Interview Workshop
Wednesday, July 16, 2008

Presented By
Ms. Jenny S. Mak

Department of Industrial Engineering and Operations Research
Workshop Agenda

**Morning: 10:00AM - 12:00PM**
- Introductory Exercise
- Define Interview
- Introduction of the POEDiC Model
- Phase 1 and 2

**Afternoon: 1:30PM - 4:00PM**
- Summarize Morning Session
- Phase 3, 4, and 5
- Resources
- Mock Interviews
- Evaluation
Workshop Objectives

- **Acquaint** ourselves with classmates
- **Gain** insight to the interview process
- **Familiarize** with interview etiquette
- **Learn** about the professional image
- **Recognize** the types of interviews
- **Prepare** for specific job interviews
Opening Exercise:
Get to Know Your Classmates

Purpose:
- Get to know our classmates using questioning and listening skills
- Practice introducing classmates to other colleagues

Process:
- Using the “Getting to Know You” sheet as a guide, work with another classmate that you do not know to discover (3) interesting facts about them

Timing:
- (5) minutes each, (10) minutes in total
- 15 second elevator introduction speech
- 30-40 minutes total for reporting out
Interview

A dialogue between two parties involving:
- Questions and answers, from both parties
- Seeking information

In job search, dialogue between an employer and job seeker

Limited information available to both parties
## POEDiC Model: Interview Process

<table>
<thead>
<tr>
<th>Prepare</th>
<th>Opening</th>
<th>Exchange</th>
<th>Decide</th>
<th>Close</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact</td>
<td>Pre-Arrival</td>
<td>Position</td>
<td>Follow-up</td>
<td>Contract</td>
</tr>
<tr>
<td>Context</td>
<td>Arrival</td>
<td>Req’ts</td>
<td>Feedback</td>
<td>Visit</td>
</tr>
<tr>
<td>Conduct</td>
<td>Greet</td>
<td>Format</td>
<td>Reflect</td>
<td>Commit</td>
</tr>
<tr>
<td>Research</td>
<td>Intro</td>
<td>Questions</td>
<td>Improve</td>
<td>Future</td>
</tr>
</tbody>
</table>
Phase I: Prepare Interview

- **Initial Contact**
- **Context of Interview**
- **Conduct**
  - Professional Image
- **Research**
Phase I Prepare: Initial Contact

- How did you apply?
  - How did the employer hear about you?
- What is the interview for?
- Who contacted you?
- What information does the employer have about you?
- Verify your interview schedule
Phase I Prepare: Interview **Context**

- On campus
- In Office
- Telephone
- Teleconference
- Exam/Project
- Social Settings
  - Restaurant
  - Presentations
  - Career Fairs
Phase I Prepare: **Conduct**

- Professional Image of the Organization
  - Men: Suit in a conservative color, pressed shirt, a conservative tie & socks that match
  - Women: Skirt/pant suit in a conservative color, pressed shirt & hose
- Shoes: Traditional, conservative, no open-toe & conservative height
- Discreet accessories
- Grooming
- Behavior
  - Handshake, Posture, Body Language
Phase I Prepare: Research

◆ The Company
  - Mission, size, locations, culture, history, structure, news, competitors, career path, key people
  - Attend Employer Presentations
  - Network with People in the Company

◆ The Field
  - Network with People in the Field

◆ The Position
  - Job Description
  - Network with People in the Position

◆ The Interviewer(s)

◆ Prepare and anticipate the interview questions
Phase 2: Opening

- Pre-Arrival Activities
- Arrival
- Greetings
- Introductions
- Observe Surroundings and Professionals
Phase 2 Opening: Pre-Arrival

What to bring
- Identification, Portfolio, Pen, Notepad, Resume, Examples of Work

Schedule

Weather

Transportation

Meals

Nerves

...and more.
Phase 2 Opening:

**Arrival, Greetings, Introductions**

- Check-in
- Waiting Period
- Greetings
- Introductions
  - Handshake
  - Name
  - Brief Explanation of Purpose
  - Business Cards
Phase 2 Opening: Observations

Organizational Culture

- People: Demographics
- Size
- Artifacts
- Layout & Location

Listen and make note
LUNCH BREAK
12:00 – 1:30PM
## POEDiC Model: Interview Process

<table>
<thead>
<tr>
<th>Prepare</th>
<th>Opening</th>
<th>Exchange</th>
<th>Decide</th>
<th>Close</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact</td>
<td>Pre-Arrival</td>
<td>Position</td>
<td>Follow-up</td>
<td>Contract</td>
</tr>
<tr>
<td>Context</td>
<td>Arrival</td>
<td>Req’ts</td>
<td>Feedback</td>
<td>Visit</td>
</tr>
<tr>
<td>Conduct</td>
<td>Greet</td>
<td>Format</td>
<td>Reflect</td>
<td>Commit</td>
</tr>
<tr>
<td>Research</td>
<td>Intro</td>
<td>Questions</td>
<td>Improve</td>
<td>Future</td>
</tr>
<tr>
<td></td>
<td>Observe</td>
<td></td>
<td>Reference</td>
<td></td>
</tr>
</tbody>
</table>
## Phase 3: Exchange

<table>
<thead>
<tr>
<th>Exchange</th>
<th>Position</th>
<th>Requirements</th>
<th>Format</th>
<th>Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Req’ts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Format</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Questions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Phase 3 Exchange:

Position & Requirements

- **Position**
  - Your Story
  - Qualifications
  - Evidence & Examples
  - Conduct

- **Requirements**
  - Are you a good fit?
  - Can you do the job?
  - Do I want you as a colleague?
Phase 3 Exchange:

**Format of Interviews**

- Behavioral
  - Questions about yourself
- Experienced Based
- Brain Teasers
- Exams & Projects
  - Case Studies
- Informational
- Unexpected
Phase 3 Exchange:

**Format:** Behavior

- Tell me about yourself
- Tell me about your degree
- What is your greatest weakness?
- What is your greatest strength?
- Why should I hire you?
- Are you a team player? Can you give me an example?
- Where do you see yourself in five years?
Phase 3 Exchange:

**Format**: Behavior

- Tell me something about yourself that I didn’t know from reading your resume
- Why do you want to work here?
- What motivates you?
- Describe a failure or disappointment – how did you handle it?
- Describe a situation where you had to lead a group
- How do you deliver difficult messages?
Phase 3 Exchange:

**Format:** Brain Teasers

- They want to know HOW you think
- Re-state the problem; paraphrase
- Ask relevant questions
- Calm and composed
- If you have an answer - explain it and its relevance
Phase 3 Exchange:

**Format:** Exams & Projects

- **Position based**
- **Test skills and knowledge**
- **Written or computer based**
- **In-Person Interviews are likely to be conducted after passing**
Phase 3 Exchange:

**Format:** Case Studies

- Analytical skills
- Business maturity and judgment
- Problem definition
- Solution structuring – lessons learned
- Quantitative capabilities
- Dealing with apparent dead-ends
- Innovation and current
- Communication skills
- Confidence
Phase 3 Exchange:

**Format:** Case Studies

- Examine compatibility with the firm
- Find out roles and growth opportunities
- Gain insight to interviews and methods
- Get feedback on your strengths/weaknesses
- Gain comfort in talking to people in the industry
  - Observe their appearance, culture, language
- Build your network
- Show interest
  - Ask questions
  - Follow-up
Phase 3 Exchange:

Format: Unexpected
Phase 3 Exchange: Questions

- Intelligent
- Organization
- Strategy
- Capabilities

Executive Space:
  - Challenges and Opportunities

Interviewer
Phase 4: Decide

- Follow-Up
- Feedback
- Reflect
- Improve
- Reference
Phase 4 Decide: Follow-up

- Follow up
  - Thank You note
  - Follow-Up letter
  - Timing

- Second, Third, Fourth... Interview
  - Multiple rounds & interviewers on one day
  - Multiple types of interviews
  - Job specific
  - Context
Phase 4 Decide:

**Feedback, Reflect, Improve**

- Feedback from Employers
- Reflect
  - What worked?
  - What didn’t work?
- Develop a plan to Improve
  - Mock Interviews, Resume, Skills, …
Phase 4 Decide: References

Prepare References
- Academic or Professional

Ask Permission
- Remind them of who you are (resume)
- Keep them informed – tell them about your job
- Assess whether they are strong references
- Inquire how to contact them
- Inquire about their preferences

Reference Document
Phase 5: Close

- Contract (Written)
- Visit (Benchmark, network)
- Commit (Verbal or written)
- Future
Interview DON'Ts

- Don’t be late
- Don’t be arrogant
- Don’t interrupt
- Don’t always have the ‘right’ answer
- Don’t use words that you do not understand
- Don’t assume
- Don’t act surprised
- Don’t forget the importance of ‘Thank you’
Interview **DOs**

- Maintain your professionalism at all times
- Be honest
- Be thoughtful
- Listen
- Ask intelligent and appropriate questions
- Give examples
- Get your story out
- Be flexible, accommodating & prepared
- Be confident, not arrogant
- Follow-up, appropriately
Mock Interviews

Format:
- Taped
- Behavior, Skills, Brain Teasers
- Non-job specific
- 20 Minutes
- IEOR Office, Conference Room 317 Mudd

Reference Materials

Samples
EVALUATION