



Tips for a Successful Interview

Manage your Electronic Image

- Is your Facebook page suitable for your interviewer to review? Many employers now check Facebook before inviting candidates in for an interview.
- Is your phone message appropriate for receiving business calls? Employers tend to be conservative and may be concerned if your voice message is overly colorful.

Prepare for the Interview Phone Call

When you get the phone call for the interview, be prepared to gather the following information

- full name and address of the agency; confirm the phone number
- caller's full name
- with whom you will be meeting

Gather information

After the invitation to interview, go online and research the agency

- History/Mission/Purpose/Clients
- Recent news events
- Research the interviewer (if available)

Prepare Documents

- Bring two copies of your resume to the interview
- Examples of your work, as appropriate
- List of relevant questions about the job, the agency

Prepare for your Appearance

- Select appropriate clothes
- Grooming: hairstyle, facial hair, nails, light make up
- Consider the interviewer's response to multiple tattoos and piercings
- Polished and clean shoes

For More of a Competitive Edge...

- Purchase a conservative thank you note and postage.
- Go online to review other articles on "preparing for an interview."
- Watch the TED Talk, *Your Body Language Shapes Who You Are*, https://www.ted.com/talks/amy_cuddy_your_body_language_shapes_who_you_are and consider the speaker's recommendations

Items to Bring to the Interview

- Copies of your resume
- Notepad and Pen
- Cell phone, on silent

During the Interview

- Speak clearly
- Show initiative by offering to support in other areas outside of your official role
- Demonstrate your passion for the service the agency provides

After the Interview

- On the same day of the interview, send the interviewer the thank-you note with a handwritten message.



Make a Lasting Impression

Give a firm handshake.

Not too hard and certainly not limp and soft; practice your handshake with friends before the interview. A firm handshake and good posture contributes to the interviewer's first impression of you.

Make eye contact.

The most attractive quality in a person is confidence. Offering eye contact demonstrates openness and confidence.

Smile.

Smiling also demonstrates self-confidence. Smile when you greet the interviewer and remember to smile as you speak. Showing enthusiasm by raising your eyebrows helps to convey your interest in the conversation.

Call people by name.

Show your respect and attentiveness by using the interviewer's name in the interview. You may want to jot down the interviewers' names on your note pad if there is more than one interviewer. "Well, Mr. Smith, I'm so glad you have asked that question. My experience..."

Physical Appearance.

Your posture, facial expression, dress and grooming communicate an initial message about you. The non-verbal communication through your posture and facial expression communicate your level of self-confidence and your dress and grooming communicate your attention to detail.

Listen Actively.

Active listening requires four steps: hearing, interpreting, evaluating, and responding.

- Hearing requires turning toward the interviewer and listening while offering eye contact.
- Interpreting means paraphrasing what you have heard and asking for clarification, if necessary.
- Evaluating involves not jumping to conclusions and ensuring you understand before responding.
- Responding entails providing the information being sought.

Ask a Relevant Question.

Show your genuine interest in what is being discussed by asking a thoughtful question that will promote and move the conversation forward.

Define Who you are and What you Do.

Be clear and proud about what you do and your plans for the future including how you will contribute to the well-being of others and the community.

Put your Smartphone Away.

Keep your phone out of sight and ensure that it is on silent and does not vibrate.