

The workshop will begin shortly. You may not hear anything until the start of the workshop.

Attendance is Auto-Recorded - Please do not say “Present, Here, or Type your name”



IowaWORKS

Interview 101



Setting YOU up for Success



Sound

- **Everyone** is **muted**, and participant's **video cameras** are **disabled**

Attendance is Auto-Recorded

- **Please do not** say "Present, Here, or Type your name"

Closed Captions

- Mac/Windows users, the notification is typically at the **bottom of the screen**
- iOS/Android Devices – **Have Zoom App downloaded on your device**. Once logged in, select Settings icon. Toggle "Closed Captioning" to "On"

Q&A

- Questions **may get lost** in the chat!
- This is the **BEST** option to get your questions answered
- If questions are not answered immediately, we may be presenting it later. **It is still best to have your question in the Q&A**. This feature will notify you if we answer live, or if someone responds directly to you

Chat

- **Please** do not be disrespectful
- **Please** keep chat **positive**
- **Please do not** spam the chat
- **Chat is for interacting with your fellow participants and responding to questions**

What to Expect Today



Back to Basics - Foundation



Personal Approach - First Steps



Do's and Don'ts BEFORE Interview



Types of Interviews - and Tips for Successful Outcomes



Questions I May Be Asked



Answering Tough Questions



Follow-Up Post Interview

Back to the Basics



Be prepared



Bring the essentials



Build first and last impressions



Be Prepared



Research the company



Read to understand the job posting



Review the job posting's keywords –
will likely be topics for interview questions



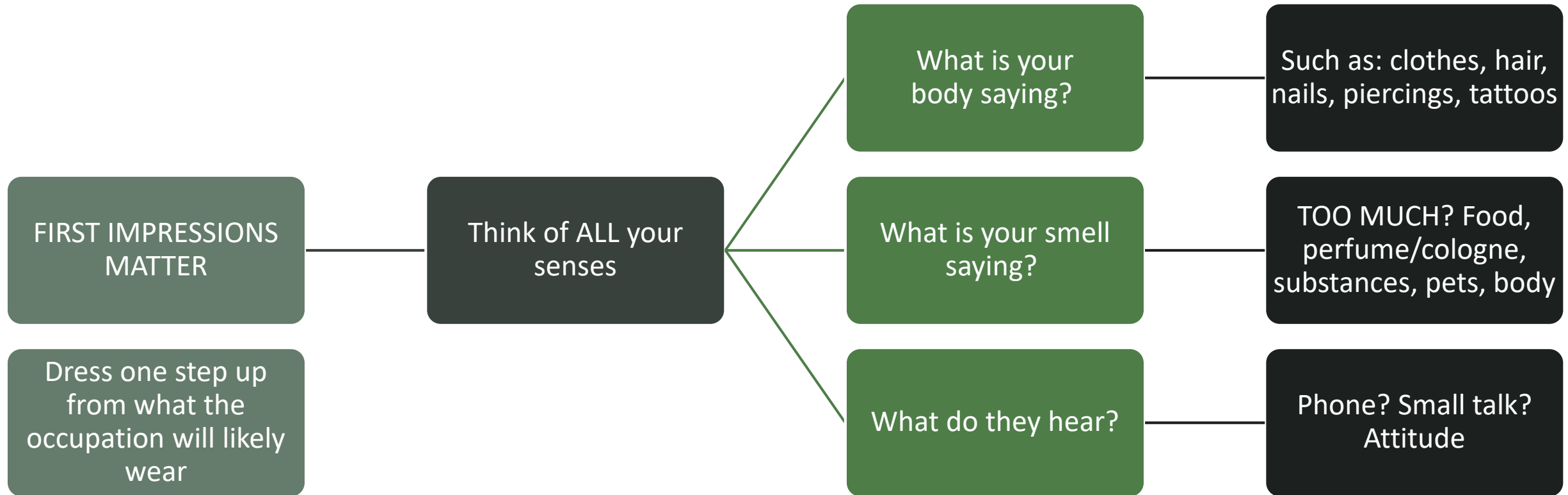
PRACTICE, PRACTICE, PRACTICE



Bring the Essentials

- Notebook
- Pen
- Work samples (if requested)
- Work permits, Social Security card, photo ID
- Resume copies (at least 3)
- Reference copies (at least 3)
- Letters of recommendation
- ANYTHING they requested

Dress to Impress



Body Language

Employers said these non-verbal actions would make them less likely to hire a candidate:



62% - Lack of eye contact

38% - Lack of smile

33% - Fidgeting too much

33% - Bad posture

26% - Too weak handshake

21% - Crossing arms over chest

21% - Playing with hair/touching face

55% of communication is body language

38% is the tone of voice

7% is the actual words spoken

Phone Etiquette



What is your voicemail indicating about you?



Make sure it is professional and SET UP properly. It shouldn't be full, and messages should be able to be left. Check often!

How are you presenting yourself?



Speak clearly and professionally.



What if you must leave a message?



LISTEN to the message that was left for you thoroughly.

1st to hear,
2nd to write,
3rd to respond.

Virtual Interview

Can be by phone or video conferencing

- It is real and takes preparation
- Ensure camera, microphone, and internet connection are tested and work
- Have fully charged devices
- Be dressed head to toe
- Be sure space is free of clutter, has good lighting, camera is set center, quiet place





How are You Showing Up?

Go ALONE

If someone gives you a ride, have them wait in the car

Show up 10 minutes early

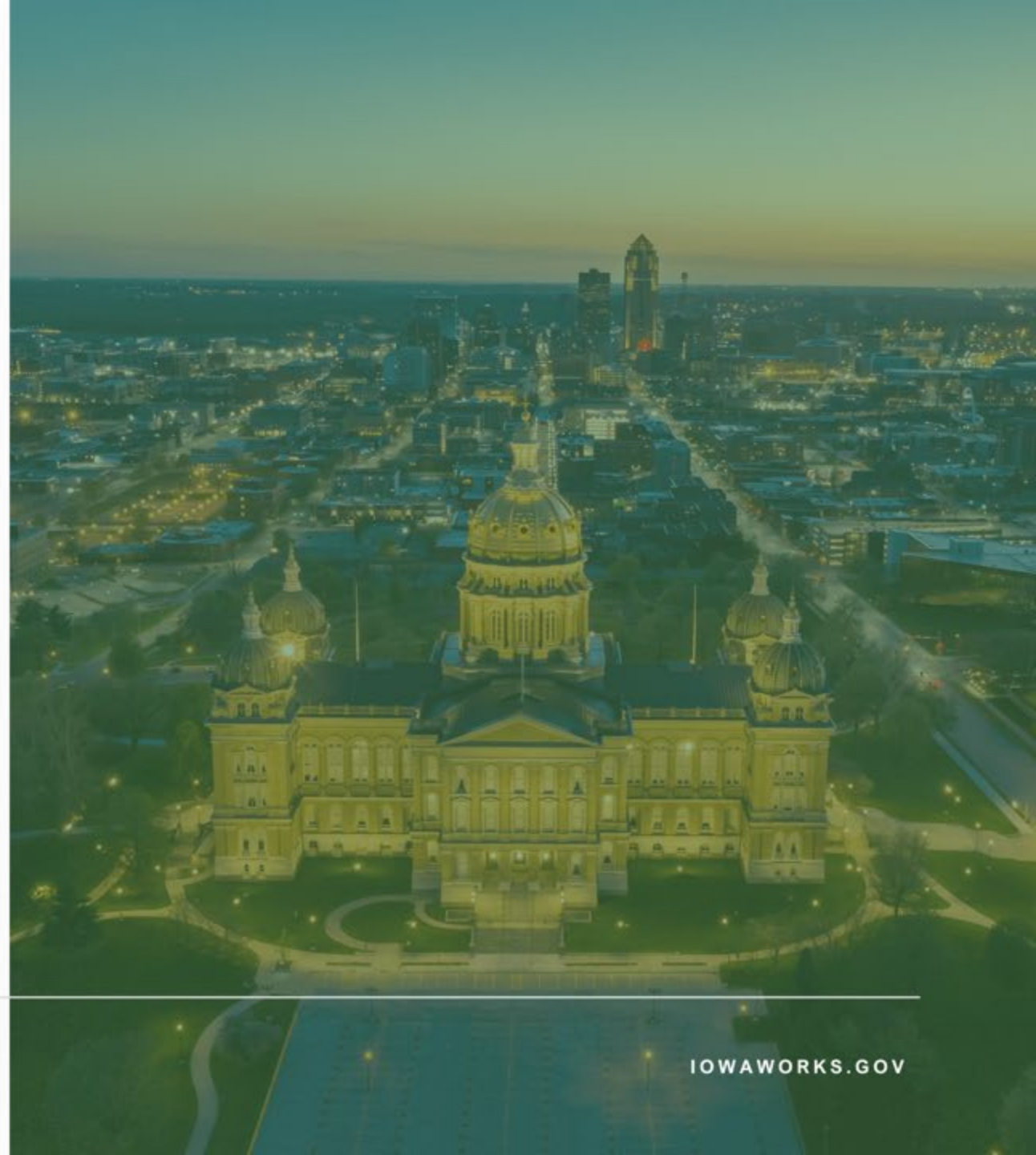
20 minutes is too much; 5 minutes is not enough

It is their clock that judges if you are on time

Check in with the receptionist

BE FRIENDLY

Offer a good HELLO



Question

What percentage of Executives consider the advice of their Administrative Assistants, receptionists, or “**gatekeepers**” when making hiring decisions?





Answer

90%



Remember: The “Hiring Manager” is not your friend





Research Yourself

Social Media Footprint

- What are your friends saying
 - What are you saying/posting
 - Who has tagged YOU
-
- **May 2023 - Business News Daily:**
 - 70% of employers screen candidate's social media during the hiring process
 - 78% say even when employed should maintain work-appropriate profiles
 - 88% of employers/hiring managers would fire employee for social media content on personal accounts

[BusinessNewsDaily](https://www.businessnewsdaily.com/100-ways-to-screen-candidates-social-media.html)





Types of Interviews

- **Standard** – 1 candidate, 1 interviewer
- **Multiple** – several interviewers meet with individually
- **Panel or Team** – 1 candidate, many interviewers
- **Group** – multiple candidates, 1 interviewer
- **Culture/Screening** – testing your fit and engagement
- **Virtual** – phone or video conferencing



What are Employers Looking For?

Employers are looking for:

- Skills
- Likeability
- Ability to fit in with culture
- Longevity



THINK:

100 resumes received

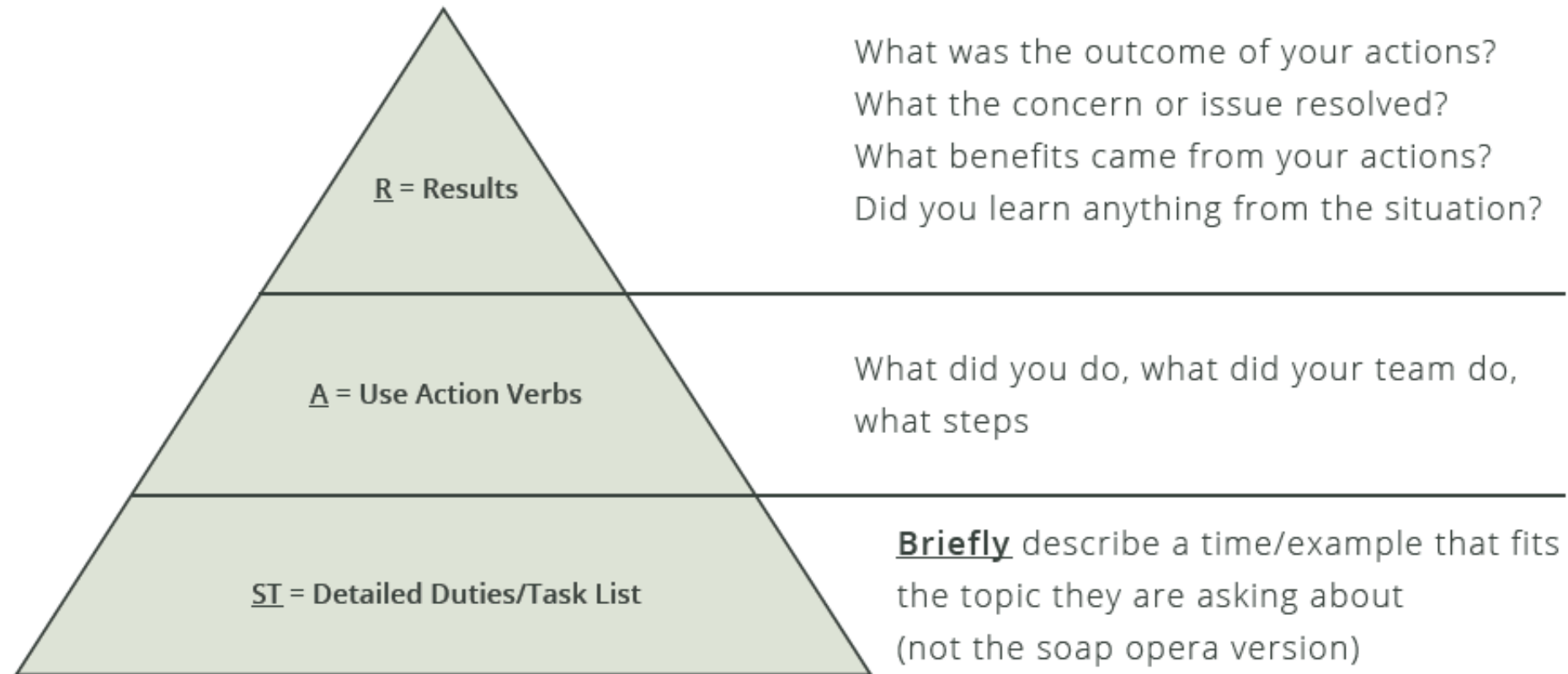
4-6 get interviews

1 gets the job

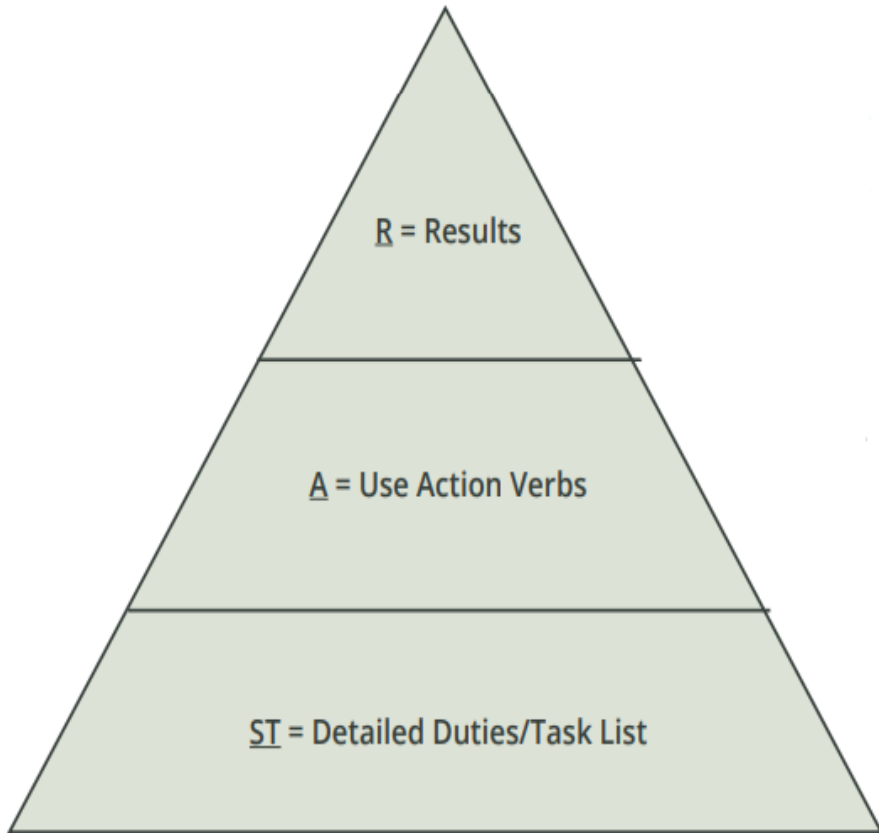
STAR Formula for Behavioral Questions

Behavioral/Situational Interview Question:

- Describe a time when.....
- Give an example of how.....
- Tell me about when/how.....



Share with me how you would handle an upset and impatient customer.

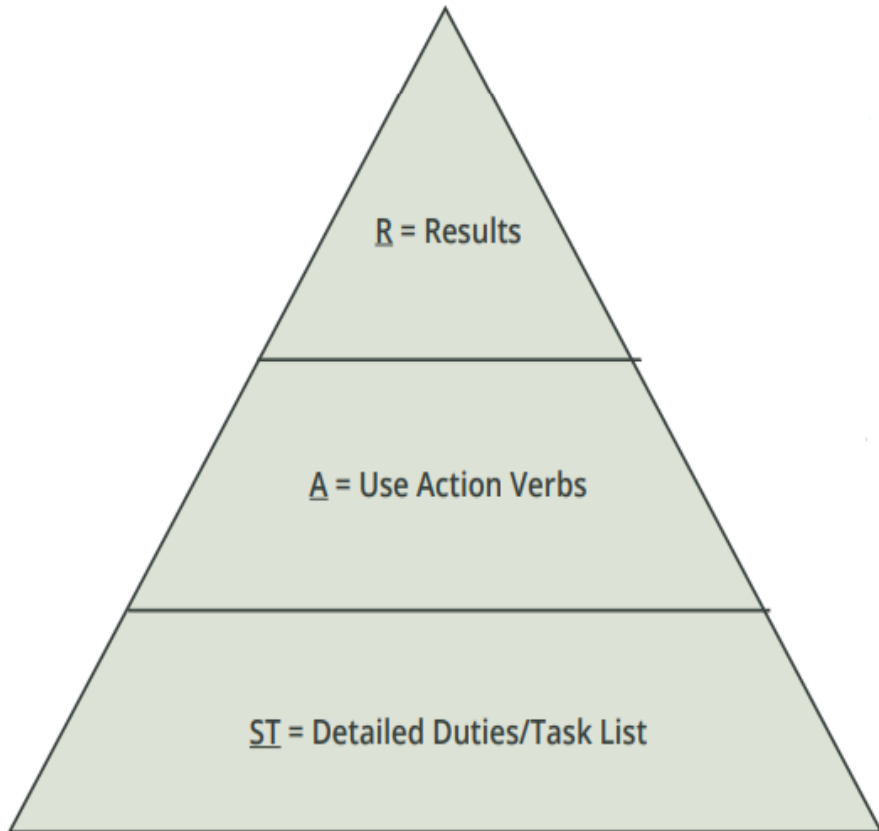


ST - When I was a manager at Hy-Vee, I'd often have situations where...

A - I take pride in listening to what the complaint is and identifying how I can make it right for them within company guidelines.

R - I politely thank them for bringing the concern to my attention and tell them what I'm going to do or can do to make it right.

Describe a time when you handled a conflict with a coworker.
What was the situation and what was the outcome?

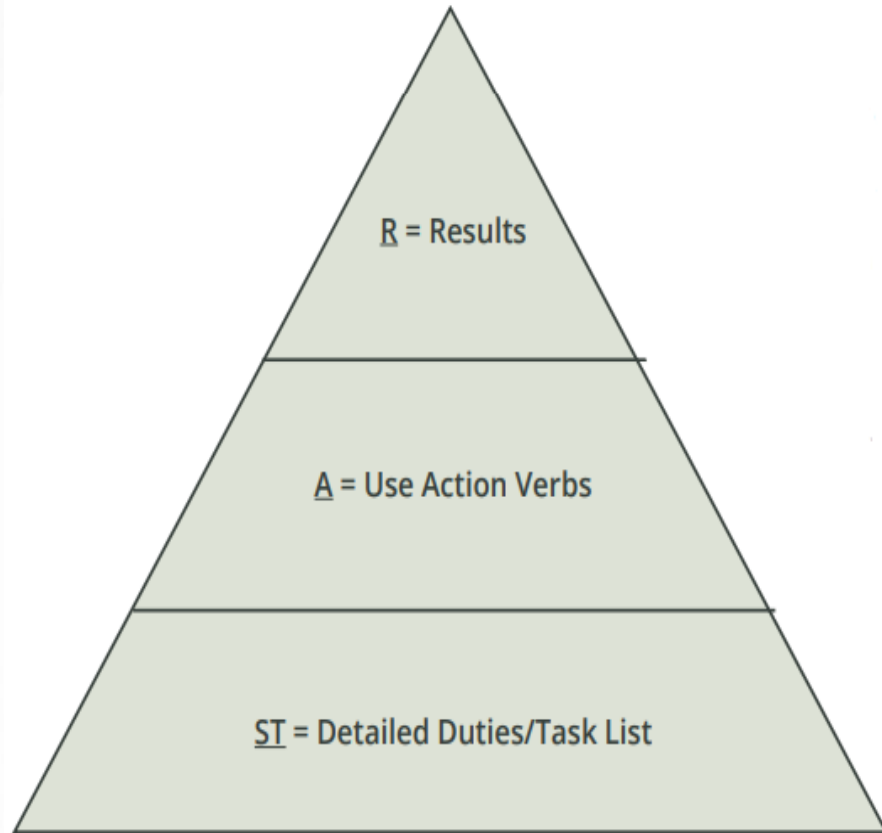


ST- I had a coworker who was always putting their work on other team members and would come up with excuses as to why they needed help.

A - After it become more than just offering to help support the team, I brought this up to my supervisor and requested support. I shared what the situation was and that it had now become an expectation instead of a help here and there. I shared how this is affecting how I manage my workload and assigned tasks.

R - My supervisor was unaware and thanked me for coming to them. They reminded me I am only required to do my work and told me when my coworker comes to me next, to bring it to them right away so they can step in and manage the situation in real time.

Describe a time you were unable to deliver as promised?



ST – I assumed all my necessary resources would be available and it was just a simple matter of making a PowerPoint. I gave the project a low priority and easily finished. Then I learned it takes 3 days to approve the necessary PowerPoint to be submitted for the presentation.

A - I notified my manager and explained that I had put off the work without prior knowledge of policy and the procedures and apologized and admitted my mistake. I additionally reflected on this personally to develop steps to help avoid this in the future and to ensure my workload would be met and will leave extra time in the future to account for unexpected delays.

R - I learned being more aware of workplace procedures and policy are vital to me managing my workload and projects and take precedence over personal pride. It's important moving forward, when given a project, that I ask more specific questions related to resources and processes so I don't make assumptions and can make fewer unnecessary mistakes, especially with projects with finite deadlines.

Do you have a strategy on how
you are going to

SELL YOURSELF?



Tell Me About Yourself

What are they REALLY asking?

They are **NOT** asking:

- What your hobbies are
- What your family life is like
- What you enjoy doing

What they **ARE** asking you for is:

- Your employment history that make you a FIT for this opening
- How you will compliment the team/need
- Your education or training related to the job
- What you are going to bring to THEM



Tell Me About Yourself Examples

I've been in the marketing industry for over 8 years and hold a degree in Marketing from Drake University. During my career, I have implemented a variety of marketing campaigns in order to increase brand awareness and increase social media presence. In my last position, I increased social media footprint by over 82%. Due to my firsthand experience...

I have worked as an administrative support staff predominantly in lending offices throughout my career. I have a high level of understanding for procedures, policy, and efficiency when it comes to attention to detail. Others rely on me to produce products and paperwork timely with utmost accuracy while delivering consistency.



Strengths & Areas of Improvement

Tailor your "strengths" to skills that will benefit the prospective employer.

When it comes to “weaknesses”, are there areas that have grown or improved? Have you been given feedback and shown improvement?



Think Positive Be Positive



What do you know about our company?

- Mission
- Values
- Community impact
- *What* we do – and *how* we do it

**40% of candidates CANNOT
answer this question; can you?**

The Seemingly Silly Question



- If you were a cookie, what kind of cookie would you be?
- If you were to bring an item to a potluck, what would you bring?

Don't panic.

Pause and take a deep breath. Interviewers usually ask these questions to see how you react under pressure and how well you handle the unexpected.

Why Did You Leave?

- Be brief
- NO blaming
- Remain professional and neutral
- Prepare WHAT you will say and HOW you will say it.



A Career Planner 1:1 can make you feel the most confident in answering this question (virtual or in-person appointments are available to the public at IowaWORKS)

Handling Tricky Questions

It's illegal to make hiring decisions
based off answers to questions
pertaining to:

Health

Marital
status

Family

Citizenship

Gender

Age

Religion

Pregnancy
Status



JUSTICE INVOLVED

Know your background

Answer only what is asked

Answer truthfully

Write a letter of explanation

Focus on change

Go to your local office to meet with an OWDS-
Offender Workforce Development Specialist



Responding to “What Questions Do You Have?”

Be prepared

- Have 2-3 questions prepared for the end of every interview

Ask for next steps and make a plan from there



What are Your Wage Requirements?

Did it state it on the job posting?

What does the data/reports say?

Is it realistic to get the job with my experience?



What are Your Wage Requirements? Do Your Research.

IowaWorks.gov

CareerOneStop.org

ONetOnline.org



IOWAWORKS.GOV



Answering Salary Requirement Questions



Delay



Deflect



Direct Answer

Close the Deal

Thank them - verbally, and with handshake if possible

Get their names and contact information

FOLLOW UP: Emails and mailed thank you note



QUESTIONS



Iowa*WORKS* Workshops

- Bring Your A-Game – Part 1 & Part 2
- Completing Your Weekly Certifications
- Conduct a Job Search
- Create a Great Resume
- Develop a Career Plan & Research Industry Trends
- EMERGE Virtual Workshop
- Essential Tools for Job Seekers
- Interview 101
- Maintain a Positive Attitude
- Military Members Power Hour
- Mock Interview Workshop
- Navigating Ageism in Your Job Search
- Next Level Resumes & Cover Letters
- Registered Apprenticeship
- Smart Planning for Your Money - Series
- State of Iowa Job Applications
- Virtual Job Club
 - Building Success in IowaWORKS.gov
 - Business Panel
 - Job Fairs
 - LinkedIn
 - Negotiating a Successful Job Offer
 - Power of O*Net
 - Who Would You Hire?
- Workshops in Spanish
 - Essential Tools
 - Interview & Negotiate



Iowa**WORKS** Centers

BURLINGTON

Phone: 319-753-1671

Email: BurlingtonIowaWORKS@iwd.iowa.gov

CEDAR RAPIDS

Phone: 319-365-9474

Email: CedarRapidsIowaWORKS@iwd.iowa.gov

COUNCIL BLUFFS

Phone: 712-352-3480

Email: CouncilBluffsIowaWORKS@iwd.iowa.gov

CRESTON

Phone: 641-782-2119

Email: CrestonIowaWORKS@iwd.iowa.gov

DAVENPORT

Phone: 563-445-3200

Email: DavenportIowaWORKS@iwd.iowa.gov

DECORAH

Phone: 563-382-0457

Email: DubuqueIowaWORKS@iwd.iowa.gov

DENISON

Phone: 712-792-2685

Email: DenisonIowaWORKS@iwd.iowa.gov

DES MOINES

Phone: 515-281-9619

Email: DesMoinesIowaWORKS@iwd.iowa.gov

DUBUQUE

Phone: 563-556-5800 or 866-227-9874

Email: DubuqueIowaWORKS@iwd.iowa.gov

FORT DODGE

Phone: 515-576-3131

E-mail: FortDodgeIowaWORKS@iwd.iowa.gov

IOWA CITY

Phone: 319-351-1035

E-mail: CedarRapidsIowaWORKS@iwd.iowa.gov

MARSHALLTOWN

Phone: 641-754-1400

Email: MarshalltownIowaWORKS@iwd.iowa.gov

MASON CITY

Phone: 641-422-1524

Email: MasonCityIowaWORKS@iwd.iowa.gov

OTTUMWA

Phone: 641-684-5401

Email: OttumwaIowaWORKS@iwd.iowa.gov

SIOUX CITY

Phone: 712-233-9030

Email: SiouxCityIowaWORKS@iwd.iowa.gov

SPENCER

Phone: 712-262-1971

Email: SpencerIowaWORKS@iwd.iowa.gov

WATERLOO

Phone: 319-235-2123

Email: WaterlooIowaWORKS@iwd.iowa.gov