

Employment Interviewing

Interviews - Types

Information Gathering Interviews

Employment Interviews

Performance Reviews

Exit Interviews

Others?

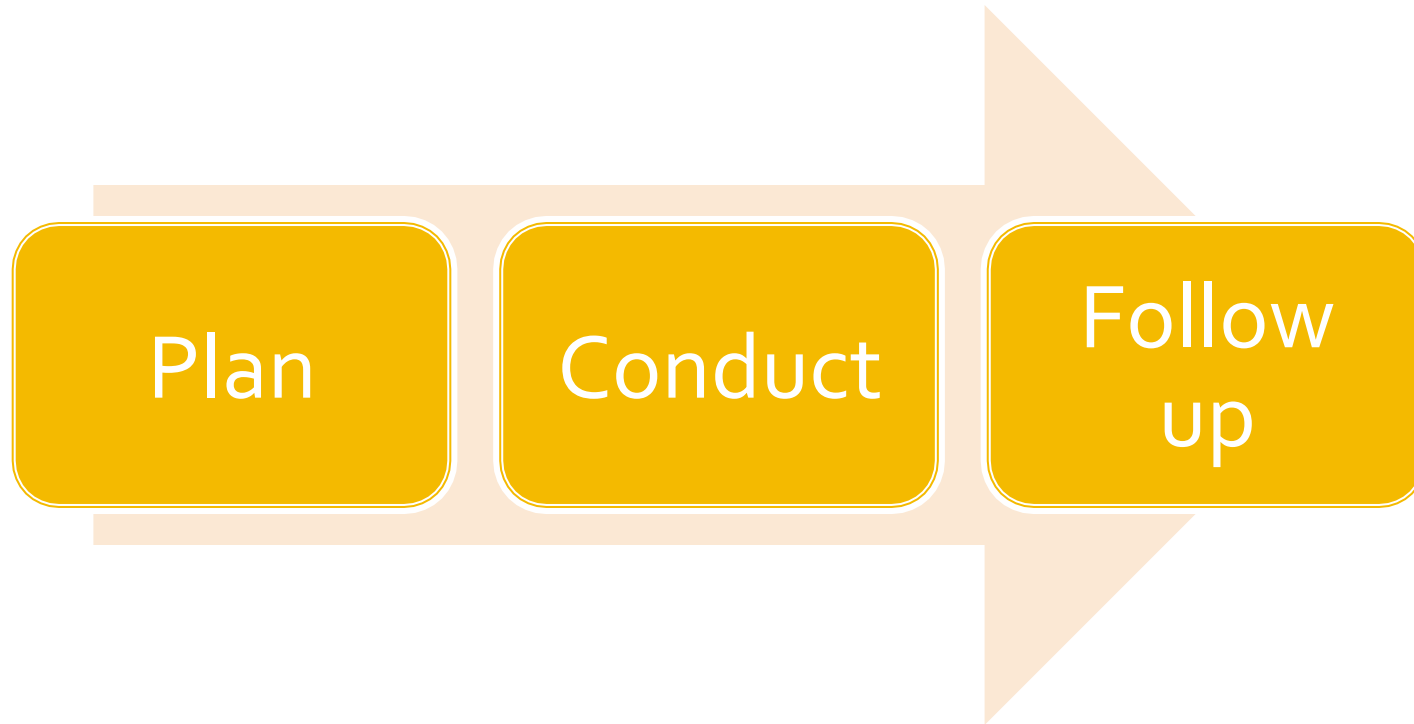


Employment Interview

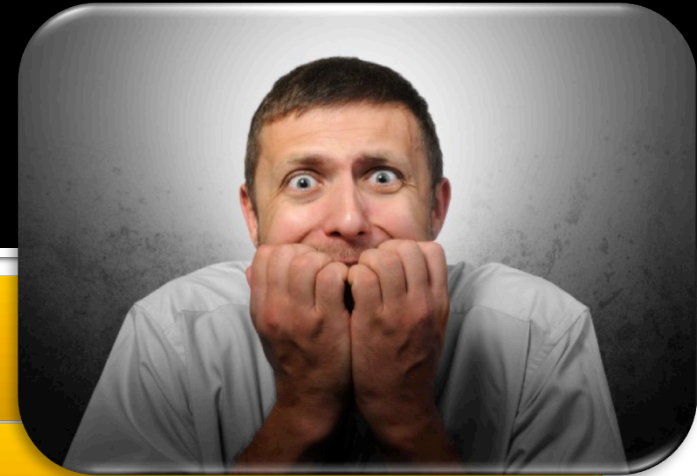


Best Candidate?

Employment Interviews



Before the Interview



Clean Up Online Identity

Research Company

Update Job Correspondence

Contact/Update References

Plan Appropriate Dress

Consider Interview Formats

Practice Typical Questions

Research the Company

Rebate Center | Order Tracker | Weekly Ad

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Departments | Project Center | Promotions


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Opportunities that stay with **you for life**

Students | Experienced

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CAREERS AT XCEL ENERGY

Update Job Correspondence

- Resume and Cover Note
- Contact References

Your Name

128 10th Street - Ridgeland, WI 547xx
715.xxx.xxxx - xxxxxx@uwec.edu

Professional References

Ms. Cynthia Hofacker
Senior Lecturer Business Communication
University of Wisconsin – Eau Claire
105 Garfield Avenue
Eau Claire, WI 54702-4004
715.836.2488 - hofackercm@uwec.edu

Mr. Peter Ptacek
Supervisory Management Instructor
Wisconsin Indianhead Technical College
1019 South Knowles Avenue
New Richmond, WI 54017
715.246.6561x4243 - peter.ptacek@witc.edu

Personal References

Ms. Diane Nasholm
Dietary Cook
Pioneer Nursing Home
500 Blue Avenue

Sample Student

128 XXX Street - Ridgeland, WI 54763
715.418.XXXX - hxxxxx@uwec.edu

Human Resource Intern – Summer or Fall 2013

Education

University of Wisconsin - Eau Claire, Eau Claire, Wisconsin
Bachelor of Business Administration; Graduation: December 2013
Major: Human Resources Management; Resident GPA: 3.56

Relevant Courses: Diversity in the Workplace, Managing Human Resources, Accounting, Business Writing, Information Systems in Business, Organizational Behavior, Operations Management

Honors and Activities:

Dean's List - Fall Semester – 2012
Society of Human Resource Management Member – 2012
Student Professional Development Seminars – 2012

Wisconsin Indianhead Technical College, New Richmond, Wisconsin
Associate of Business Management, Graduated: May 2010

Relevant Courses: Microsoft Office (Access, Excel, Power Point, and Word), Human Resources Management, Supervisory Management, Compensation and Benefits, Technical Reporting

University of Wisconsin - Oshkosh, Oshkosh, Wisconsin
Bachelor of Business Administration, September 2004 – December 2006

Human Resource Skills

- Knowledge of terms and laws concerning human resources
- Proficient with **Microsoft Access, Excel, Power Point, and Word**
- Outstanding verbal and written **communication skills**, including the ability to perform research
- Exceptional **organizational** and time management skills
- Perform duties with little or **no supervision**
- Work well in a **team environment**

Government and Business

MBA Program at UW - Oshkosh, Oshkosh, Wisconsin
Student Worker, September 2004 – December 2006

Plan Appropriate Dress



Research Interviews Formats

One on One

Multiple

Panel



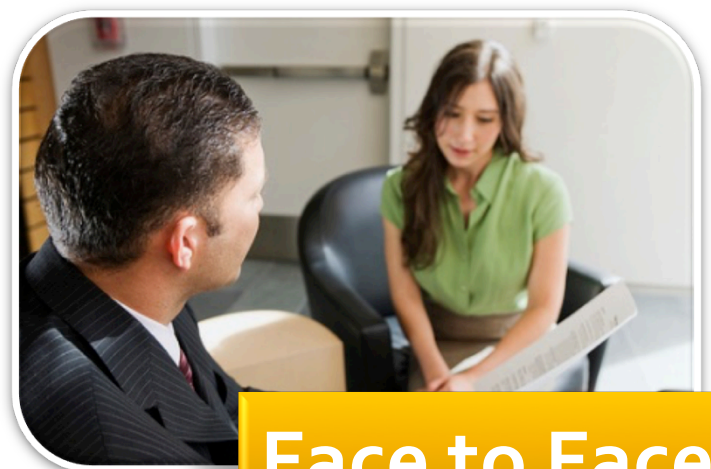
Performance

Behavioral

Confirm Interview Communication



Telephone



Face to Face



Video

Practice Typical Questions



About You



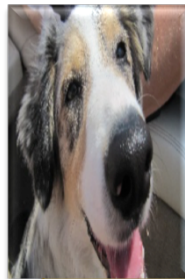
**Education/
Experience**



Career Goals



**Job/
Organization**



**Critical
Thinking**

Plan Telephone Interviews

No Nonverbal Cues

Send Background Information

Who Dials? When?

Location? Land line?

Resume/References Available



Plan Video Interviews

Who Dials? When?

Send Background Information

Appropriate Dress/Location

Test Equipment - Backup Plan

Resume/References Available



Conduct the Interview

Interviewer

**Focus
Conversation**

Listen

**Secondary
Questions**

Interviewee

Clear, Detailed answers

**Correct
Misunderstandings**

Cover your Agenda

Open the Interview



Greet/Build Rapport

Everyone is Watching!

Smile/Firm Handshake

Introduce Yourself

Reinforce Purpose/Preview

Resume/References/Portfolio

Complete the Interview

Know **organization** and **job**

Anticipate questions

Respond to **employer's** needs

Be honest, but **sell yourself**

Emphasize the **positive**

Back up answers with **evidence**

Keep answers **brief**

Be **enthusiastic**

Ask your own questions



Conduct Telephone Interviews

Use the name and title

Stand, talk with a smile

Don't interrupt

Think before answering

Give concise answers

Speak slowly and clearly

Don't chew gum, eat, or smoke

Listen, Take Notes, Respond



Conduct Video Interviews

Verify attendees

Use names/titles

Don't interrupt

Think before answering

Give concise answers

Don't chew gum, eat, or smoke

Smile and body language

Have questions ready



Close the Interview

Summarize

Clarify

Ask Questions

THANK YOU with a Handshake!!



After the Interview

Thank you for interviewing me for The information you provided on . . .

Your discussion of was especially interesting. Attached is . . . you requested.

ABC is the company



Consider Handwritten Thank You

Interviewing and the Law

Questions may not be asked for the purpose of discriminating on the basis of race, color, religion, sex, disabilities, national origin, or age.

Bona Fide Occupational Qualification
(BFOQ)

Answering an Unlawful Question

Do you have any children?

Answer

- Yes, I have children.
- I am confident with my child care plans.
- No, I don't have children.

Hidden Question

- I am open to working late or coming in early for meetings.
- My schedule can be adjusted when work needs to be a priority.

Seek Explanation

- Can you help me see how my family status relates to this position.

Redirect

- I understand I need a flexible schedule.
- Can you tell me about your expectations for this position.

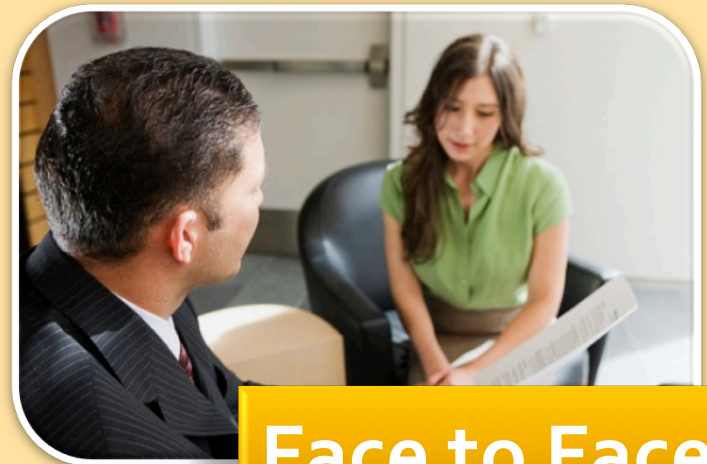
Confront or Refuse

- That is an illegal question.
- Why would you ask about children?
- I decline to answer.

Interview Activity Overview



Telephone



Face to Face



Video