

## Interview techniques

### The interview

#### What to expect

- Interviews come in many forms: panel interviews, one-to-one interviews, group interviews, etc. Try to discover beforehand what form of interview you will have.
- You may be asked to take psychometric or aptitude tests before the interview, depending on the type of organisation.
- There are many different interview styles and each interviewer will have his or her own personal style. Some interviewers will fire questions at you, while others will start with an open question such as “Tell me about yourself”, leaving you to do most of the talking. Most interviews fall somewhere between the two.
- Prepare yourself for a range of interview styles.

#### Two-way communication

- You need to communicate to the organisation the benefits of employing you. So, make sure you sell yourself by telling the interviewer(s) all the relevant skills and experience you can contribute to the organisation.
- However, do not monopolise the interview; give the interviewer(s) opportunity to respond to your points.
- Ask how the job you are applying for contributes to the success, efficiency and profitability of the organisation.
- Show that you have done research into the organisation.
- Don't give negative information if you are not asked for it and don't criticise previous employers or jobs you have had. The key is to turn negative information into positive information.

#### General interview tips

- Plan your greeting.
- Deliver a strong, positive handshake.
- Smile and be polite to all the staff you meet. They are all links in the recruitment process and may influence a decision in your favour.
- Unless you feel particularly comfortable, do not accept tea or coffee at the interview as it could distract you.
- If you are taking papers into the interview, carry them in a suitable case or folder.

#### The next steps

- At the end of the interview, ask what the next steps will be, such as:
  - Who will contact you to let you know if you have been successful?
  - When they will contact you?
  - Will there will be a second interview, and who will conduct it?
- If you are really interested in the position, make sure you tell the interviewer(s).

- Ask for feedback to be given to you after the organisation has made its decision.

## **Negotiation**

Everything is negotiable. If the final salary & benefits offer is not what you had hoped for, explain that you would like the job, but that you are looking for a better package. Ask if the company is in a position to be flexible.