



The People Bureau

Working in partnership

INTERVIEW TECHNIQUES

TOP TIPS FOR BODY LANGUAGE:

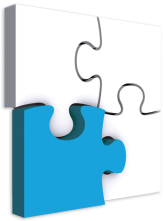
- Eye contact – immediate upon meeting interviewer; relaxed & appropriate throughout
- Hand Shake – firm
- Pace of Movement – ‘mirror’ the interviewer
- Seating position – upright; leaning forward to indicate interest
- Posture – comfortable and open; remain within own territory
- Facial expressions – warm and genuine
- Hand gestures – open and non-threatening

DO’S OF INTERVIEWING:

- Prepare well – find out as much as possible about the company before the interview; consider the skills/experience required for the job and be prepared to demonstrate how you ‘match up’ to these requirements
- Dress appropriately – it is better to be over- dressed than under-dressed
- Arrive at your destination early and your appointment on time
- Be positive when asked about your journey
- Actively listen
- Respond concisely and positively
- Show initiative by asking questions
- Enjoy the experience!

DON’TS OF INTERVIEWING:

- Use first names, unless invited
- Smoke, even if invited
- Sit down, until invited
- Show anxiety or boredom; look at your watch
- Show your Portfolio, unless invited
- Be fazed by difficult questions; ask for more information to clarify the question
- Give information that is not asked for
- Be submissive or aggressive
- Panic!



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QUESTIONS TO ASK AT THE END OF INTERVIEW (if not already asked):

- How has the vacancy occurred?
- Which other departments will I be working closely with?
- What will be my immediate objectives/ tasks?
- Will there be further interviews?
- What career opportunities will there be?
- How would you describe your company culture?
- What is your company's training policy?
- Do you have any concerns as to whether I am suitable for the position?

TOP TIPS FOR COMMUNICATION:

Green Light - use frequently:

Certainly
Of course
What I recommend ...
What I will do for you
I appreciate however
You are welcome

Amber Light – use sparingly:

Hopefully
Um
I'm afraid
Maybe
Perhaps
It should
Soon as possible
I'll try
OK
Is that alright?

Red Light – reduce or eliminate!

Obviously
Basically
Actually
No
That's wrong
You're wrong
With respect
So
You must be joking
You won't like what I am about to say...