. The hardest part, aside from waiting for the call for an interview, is the interview itself! So many emotions surrounding that eventful day – what to wear, how to be prepared, how to sell yourself without overstating your abilities and talents.



CONTINUE



Four Phases of an Interview Process



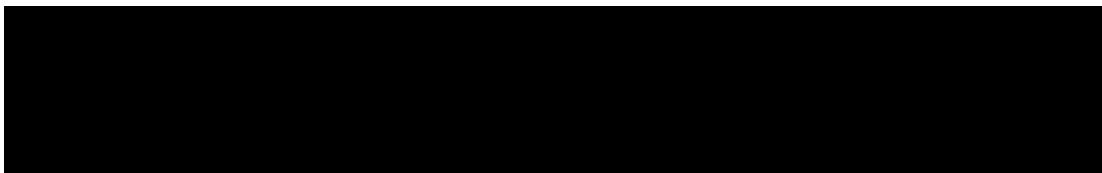
Interview Process Phases

This tutorial breaks down the four phases of an interview process:

- Preparation
- What to Wear
- How to Present Your Best Self
- How to Follow Up

Discover More

Review the video [The Best Job Interview Preparation Video](#) to learn more about job interview preparation.





This 10 minute video, a part of the Kaye/Bassman International Search Process, will help to ensure you have an effective interview. These best practices are all designed to keep the decision resting with you for next steps! Your Kaye/Bassman Search Consultant is always available as a resource throughout this process: (972) 931-5242.

VIEW ON YOUTUBE >

Follow This Format!

In following this simple outline, you will have the best opportunity to wow your future employer and solidify that you are the best candidate. Regardless of this being your 7th interview or your 37th, the goal is to provide you with a game plan for how to walk in with confidence.

CONTINUE

What to Expect

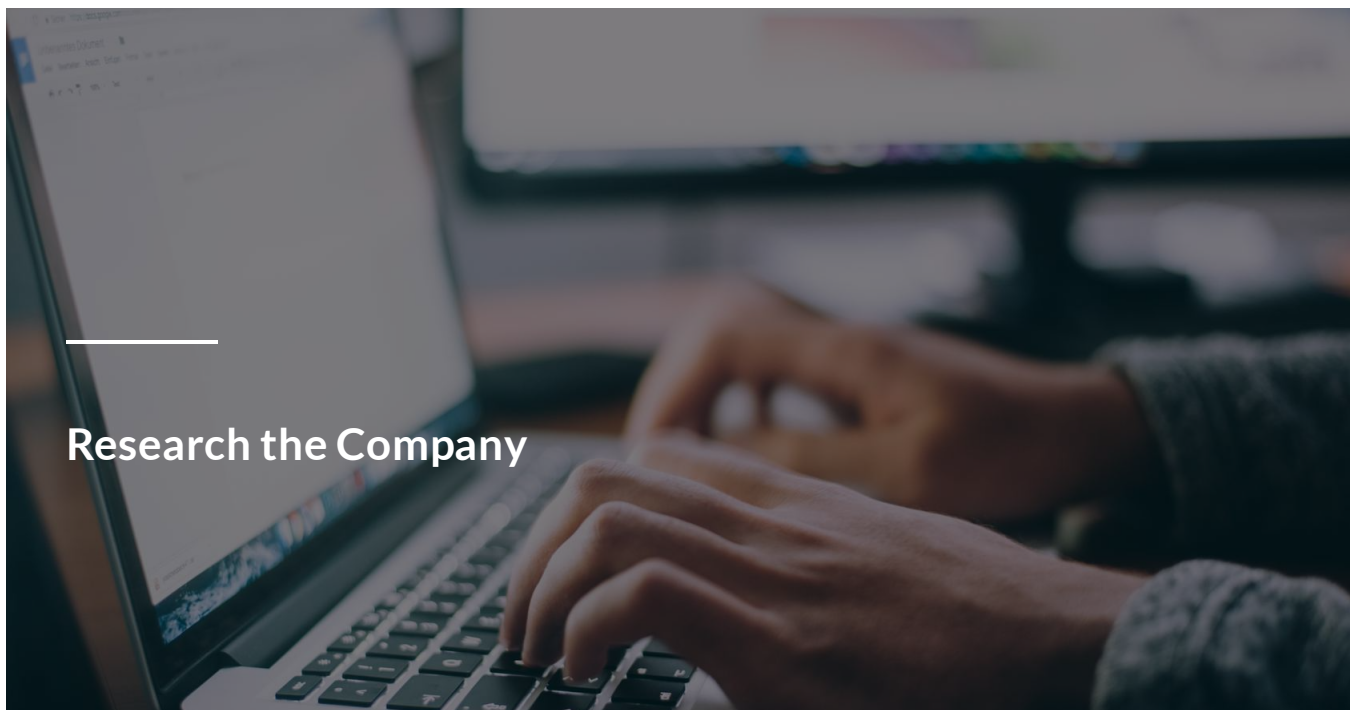
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Expectations

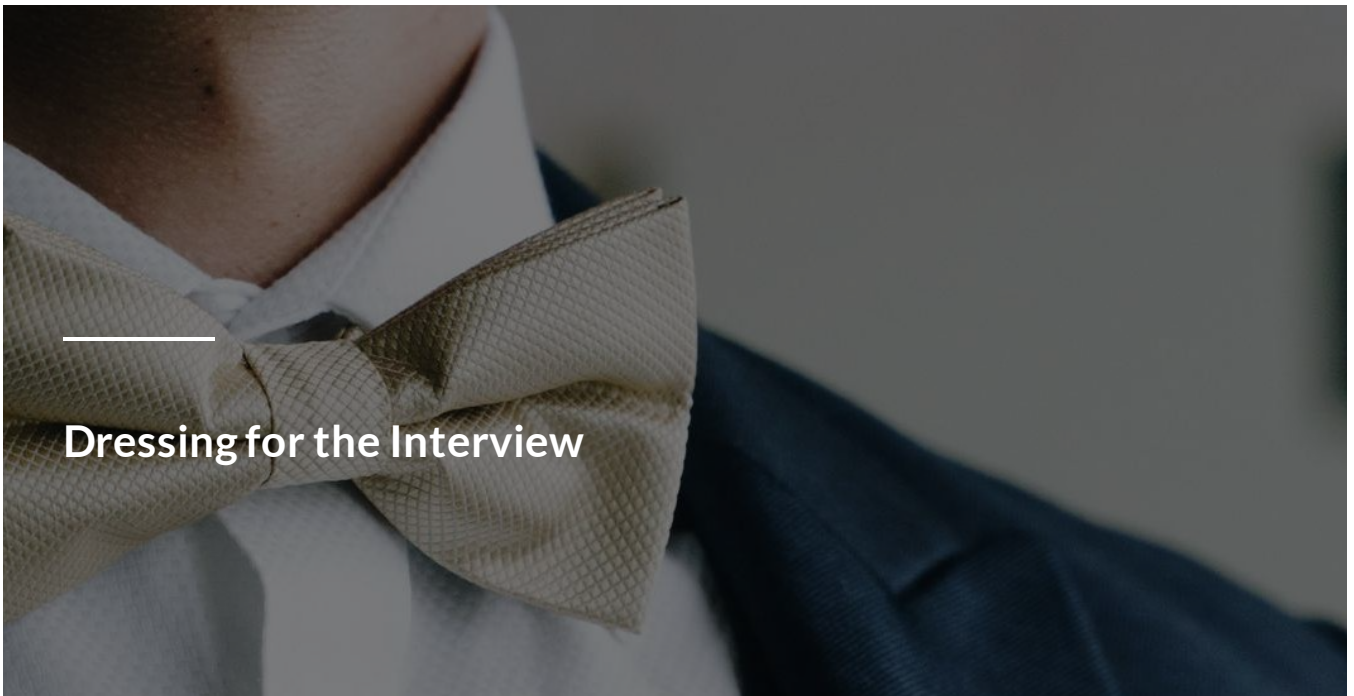
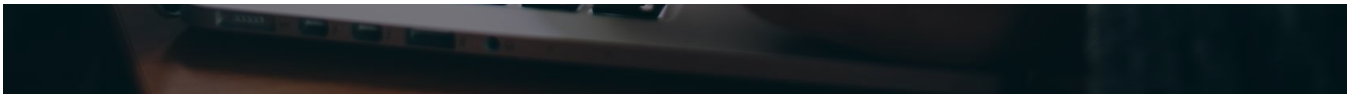
Included in this segment you will find resources for preparing yourself for an interview – including what to do to prepare, what to wear on the big day, and what to do immediately following.

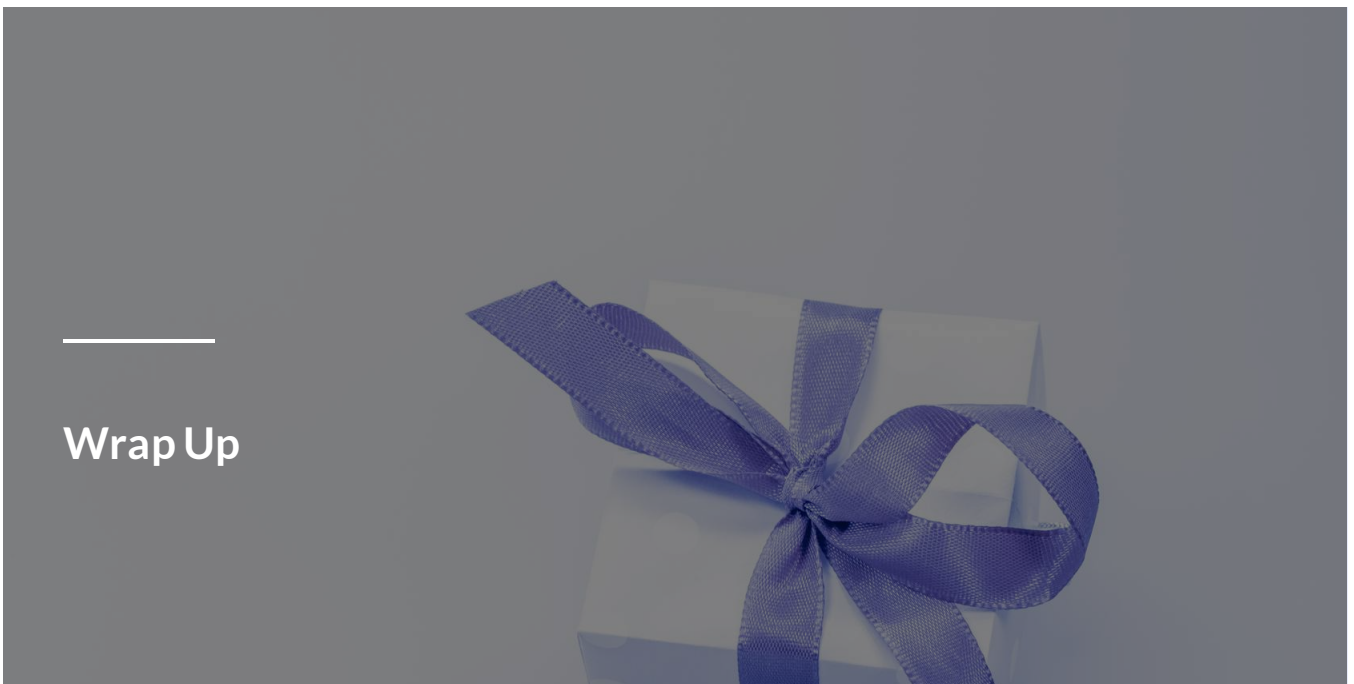
Segments

The segments are broken down as follows:



Research the Company





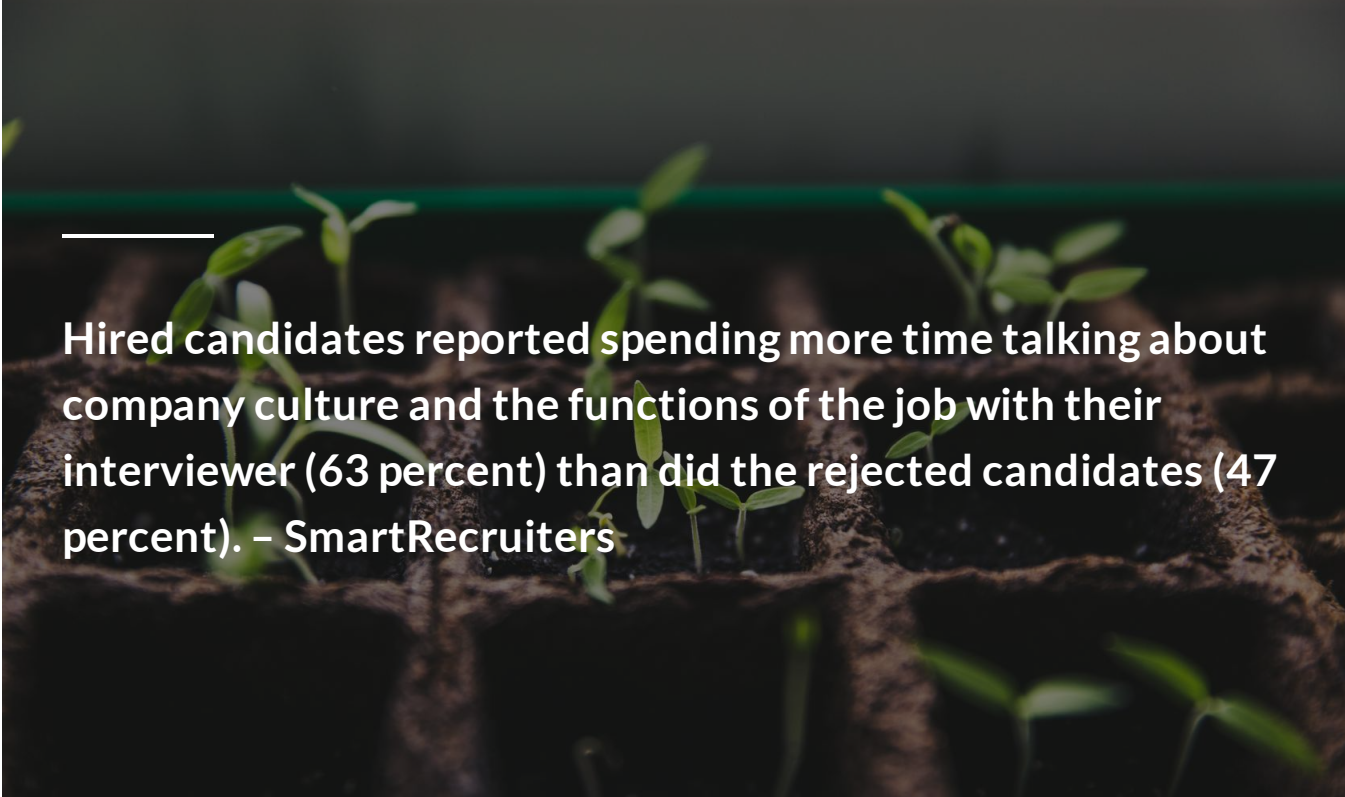


Start reviewing the segments by clicking the Continue button.

CONTINUE

Look Up The Company

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Hired candidates reported spending more time talking about company culture and the functions of the job with their interviewer (63 percent) than did the rejected candidates (47 percent). – SmartRecruiters

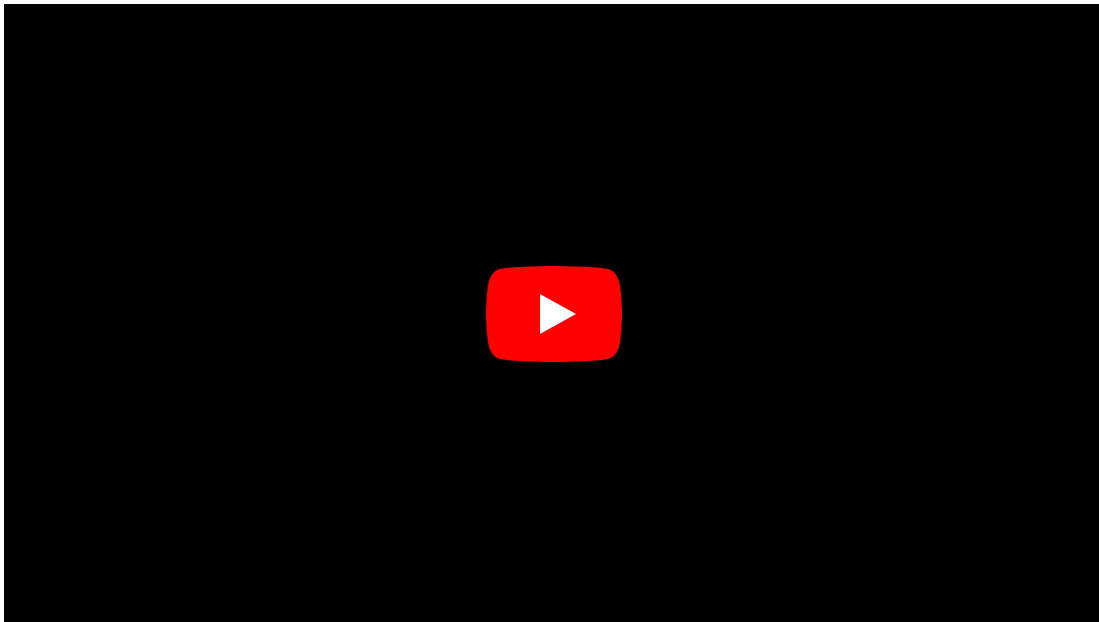
Do Your Research

Always enter an interview with knowledge about the company. You could be their newest employee, after all. Recruiters and interview panel members will be impressed with your knowledge and interest in the position. Employers want to know and feel that you are passionate and confident in your abilities to fit the position and there is no better way to get this across than by showing you know are familiar with the company's mission, culture, customers and competitors.

Discover More

Review the video **How to research a company before a job interview** to learn more about researching companies.

 YOUTUBE



How to research a company before a job interview

Quick video on how to research a company before a job interview 🚨 If you like this video, hit the like button and subscribe to get more videos from me = <http://bit.ly/2SVZW5u> 🙋♀️ Want my FREE Guided Meditation for Positivity, Relaxation and Peace, click here - <https://bit.ly/relaxationmeditationbyjoy> 📞
Want to work with me?

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CONTINUE



Company Review Activity

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Getting Started

Select a company from Fortune's 100 best companies to work for and begin reading the prompt below.

Imagine This

This company you chose has selected you an interview. How do you prepare?

Use this checklist!

1 Visit their website

• What is their mission?

• What are their goals?

• Who are their leaders?

• Who are their customers?

2 Search the web

• Who are their competitors?

• What is their reputation?

• How large is the company?

3 Explore your connections

• Could you contact the recruiter?

• Do you know anyone from that company on LinkedIn?

CONTINUE



Your Experience



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Professional Experience and Examples

Now the learners have researched their company and understand the company's mission, goals, customers and competitors. They can use this information to select relevant examples of their work and experiences. Prepare to share these experiences during the interview.

“ Prior experience has a 55% chance of influencing the decision, while conversation skills have 49%, knowledge of the industry 41%, and culture fit 35%.

whattobecome.com

What type of experiences should be included?

Expand the accordion to learn more about what should be included.

Education —

What was your major and course of study?
Are there particular topics you studied closely?

Work —

What were your accomplishments?
What types of projects did you work on?
Who did you have to interact with?

Training —

How have you worked on your professional development?
What certifications do you possess?

CONTINUE

Examples of your Work



Your Advantage

Social media and google searches should be expected from recruiters and the company that is interviewing. Learners can use this to their advantage.

“Just like you’re using social media to find out about someone, so are your recruiters looking you up to learn more about you outside your resume.”

whattobecome.com

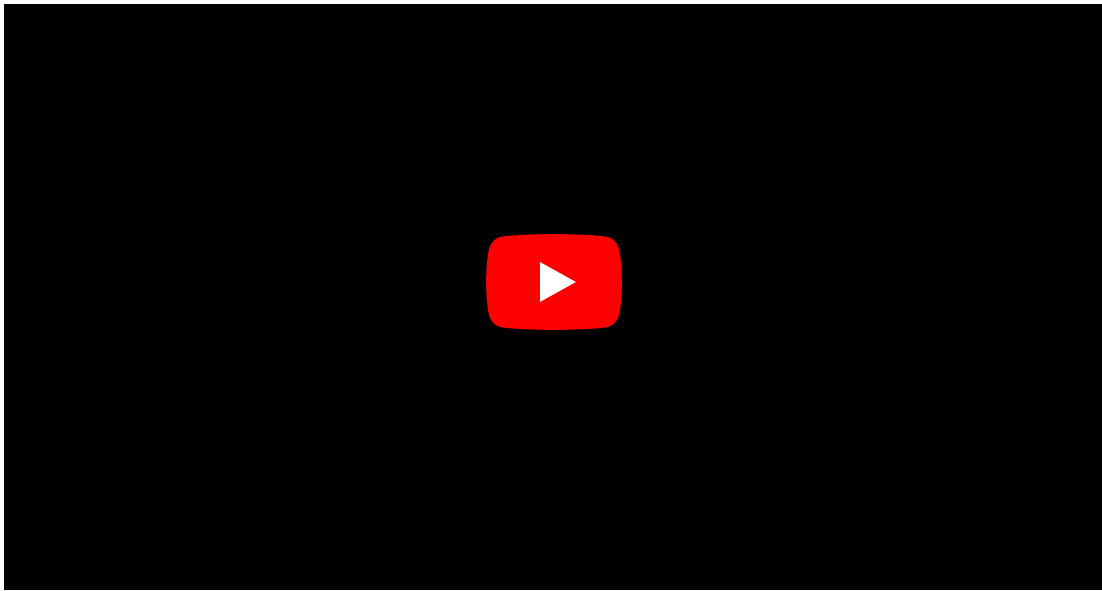
Your Portfolio

Consider creating online portfolio. These online sites can expand on the resume and give examples of the experience.

Discover More

Review the video [How to Make a Resume Website to Get an AWESOME Job \(in 2020\)](#) to learn more about resume websites.





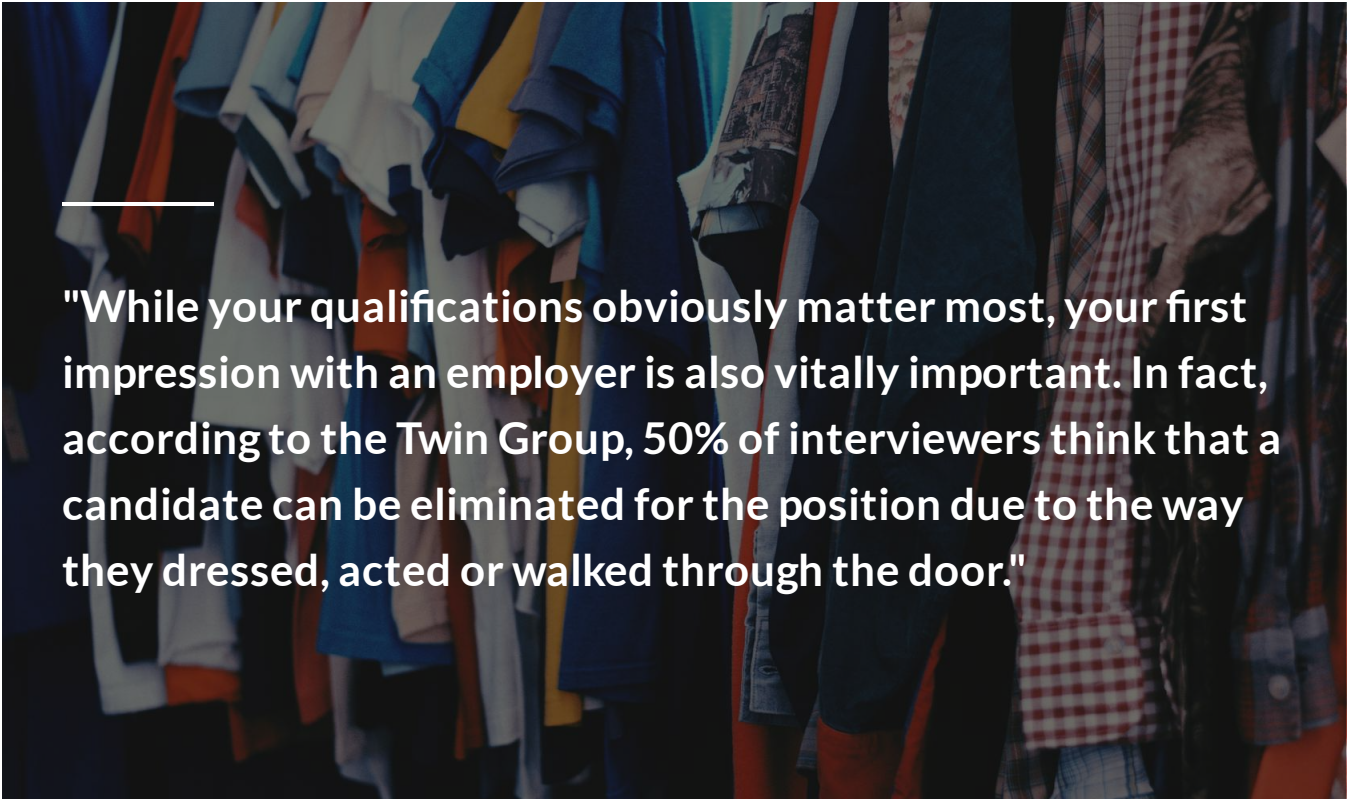
How to Make a Resume Website to Get an AWESOME Job (in 2020)

[VIEW ON YOUTUBE >](#)

CONTINUE

Dress for the Interview

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"While your qualifications obviously matter most, your first impression with an employer is also vitally important. In fact, according to the Twin Group, 50% of interviewers think that a candidate can be eliminated for the position due to the way they dressed, acted or walked through the door."

Proper Attire

Get started with your proper attire knowledge by completing the pre-assessment below.

What do you know about proper interview attire?

This is a basic pre-assessment to see what you already know about the interview dress process.

"A clean, polished look can be reassuring to prospective employers. Research the organization's dress code policy and their company culture. Remember that an interview often requires more professional attire than you might wear after being hired."

CONTINUE

Dress Attire Review Activity

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Test Your Knowledge

Time to test your knowledge on proper dress attire. Please watch both videos below and answer the reflection on this page that follows.

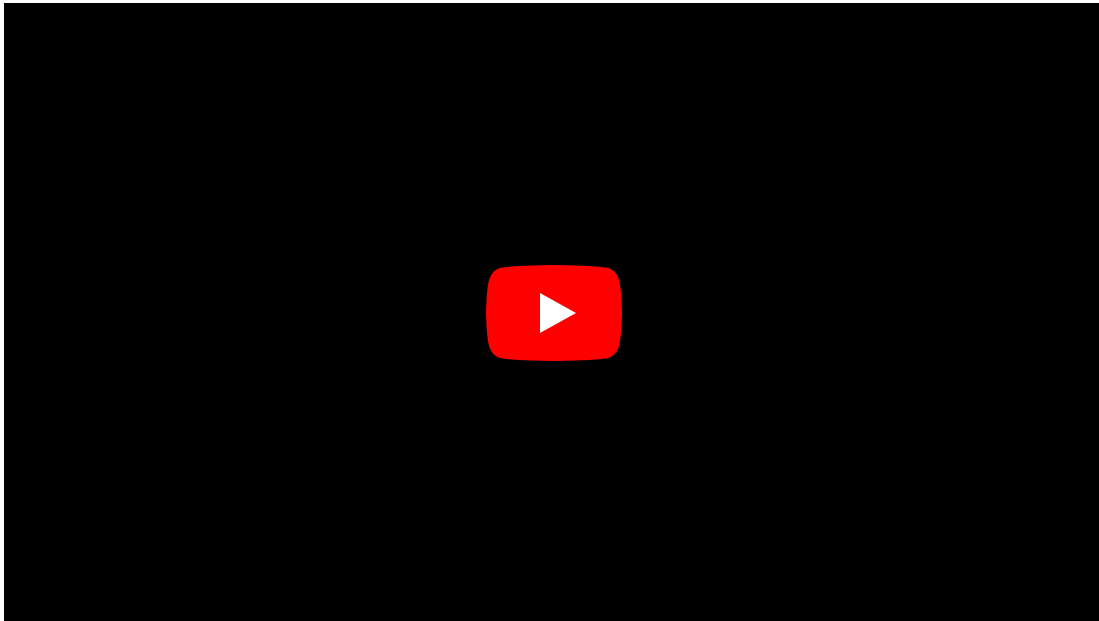
 YOUTUBE



Job Interview: I Want to Learn (ESL)

VIEW ON YOUTUBE >

 YOUTUBE



Job Interview: Sorry I'm Late

[VIEW ON YOUTUBE >](#)

Reflect

It's obvious which video is the good versus the bad.

Now that you've reviewed these videos, write down what you would do differently for each video. Would you change anything within the "good" video? What would you change about the "bad" video?

CONTINUE

Business Casual vs. Business Formal

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What is Business Casual?

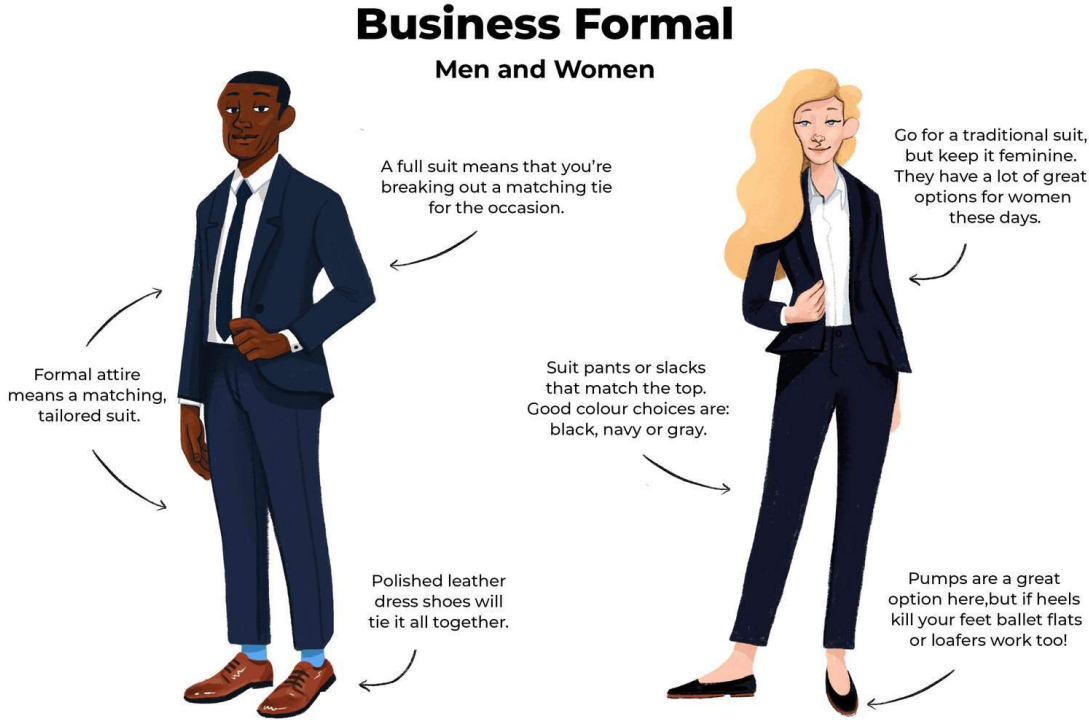
Typically, business formal is a matching pants or skirt suit (often a dark color) with a button-down shirt and tie or a blouse.

Business Casual Men and Women



What is Business Formal?

Business casual is more open ended. Think dress pants with a button-down shirt or a pencil skirt or dress pants with a blouse and a cardigan.



Discover More

Review the video **Business Formal vs. Business Casual: What to Wear to an Interview** to learn more about interview attire.

 YOUTUBE





Business Formal vs. Business Casual: What to Wear to an Interview

[VIEW ON YOUTUBE >](#)

CONTINUE

Attire



Dress For Success

Review the tips for dressing for success in the image below.

Heading

When we show up to the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention.

Dress for Success

What to wear for your next job interview



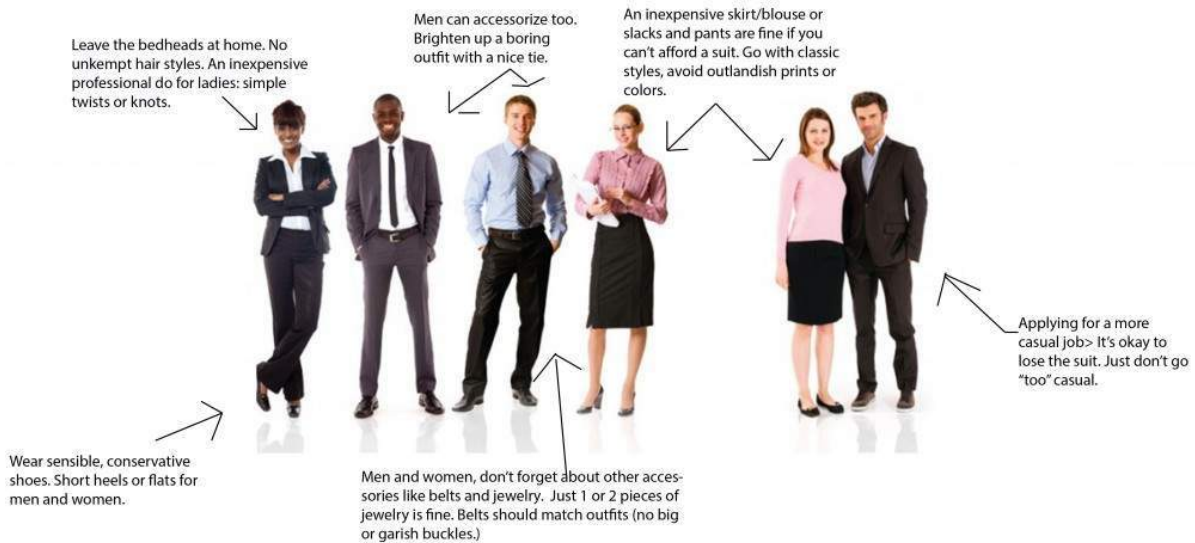
When dressing for an interview, it best to dress conservatively. Keep in mind that all interviews start with a bang! So make sure you're ready when you step into the room and impress them from the start.

Accessorize

Well-chosen accessories (tie, scarf, etc.) can help you stand out and can add a splash of color.

Additional Tips

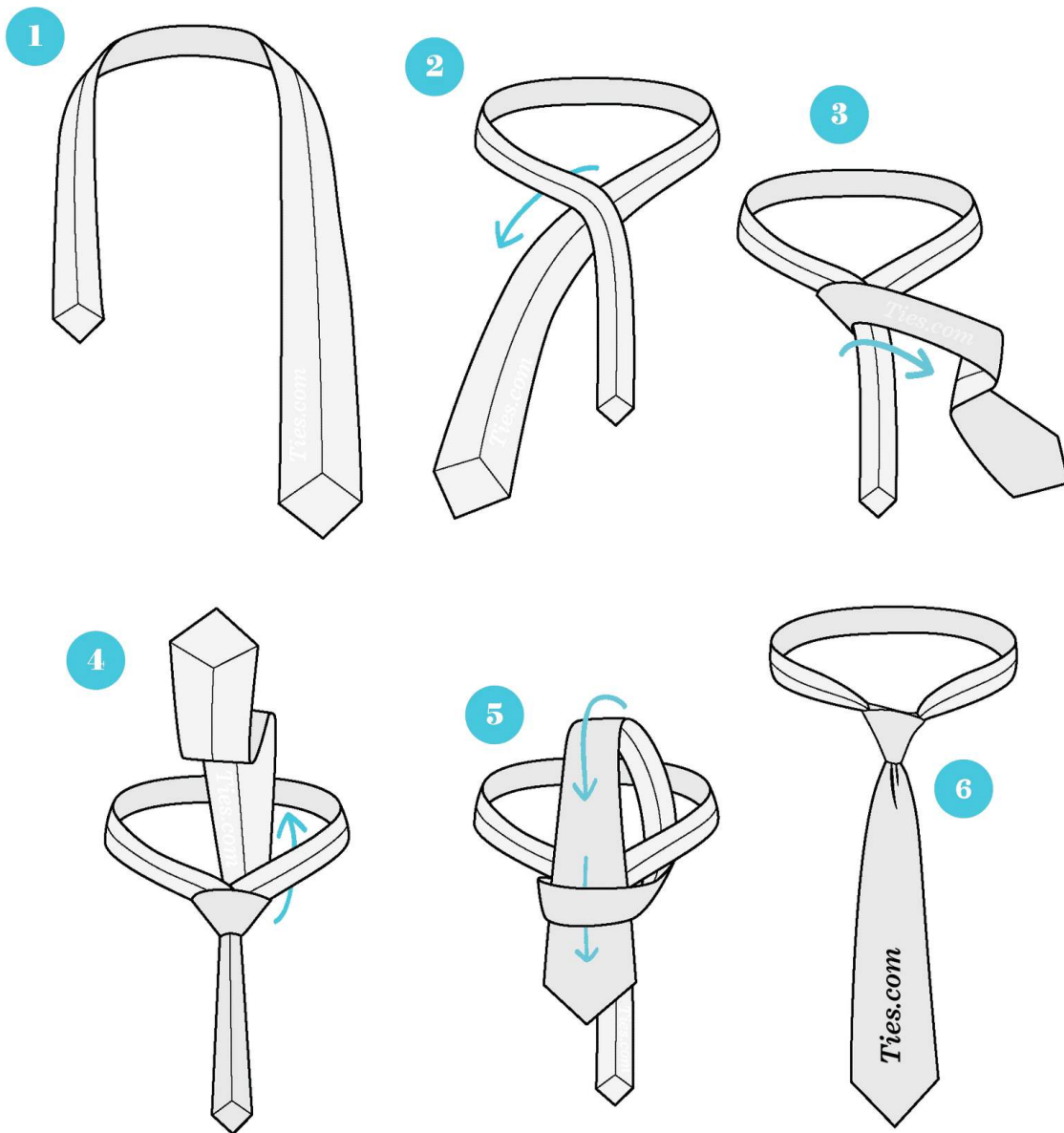
Review the additional tips in the image below.



Wearing a Tie

If you wear a tie, the knot should be centered under your chin. As for color/pattern, coordinate with the rest of your outfit so that it doesn't clash. Ties with smaller patterns and darker colors look more authoritative and more conservative.

How To Tie a Tie



Wearing a Skirt or Dress

If you plan to wear a skirt or dress, remember that you'll be sitting for at least part of your interview. We recommend that your skirt be no more than 2 inches above the knee.

CONTINUE

Body Language



Body Movement and Posture

Did you know that your body language speaks to people before you say a single word? How you stand, how you sit, how you cross your arms, how you cross your legs, all tell the interviewer about you.

In this section, we will look at some do's and don'ts of body language during an interview.

Tips for Body Language

Here are some researched tips to remember for your next job interview. Click through each of the tabs to learn more.

SIT UP STRAIGHT	EYE CONTACT	GESTURES	NOD	
------------------------	-------------	----------	-----	--

Sit up straight and tall all the way back in your seat versus slumping over or slouching. You want to show that you are interested in what the speaker has to say.



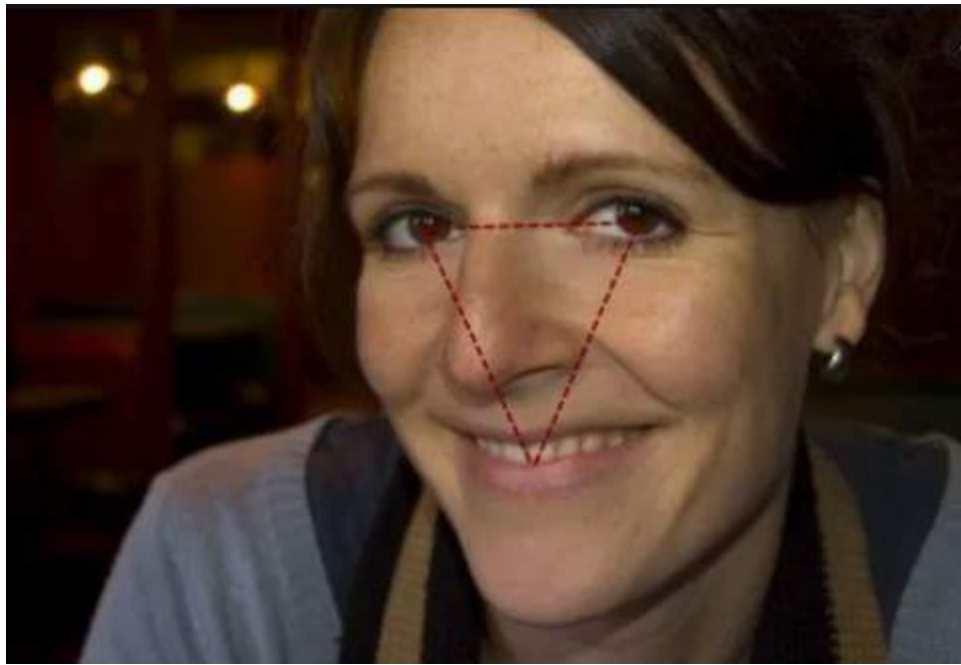
SIT UP STRAIGHT

EYE CONTACT

GESTURES

NOD

Research varies slightly with eye contact; however, the consensus is to not avoid it but look at the direction of the eyes between the eyes, nose and mouth area.



SIT UP STRAIGHT

EYE CONTACT

GESTURES

NOD

Using hand gestures while speaking as another way of showing engagement in the conversation.



SIT UP STRAIGHT

EYE CONTACT

GESTURES

NOD

Nod your head while speaking is another way of showing engagement in the conversation.



SIT UP STRAIGHT

EYE CONTACT

GESTURES

NOD

Lean in during the conversation to show attentiveness and engagement with the interviewer.



What Not To Do

The photo below is an example of what not to do in an interview. This photo shows a person slouched, non-smiling, and with their arms crossed.



You're the master of your life, the captain of your ship. Steer it with intention. Will you skirt the coast from one safe harbor to the next? Or will you sail into the vast open blue? Every day you get to decide anew what course to chart.

Use this Checklist!

Checklist

Keep this checklist handy.



Body Language Checklist

During the interview, I need to remember to...

1. Sit all the way back in the chair.
2. Make direct face contact.
3. Use hand gestures while speaking.
4. Nod head while listening.
5. Lean in during conversation.



CONTINUE

Interview Questions



Questions

Now that you are aware of your body language during the interview, let's look at what type of questions to expect during the interview. There are different behavioral interview questions that the interviewer will ask during the interview. The organization asks these questions to see how compatible you are with their company. The questions cover areas of teamwork, time-management, communication, and motivation and values. So be prepared to examples of specific situations that you have been in where you had to use certain skills.

STAR Interview Method

One method research shows to assist you with answering these questions is to use the STAR Interview Method. STAR is an acronym which stands for situation, task, action, result. Using this acronym when answering behavioral interview questions is a way of organizing your thoughts while providing a detailed specific answer.

Let's look at what each letter means. Click through each of the tabs for a description.

S	T	A	R
---	---	---	---

S- situation: establish the scene while giving important details of the example.

--

S	T	A	R
---	---	---	---

T- task: describe your responsibilities in that situation

S	T	A	R
---	---	---	---

A- action: explain the actions taken to address the situation

S	T	A	R
---	---	---	---

R- results: share the outcomes your actions achieved
--

S.T.A.R. Interview Method



Situation

Establish the scene; give important details



Task

Describe your responsibilities



Action

Explain the actions taken



Results

Share the outcomes

Common Sample Behavioral Questions

Below is a list of common sample behavioral questions you should be prepared to answer. Click through the tabs to explore the list.

Teamwork —

- Talk about a time when you had to work closely with someone whose personality was very different from yours.
- Give me an example of a time you faced a conflict while working on a team. How did you handle that?
- Describe a time when you struggled to build a relationship with someone important. How did you eventually overcome that?

Time Management Skills —

- Tell me about a time you had to be very strategic in order to meet all your top priorities.
- Describe a long-term project that you managed. How did you keep everything moving along in a timely manner?
- Sometimes it's just not possible to get everything on your to-do list done. Tell me about a time your responsibilities got a little overwhelming. What did you do?
- Tell me about a time you set a goal for yourself. How did you go about ensuring that you would meet your objective?

Communication Skills

-
- Give me an example of a time when you were able to successfully persuade someone to see things your way at work.
 - Tell me about a time when you had to rely on written communication to get your ideas across to your team.
 - Give me an example of a time when you had to explain something fairly complex to a frustrated client. How did you handle this delicate situation?
 - Tell me about a successful presentation you gave and why you think it was a hit.

Motivation and Values

- Tell me about your proudest professional accomplishment.
- Describe a time when you saw some problem and took the initiative to correct it rather than waiting for someone else to do it.
- Give me an example of a time you were able to be creative with your work. What was exciting or difficult about it?
- Tell me about a time you were dissatisfied in your work. What could have been done to make it better?

CONTINUE

Pre-Interview Resources

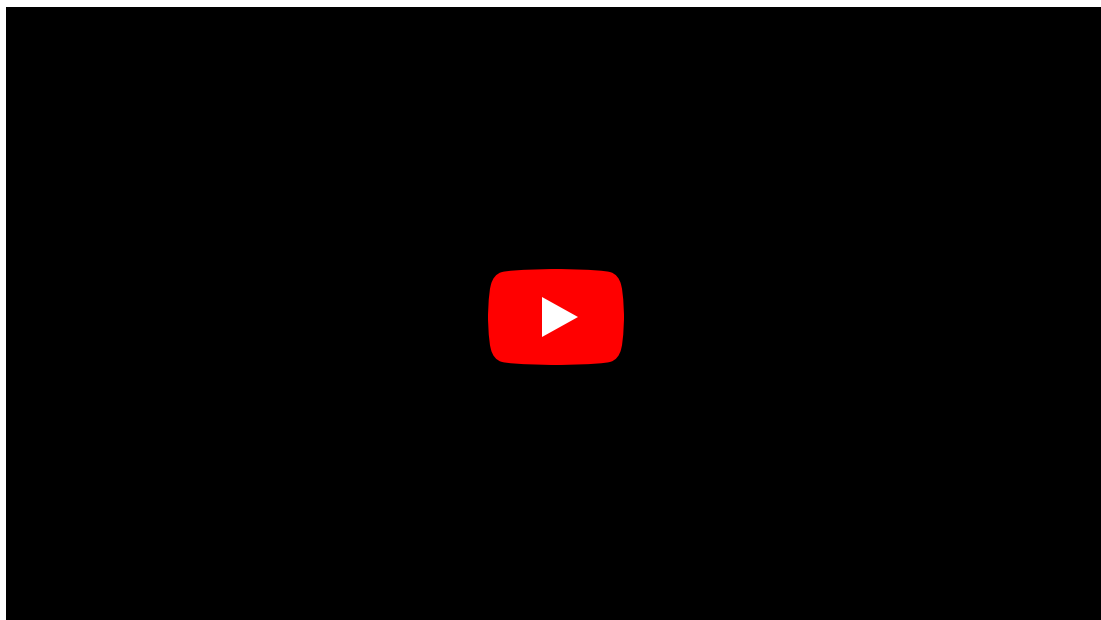
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Additional Resources

Review these additional resources below.

Bad Body Language Behaviors to Avoid

 YOUTUBE

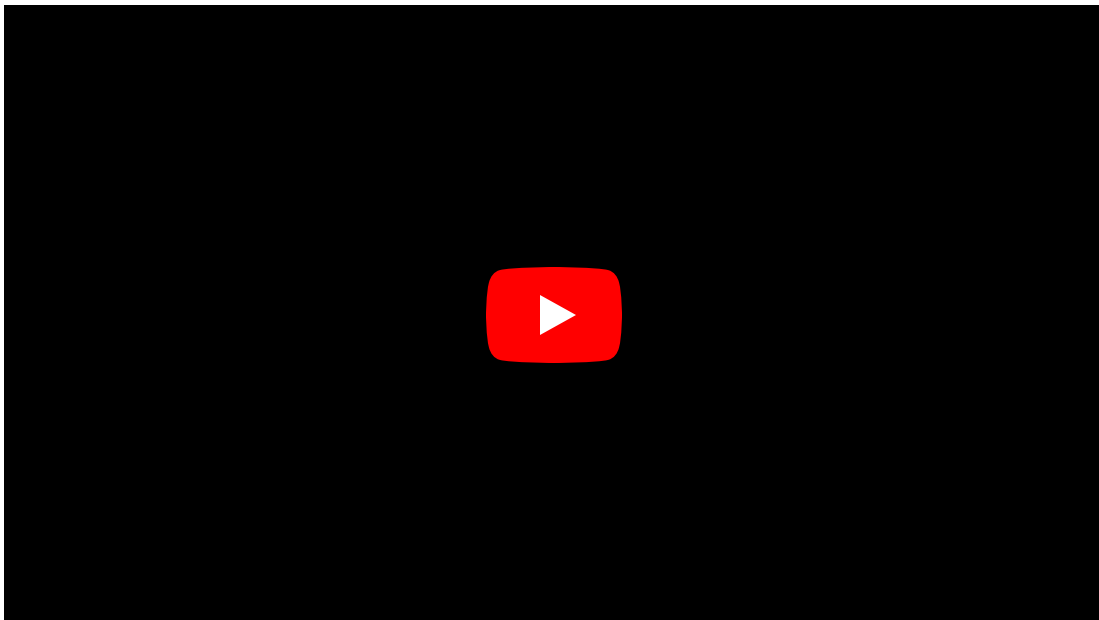


6 Bad Body Language Behaviors To Avoid

[VIEW ON YOUTUBE >](#)

Body language tips to impress at your next job interview

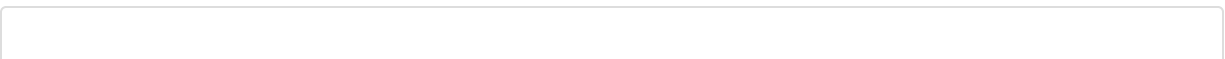
 YOUTUBE



7 body language tips to impress at your next job interview

[VIEW ON YOUTUBE >](#)

Common interview questions and answers



 YOUTUBE

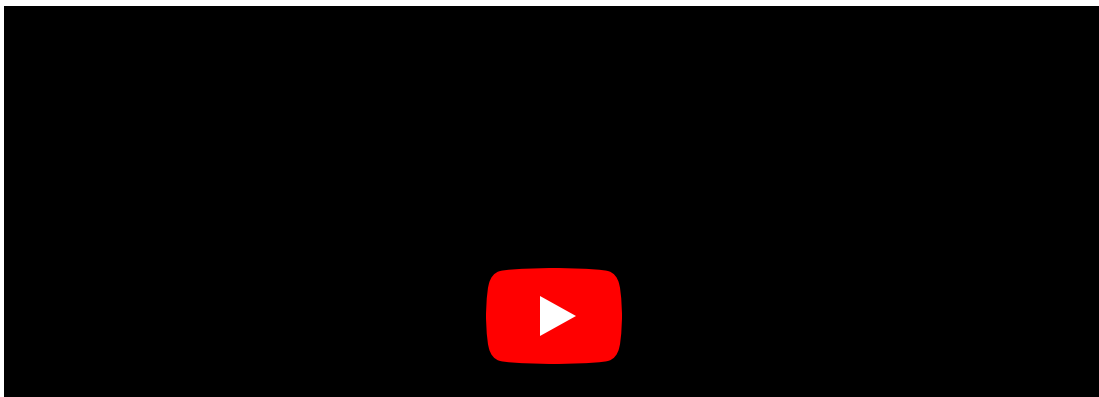


08 common Interview question and answers - Job Interview Skills

[VIEW ON YOUTUBE >](#)

Competency-based interview questions and answers! How to answer interview competencies

 YOUTUBE





3 COMPETENCY-BASED Interview Questions And Answers! How To ANSWER Interview Competencies!

VIEW ON YOUTUBE >

CONTINUE

Post-Interview Process



Post-interview

You've just completed the interview. You nailed it! Now what?

Follow Up!

Something that may seem like a relic from days of yore that you want to be sure to partake of during your interview process is a timely and sincere follow up thank you.

What Should I Send?

Whether it be a quick email or a handwritten note (still acceptable and appropriate, depending on several factors), you want to make sure you don't overlook this business etiquette must-do. In the fast-paced and virtual world of today, this five minute follow up will help to leave a positive lasting impression. This shows you are sincerely interested, you value your interviewer's time, and your follow through is on-point.

Follow Up Note

How you dress and how you answer questions (and ask!) during the interview process are critical to convey your superior positioning to fulfill the expectations outlined in the job posting. The final touch, though, is to show the interviewer(s) your interpersonal skills and your emotional intelligence.



Employers are looking for candidates with the business acumen to fulfill the daily work requirements, but the other daily requirements of a job that are more understated and not something clearly expressed in a resume are the people skills and soft skills that a candidate brings to the work environment.

Even in a virtual working environment, interpersonal relationships are key to any company successes, and creating valuable lasting personal connections is a must. A solid way to convey your social competence is through your thank you follow up.

CONTINUE

Post-Interview Resources

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Additional Resources

Review the resources below to learn more about interview follow ups.

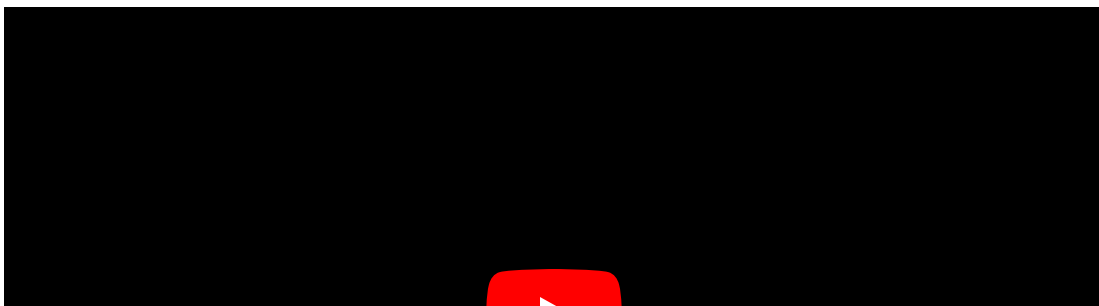
How Following Up Can Help You Land the Job

Review this article by The Muse for information on following up on a job interview.

ARTICLE

Interviewing: Tips for Before, During and After a Job Interview

 YOUTUBE



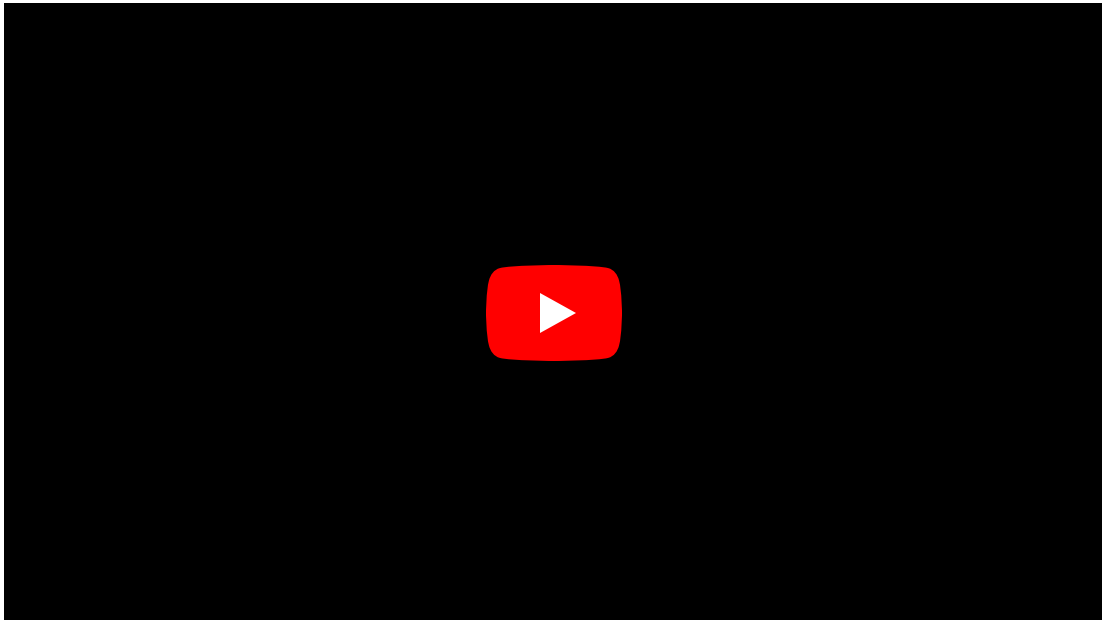


Interviewing: Tips for Before, During and After a Job Interview

[VIEW ON YOUTUBE >](#)

Job Interview Simulation and Training - Mock Interview

 YOUTUBE



Job Interview Simulation and Training - Mock Interview

[VIEW ON YOUTUBE >](#)

CONTINUE

Quiz



Ready to test your knowledge on what you learned? Click the Start Quiz button to begin.

There is no time limit and the quiz can be completed as many times as necessary to achieve a passing grade. A 80% or better is required in order to receive credit/passing grade for the quiz.

Question

01/14

Identify All Phases of the Interview Process

- Preparation
- What to Wear
- How to Present Your Best Self
- How to Follow Up
- How to Negotiate Your Salary
- What Not to Do

Question

02/14

Determine if this statement is true or false.

Always enter an interview with knowledge about the company.

True

False

Question

03/14

Determine if this statement is true or false.

Prior experience has a 25% chance of influencing the decision to hire.

True

False

Question

04/14

Determine if this statement is true or false.

Recruiters do not use social media to research candidates.

True

False

Question

05/14

Identify this Star Method Phase - Task

- Establish the scene while giving important details of the example.
- Describe your responsibilities in that situation.
- Explain the actions taken to address the situation.
- Share the outcomes your actions achieved.

Question

06/14

Identify if this is Business Casual or Business Formal.

_____ is dress pants with a button-down shirt/pencil skirt/ dress pants with a blouse/cardigan.

Type your answer here

Question

07/14

Identify Proper Body Language

- Sit Up Straight
- Slouch
- Direct Eye Contact
- Use Gestures
- Do Not Use Gestures
- Nod
- Lean In
- Lean Away

Question

08/14

Identify this Star Method Phase - Situation

- Establish the scene while giving important details of the example.
- Describe your responsibilities in that situation.
- Explain the actions taken to address the situation.
- Share the outcomes your actions achieved.

Question

09/14

Identify if this is Business Casual or Business Formal.

_____ is matching pants or skirt suit (often a dark color) with a button-down shirt/tie or a blouse.

Type your answer here

Question

10/14

Identify this Star Method Phase - Action

- Establish the scene while giving important details of the example.
- Describe your responsibilities in that situation.
- Explain the actions taken to address the situation.
- Share the outcomes your actions achieved.

Question

11/14

Identify this Star Method Phase - Results

- Establish the scene while giving important details of the example.
- Describe your responsibilities in that situation.
- Explain the actions taken to address the situation.
- Share the outcomes your actions achieved.

Question

12/14

Determine if this statement is true or false.

Sending a follow up note is not needed when interviews are virtual.

True

False

Question

13/14

Identify Types of Experience to Include

- Education
- Work
- Hobbies
- Training
- Salary Expectations
- References

Question

14/14

Determine if this statement is true or false.

According to the Twin Group, 75% of interviewers think that a candidate can be eliminated for the position due to the way they dressed, acted or walked through the door.

True

False

Summary

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Final Takeaways

Now that you have prepped for the big day, take a moment to review these closing thoughts about the process as a whole. While building your foundation for success, it is important to see how each piece of the process is bringing out your best opportunities to showcase your skills.



The series of steps outlined show you just how important it is to follow through with your whole self as you maneuver through the application and interviewing process. From on the onset of the application process, keep in mind that a prospective employer is looking for the whole candidate to fill their position – someone with the appropriate educational and/or professional experience, as well as someone who has the soft skills to relate with people, work in potential team environments and contribute positively to achieving goals from the company perspective.

As you pursue your next career move, know that you have many tools at your disposal to help you feel your best in this exciting endeavor.

Reference

n.d.. Open Educational Resources Commons. Interview Process Training. Public Domain.
Retrieved from <https://www.oercommons.org/courseware/lesson/73087/overview>

Thank you for completing this course!

Lesson 21 of 21

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Alex Criswell - alexbcriswell.com

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Content Authors

Sarah Sandoval, Coleen Morris, Terri Kelly, Casey Herko