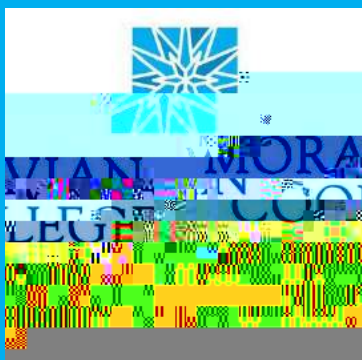
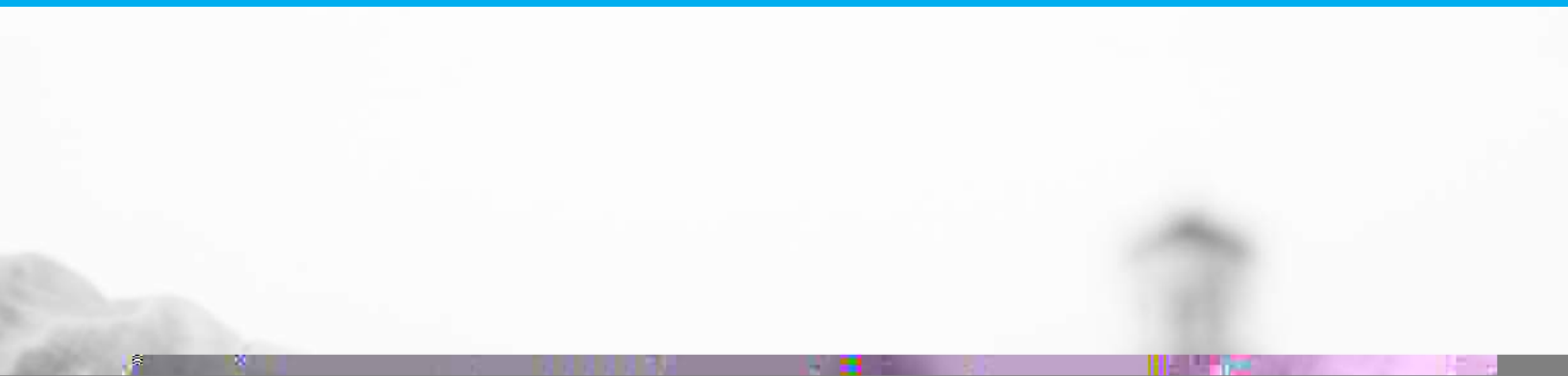


# INTERVIEWING GUIDEBOOK



**ENTER FOR AREER & IVI ENGAGEMENT**  
[www.moravian.edu/areerivi](http://www.moravian.edu/areerivi)

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# THE INTERVIEW PROCESS

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The heart of the job search process is the interview. This is your chance to show your stuff. It is where your motivations and the organization's needs come together. To be best prepared for the interview, you must know how to match the employer's needs to your skills and abilities.

*The Center for Career and Civic Engagement understands that each student has unique needs impacting their job and internship/co-op search. For more specialized search strategies for you or your student group, please contact us.*



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## 2. First Impressions and Introductions

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## 3. Answering Questions

Preparation and practice are keys to your success. Most questions will relate to your educational background, work experience, career goals, personality, and behavior traits.

Behavior-based questions are those in which an interviewer asks a question about your past behavior in a situation (such as, "Describe how you handled a conflict situation in a professional setting" or "Tell me a time when you led a group and discuss the result"). Whatever the question happens to be, you want to answer it as it relates to the position you are interviewing for.

### The S.T.A.R. Method

- **Situation.** Describe a situation. What were the circumstances surrounding it?
- **Task.** Explain the task you undertook.
- **Action.** What did you do and how did you do it? Be detail oriented.
- **Result.** What was the result of the situation? Was the job more efficiently performed? Less costly? Made easier? Talk about increasing efficiency, productivity, morale, or elimination of waste. Try to give an example with a positive outcome. But even if it is negative, let the interviewer know what you learned from the experience.

**Note:** Your example does not have to be an on-the-job experience. It can be taken from the classroom or from extracurricular activities. Anything that can convey your skills is appropriate to use. See examples of both traditional and behavioral questions at the end of this guidebook.

### Answers to Negative Questions

**Question:** Describe one of your biggest weaknesses.

**Answer Examples:**

■ Discuss a negative that is not related to the job being considered.

"I don't enjoy accounting. I know this is very important, but I find keeping the books boring. I really enjoy selling, so it is great that this job is primarily selling..."

■ Discuss a negative already known to the employer and turn it to your advantage.

"I lack extensive work experience, but I have participated in many student organizations. In fact, I am the president of the Psychology Club. As president I was able..."

■ Discuss a negative that you have improved upon.

"I used to over-commit myself and miss deadlines with my classwork. To improve on this, I read about time management and learned what I was doing wrong. In three weeks, I improved my performance and found that I could meet my deadlines with no problem..."

■ Discuss a negative that also can be a positive.

"I am very detail-oriented. I know I have to fight the temptation to spend lots of time getting things perfect. For instance, on one project I spent four hours editing. While the end result was positive, I've learned to set boundaries and



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## PHONE/VIDEO

# INTERVIEWS

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Phone and video interviews, just like in-person interviews, take preparation, concentration and a little bit of luck. The phone/video interview is basically a “trial run” for “in person”. Employers view it as a chance to screen applicants and see if they are interested enough to bring the candidate in. Just a reminder: it is not always the most qualified person that gets the job, it is the person that can best sell their accomplishments and best fits in with the existing team.

### PREPARATION

- Sit at a desk or table in a quiet room so you can concentrate on the interview. Make sure to turn off all other phones, televisions, music, etc. so you will not be distracted/interrupted.
- Tell your roommates, parents, anyone who is around not to interrupt during the interview. Someplace

