



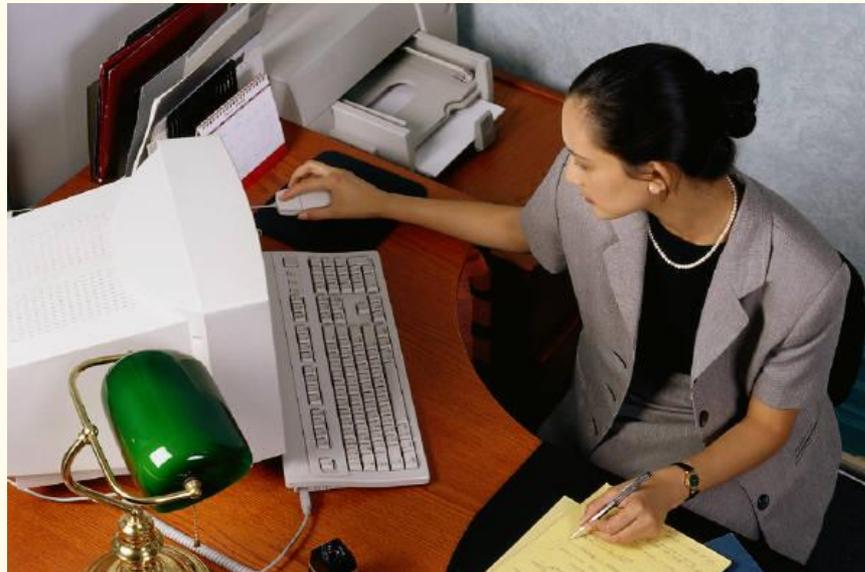
*A New Day for the Civil Service*

# Interview Techniques



# Before the Interview: Prepare

- ✓ Research the agency's website



# Before the Interview: Know the Job

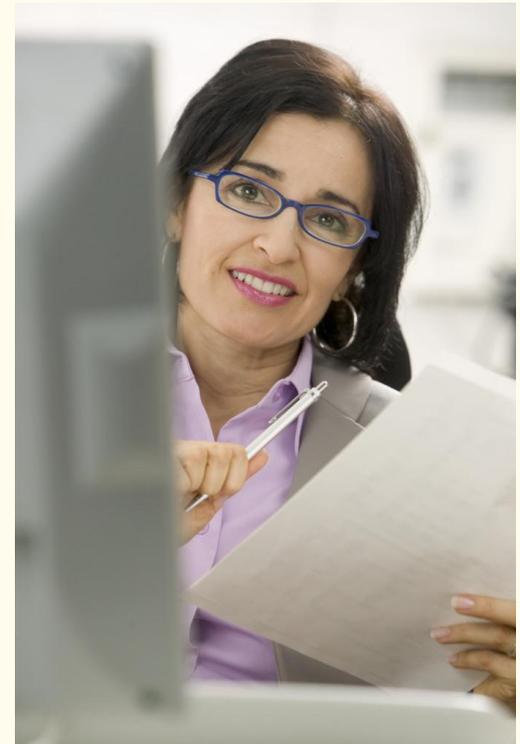
## ✓ Review the Job Announcement

- Job requirements, including knowledge, skills and abilities
- Major duties



# Before the Interview: Prepare

- ✓ Review Your Résumé
- ✓ Think About Your Accomplishments



# Before the Interview: Prepare

- ✓ Practice



# Before the Interview: Prepare

- ✓ Arrive Early



# Before the Interview: Prepare

- ✓ Bring a Copy of Your Résumé



# Before the Interview: Prepare

- ✓ If you need an accommodation, notify the person who contacts you



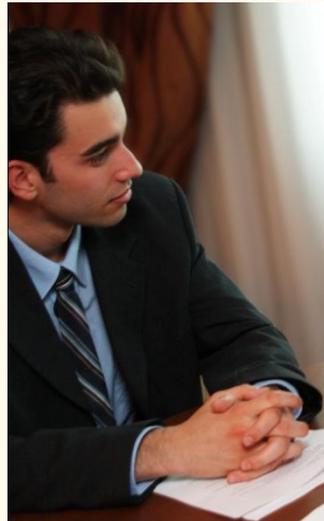
# During the Interview

- ✓ Dress for Success
- ✓ Be Yourself



# During the Interview

- ✓ Listen Carefully
- ✓ Be Enthusiastic
- ✓ Be Honest



- ✓ Don't Talk Too Much...or Too Little
- ✓ Ask Questions

# Interview Formats

✓ One-on-One



# Interview Formats

✓ Panel



# Interview Formats

## ✓ Impromptu



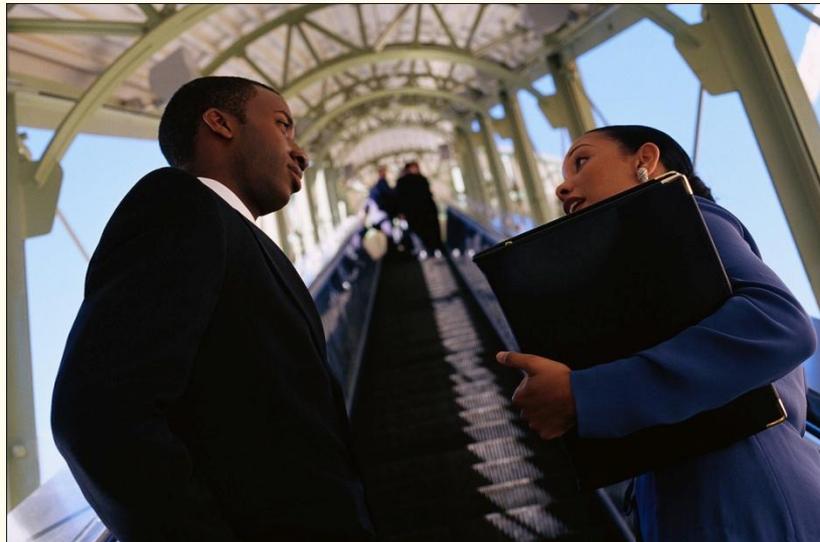
# Interview Formats

## ✓ Telephone/Video Conference



# Interview Formats

## ✓ Job Fairs



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# Types of Questions

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- ✓ Behavioral  
Tell me about a time when you...
- ✓ Situational  
Imagine that you are in the following situation... What would you do?
- ✓ Résumé-Based  
Tell me about your job working at...

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# Types of Questions

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- ✓ Getting-to-Know-You
- ✓ What is your greatest strength?
- ✓ Why should I hire you?

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# Answering Behavioral Questions

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Use the STAR Model to provide three important pieces of information

- **Situation or Task**
- **Action:** Describe exactly what you did
- **Result:** Be specific about the outcome

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# Your Turn!

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- Identify a partner sitting nearby
- Take a turn as the interviewer and as the applicant
- Decide who will be the first interviewer

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# Your Turn!

Describe a time when you dealt with individuals who were difficult, hostile, or distressed.

- **Who was involved?**
- **What specific actions did you take?**
- **What was the result?**

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# Your Turn!

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An angry client walks up to your desk. She says she was told your office sent her a check five days ago, but she has not received the check. She says she has bills to pay, and no one will help her.

**How would you handle this situation?**

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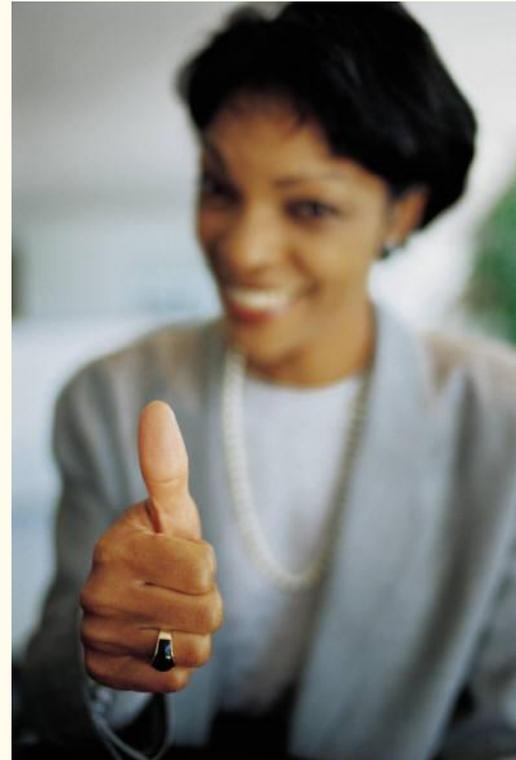
# Questions to Ask Employers: Examples

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- ✓ What is a typical day like?
- ✓ What projects or assignments would I be responsible for?
- ✓ What is your management style?
- ✓ What workplace flexibilities are available?
- ✓ When do you expect to make a decision?

# After the Interview

- ✓ Send a “Thank You” Note
- ✓ Stay Positive
- ✓ Be Patient



# Interview Techniques

Questions?

