

Title: Career Development: Interviewing

Objectives: In this lesson, the participants will:

1. Recognize the elements of a successful interview.
2. Demonstrate the interviewing skills.

Session Time: 60 minutes

Materials: Handouts

Methods: Guided discussion, demonstration, group work, independent work, role play.

Procedure:

Once a student has his or her foot in the door with an appropriate resume and cover letter, it is important for that student to know how to prepare for the interview and what to do during the interview process.

It is especially important that the student practice being interviewed beforehand. This will help frame answers and rehearse responses to difficult questions as well as ensuring that a person incorporates all the significant points that need to be made. An exercise is included in this lesson to give students the opportunity to do a mock interview while fellow students judge their performance.

The Interview: Distribute the handout titled "*The Interview*" and discuss it with the students. Ask the students to give examples of the types of careers they found in their career exploration exercise earlier in this unit. List their responses on the board and have the students complete the "Interview Quiz".

Tell the students that you are going to do mock interviews with them and they will have an opportunity to practice their interview skills. Instruct them to look over the information they have about the companies that would hire them for the careers that they have picked (they should have this information from previous lessons in this unit).

Let the students know that they will each have a chance to interview while the rest of the class scores their interviewing skills on the Mock Interview Checklist. This process will take longer than a single class period so be prepared to carry the lesson over to other class times.

You may want to let them actually dress for the interview and postpone starting the mock interview process. This would give them time to study the information on interviewing techniques and the information on the company that they have picked.

These are the most commonly asked questions.

Think about your answers and practice them prior to your interview!

What are the responsibilities of your current or previous position?

What do you know about this industry?

What do you know about our company?

How long will it take for you to make a significant contribution?

What is your most significant accomplishment?

Why did you leave your last job?

Why do you think you would like to work for our company?

If it were your first day, what would you say to the associates you will be working with?

What have you done to overcome major obstacles in your life?

Are you willing to relocate?

How would you describe your work style?

Tell me about yourself?

Why do you think we should hire you for this job?

How do you define success?

What was the last book you read?

What area of this job would you find most difficult?

What leadership/supervisory roles have you held?

What is your weakness?

What is your strength?

What accomplishments are you most proud of?

What has been your greatest crisis, how did you solve it?

What person has had the greatest influence on you, why?

What do you like best about your job/school? What do you like least?

How has college prepared you for this career?

Describe your ideal job.

Why did you choose this particular field of work?

What have you done that shows initiative?

In what areas of the job would you expect to be most successful....least?

What do you see yourself doing in 5 or 10 years?

What are your salary requirements?

What frustrates you?

Describe a situation with an irate customer and how you handled it?

What aspect of this job do you consider most crucial?

What are your long range career objectives and how do you plan to achieve them?

How do think a friend would describe you?

What motivates you?

How many hours a week do you need to work to get the job done?

How do you work under pressure?

What two or three things are most important to you in your job?

Tell me about other jobs you've had. In hindsight, how could you have improved your performance?

What makes a good supervisor?

What skills do you want to improve?

Interview Quiz

Directions: Circle the letter for the best answer of each of the following questions.

1) What do you know about our organization?

- a) "I've done a little homework and here is what I know about your organization...(cite examples)"
- b) "Everything I've seen and heard makes me want to be a part of this organization. I understand your industry is _____ and your primary customer is _____. A particularly exciting part of your business appears to be _____."
- c) "I know enough to know this is an exciting place to work. It appears to be fit for my career goals."

2) Why are you the best person for the job?

- a) "I've held a lot of positions like this one, and that experience will help me here."
- b) "Because I am good at what I do."
- c) "Our discussion here leads me to believe this is a good place to work."
- d) "You need someone who can produce results, and my background and experience are proof of my ability. For example..."

3) Tell me about yourself.

- a) Outline personal data, hobbies, and interests.
- b) Give an overview of your personality and work habits.
- c) Give three specific examples of your personality traits and accomplishments.

4) What are your strengths?

- a) "I am good at giving constructive criticism to my coworkers. This honesty is something I'm very proud of and have found essential to having open working relationships."
- b) "I consider myself to be very consistent. I have proven myself to be someone who can be counted upon to do what is expected."
- c) "I would have to chose between two skills. I am very proud of my

determination and ability to get things done. At the same time, I am very proud of my analytical abilities and problem solving skills. These skills combine to give me a unique ability to solve problems and then implement the solutions."

5) If asked a point blank question, such as are you creative, or can you work under pressure?

What is the best way to answer?

- a) Answer yes or no.
- b) Answer yes and give a specific example.
- c) Answer yes and give an explanation.

6) How would you characterize your work style?

- a) "I am a very driven person. I make a list of what needs to be done and then tackle the items until I've completed the job.
- b) "I show up whenever I'm scheduled to work."
- c) "I haven't held a job yet so I don't know what my work style will be."

7) What are your short term goals?

- a) "Short term, I just want a job."
- b) "Bills are beginning to pile up. In the short run I need to find work so I can keep up with my obligations."
- c) "Short-term, I'd like to find a position that is a good fit and where I can contribute to a company's bottom line. The position we are here to discuss today would appear to be such an opportunity. Could you tell me more about it?"

8) Where do you want to be in 5 years?

- a) "I haven't really thought that far ahead but I think I'd want your job."
- b) "If selected I would hope to meet my goals and take advantage of opportunities to learn so I will be considered for other positions within the company. I hope to build my career with a company such as this one."
- c) "Long term, I hope to start my own business."

9) Before we go any further, what kind of money do you need to make?

a) "I feel I am worth at least \$30,000."

b) "My salary requirements are negotiable. Your firm has a reputation of compensating employees fairly and I trust you would do the same in my case. I am very interested in finding the right opportunity and will be open to any fair offer when I do so."

c) "Money is not very important to me. I need to be able to pay the bills but the work environment is far more important to me."

10) Describe a situation you've encountered with a difficult customer.

a) "In my last job I dealt with customers at a retail store. One customer wanted to return an item she had obviously bought several years ago, which was against store policy. I talked to her calmly and explained our policies and encouraged her to shop and I would exchange the item however I could not give a refund."

b) "I rarely encounter a difficult customer because of my excellent customer service."

c) "I had a customer once who claimed her steak was not cooked correctly....I picked up a knife and cut it open and explained that's the way it's supposed to be."

11) What is a weakness?

a) "I get really frustrated with my co-workers when they whine about everything."

b) "I don't 'toot my own horn'. I like to go in and get the job done and I don't dwell on who gets credit."

c) "I don't think I have a weakness."

12) What was your GPA? Why is it low?

a) My GPA is 2.8. basically because I had a lot of fun in college.

b) My GPA is 2.8 because I held a full time job while in college, working my way through school. It is not reflective of my ability to do the job.

c) My GPA is 2.8 which I don't think is too low, at least compared to my friends.

13) What are you looking for in a position?

a) "I'm looking for an opportunity to apply my skills and contribute to the growth of the company while helping create some advancement opportunities for myself."

b) "I'm looking for an organization that will appreciate my contributions and

reward my efforts."

c) "I'm looking for a position that will allow me to make enough money to support my lifestyle. I am a hard worker and will give a concerted effort to earn the money I need."

14) How would co-workers describe you?

a) "They perceive me as a leader. The people who have worked with me learned great deal and accomplished, in many cases, more than they thought possible."

b) "My employees would tell you they got direction when they needed and the room to work when it was appropriate. I believe a measure of a good manager is how much he is able to get done through others."

c) "They perceive me as someone who cared about them personally and had high expectations. I get a great deal of satisfaction from helping others do their best. My former employees would highlight three of my priorities which are to build loyalty and a team environment, obtain results and develop people."

15) What did you like and dislike about college?

a) "I didn't like the tremendous amount of homework some professors assigned us. I liked those professors who realized I had a life outside of class."

b) "I liked the opportunity to be involved on campus. It was a small campus that allowed students to take responsibility, organize events and be a part of the planning team. I can't really think of anything I disliked, college was a wonderful experience."

c) "I liked having Wednesdays off. I think the thing I disliked most was living in the dorms."

16) Are you willing to relocate?

a) "No."

b) "I'm open to opportunities within the company so if that involves relocation I would consider it."

c) "I'd move, but I know your headquarters is in Alaska and that's too cold for me."

Interview Quiz Answer Sheet

Directions: Circle the letter for the best answer of each of the following questions.

1) What do you know about our organization?

- a) "I've done a little homework and here is what I know about your organization...(cite examples)"
- b) "Everything I've seen and heard makes me want to be a part of this organization. I understand your industry is _____ and your primary customer is _____. A particularly exciting part of your business appears to be _____."
- c) "I know enough to know this is an exciting place to work. It appears to be fit for my career goals."

b) This is the best answer. Although this takes a little preparation, this level of knowledge and precise presentation will do wonders for starting an interview on the right foot

2) Why are you the best person for the job?

- a) "I've held a lot of positions like this one, and that experience will help me here."
- b) "Because I am good at what I do."
- c) "Our discussion here leads me to believe this is a good place to work."
- d) "You need someone who can produce results, and my background and experience are proof of my ability. For example..."

d) This is the best answer. Acknowledging the need and giving a supported answer is the best tactic here.

3) Tell me about yourself.

- a) Outline personal data, hobbies, and interests.
- b) Give an overview of your personality and work habits.
- c) Give three specific examples of your personality traits and accomplishments.

c) This is the best answer. Examples are proof of your ability and a sign of confidence. Giving a clear concise example will be more memorable and

set you apart from the group. Before the interview, think the needs of the job and how your personality could be a fit.

4) What are your strengths?

a) "I am good at giving constructive criticism to my coworkers. This honesty is something I'm very proud of and have found essential to having open working relationships."

b) "I consider myself to be very consistent. I have proven myself to be someone who can be counted upon to do what is expected."

c) "I would have to chose between two skills. I am very proud of my determination and ability to get things done. At the same time, I am very proud of my analytical abilities and problem solving skills. These skills combine to give me a unique ability to solve problems and then implement the solutions."

c) This is the best answer. This shows you have given some real thought to your strengths and highlights not only the skills you have, but also of what use they are to the employer.

5) If asked a point blank question, such as are you creative, or can you work under pressure?

What is the best way to answer?

a) Answer yes or no.

b) Answer yes and give a specific example.

c) Answer yes and give an explanation.

b) This is the best answer. A brief, specific example supports your answer well and says you are confident, well prepared, and genuine.

6) How would you characterize your work style?

a) "I am a very driven person. I make a list of what needs to be done and then tackle the items until I've completed the job.

b) "I show up whenever I'm scheduled to work."

c) "I haven't held a job yet so I don't know what my work style will be."

a) This is the best answer. It shows you are organized, willing to pay attention to detail, and stick with a job until it is complete.

7) What are your short term goals?

a) "Short term, I just want a job."

b) "Bills are beginning to pile up. In the short run I need to find work so I can keep up with my obligations."

c) "Short-term, I'd like to find a position that is a good fit and where I can contribute to a company's bottom line. The position we are here to discuss today would appear to be such an opportunity. Could you tell me more about it?"

c) This is the best answer. This answer alludes to "giving" as well as "getting" AND it refocuses the discussion on the job opening.

8) Where do you want to be in 5 years?

a) "I haven't really thought that far ahead but I think I'd want your job."

b) "If selected I would hope to meet my goals and take advantage of opportunities to learn so I will be considered for other positions within the company. I hope to build my career with a company such as this one."

c) "Long term, I hope to start my own business."

b) This is the best answer: This answer suggests both a desire to move up and an understanding that the exact pace of movement is subject to many factors. Reassuring the interviewer of a desire to stay with a company is always a good idea.

9) Before we go any further, what kind of money do you need to make?

a) "I feel I am worth at least \$30,000."

b) "My salary requirements are negotiable. Your firm has a reputation of compensating employees fairly and I trust you would do the same in my case. I am very interested in finding the right opportunity and will be open to any fair offer when I do so."

c) "Money is not very important to me. I need to be able to pay the bills but the work environment is far more important to me."

b) This is the best answer. It shows a willingness to work with the organization to determine a fair salary. If you have done your homework you know about how much that would be annually.

10) Describe a situation you've encountered with a difficult customer.

a) "In my last job I dealt with customers at a retail store. One customer wanted to return an item she had obviously bought several years ago, which was against

store policy. I talked to her calmly and explained our policies and encouraged her to shop and I would exchange the item however I could not give a refund."

b) "I rarely encounter a difficult customer because of my excellent customer service."

c) "I had a customer once who claimed her steak was not cooked correctly....I picked up a knife and cut it open and explained that's the way it's supposed to be."

a) This is the best answer. This answer is clearly explains a situation and the action you took to resolve the situation.

11) What is a weakness?

a) "I get really frustrated with my co-workers when they whine about everything."

b) "I don't 'toot my own horn'. I like to go in and get the job done and I don't dwell on who gets credit."

c) "I don't think I have a weakness."

a) This is the best answer. This answer diplomatically states the importance of looking at someone's individual capabilities and determining if they apply to the open positions. It also identifies two critical skills applicable to almost any position.

12) What was your GPA? Why is it low?

a) My GPA is 2.8. basically because I had a lot of fun in college.

b) My GPA is 2.8 because I held a full time job while in college, working my way through school. It is not reflective of my ability to do the job.

c) My GPA is 2.8 which I don't think is too low, at least compared to my friends.

b) This is the best answer. This shows you have given some thought to your college GPA and are aware of what influenced it outside of the classroom. The more involved and busy you were during college the more likely the employer will accept a lower GPA

13) What are you looking for in a position?

a) "I'm looking for an opportunity to apply my skills and contribute to the growth of the company while helping create some advancement opportunities for myself."

b) "I'm looking for an organization that will appreciate my contributions and reward my efforts."

c) "I'm looking for a position that will allow me to make enough money to support my lifestyle. I am a hard worker and will give a concerted effort to earn the money I need."

a) This is the best answer. This answer shows ambition, willingness to work for opportunity, and a desire to work for a dynamic organization. In this response you have energy and confidence.

14) How would co-workers describe you?

a) "They perceive me as a leader. The people who have worked with me learned great deal and accomplished, in many cases, more than they thought possible."

b) "My employees would tell you they got direction when they needed and the room to work when it was appropriate. I believe a measure of a good manager is how much he is able to get done through others."

c) "They perceive me as someone who cared about them personally and had high expectations. I get a great deal of satisfaction from helping others do their best. My former employees would highlight three of my priorities which are to build loyalty and a team environment, obtain results and develop people."

c) This is the best answer. This answer depicts a manager who cares about people but is keenly focused on productivity. This answer give clear examples of important aspects of one management style which is largely accepted.

15) What did you like and dislike about college?

a) "I didn't like the tremendous amount of homework some professors assigned us. I liked those professors who realized I had a life outside of class."

b) "I liked the opportunity to be involved on campus. It was a small campus that allowed students to take responsibility, organize events and be a part of the planning team. I can't really think of anything I disliked, college was a wonderful experience."

c) "I liked having Wednesdays off. I think the thing I disliked most was living in the dorms."

b) This is the best answer. It is positive, demonstrates your ability to juggle several things at once and shows your commitment to get involved.

16) Are you willing to relocate?

a) "No."

b) "I'm open to opportunities within the company so if that involves relocation I would consider it."

c) "I'd move, but I know your headquarters is in Alaska and that's too cold for me."

b) This is the best answer. It leaves the options open without making a definite decision.

The Interview

Resumes and cover letters are designed to get an interview. The interview is a conversation with a purpose that is an opportunity to provide and evaluate information. Your role is to provide adequate and accurate information to assist the interviewer in evaluating your skills, education, experiences, goals, objectives and personality for the position in question. You should also listen and obtain information from the interviewer about the employer, the position, the work environment and the company.

An interview is designed to exchange information. You have approximately 30 minutes to convince the interviewer that you have the skills, education, and experience to be successful in the position. Know yourself, your goals, your objectives and your skills. The interviewer will evaluate your self-confidence, motivation, attitudes, skills, knowledge, experience, initiative and responsibility. Remember that the interviewer is comparing you to an "ideal" candidate. Be positive! Much of the success of your interview will depend on your attitude and appearance. Arrive for the interview at least 10 minutes early and be appropriately dressed, neat and clean.

Be prepared to discuss the organization, job responsibilities, operations, policies, your career objectives, and whether you are willing to relocate. Only the interviewer should bring up salary and benefits. Take note-taking materials to the interview and don't be afraid to jot things down during the session, though don't become so immersed in your note-taking that you ignore the interviewer. During the close, express a sincere interest in the job and leave knowing who contacts whom.

Prepare yourself for an interview:

- Know the exact location of the interview and don't be late.
- Research on the company to show your knowledge of the companies operations.
- Record the interviewer's name and know how to pronounce it.
- Prepare questions for the interviewer.
 - How old is the company?
 - Who are its competitors?
 - What sort of training programs does it provide?
 - If I am hired, what type of environment will I be working in?

Follow these guidelines during any interview:

- Don't be late.
- Check your appearance before greeting the interviewer.
- There may be more than one interviewer present. Use the interviewers' last names until they allow first names.

- Introduce yourself in a confident manner and express your interest in being there.
- Shake hands firmly.
- Remain standing until offered a seat.
- Sit erect, not rigid, with your arms in your lap.
- Use your voice and gestures to communicate enthusiasm.
- Avoid being sidetracked from the topic at hand.
- Avoid answering questions in a negative manner and maintain a pleasant demeanor.
- Avoid negative conversation, especially about past employment - always be positive!
- When finished, shake hands again and thank the interviewers for their time and consideration. This is a good moment to ask when you might expect to be hearing from them again, or if they would prefer you to get back to them.

Employers often cite the following as reasons for not considering a candidate:

- Sloppy resume, letters, or application form.
- Late for interview.
- Poor personal appearance.
- Lack of eye contact during interview.
- Extreme nervousness, often characterized by talking too much.
- Lack of confidence and poise.
- Timid, introverted, non-assertive.
- Lack of interest and enthusiasm, passive, or indifferent.
- Failure to participate fully in the interview process.
- Inability to express oneself, poor diction, poor grammar.
- Lack of career planning, no goals or no objectives.
- Over-emphasis on money, interested only in offer.
- Unwilling to start at bottom, expected too much, too soon.
- Ill-mannered, not courteous.
- Overbearing, conceited, know-it-all-attitude.
- Made excuses, evasive on unfavorable factors in record.
- Asked no questions about the job.
- Lack of knowledge about the employer.
- Indefinite response to questions.
- Questionable long-term potential for advancement.
- Unwilling to relocate.

If you're not sure why you were rejected, contact the employer or interviewer who rejected you and ask them for help. Be very tactful and tell them you are calling to improve yourself and your job search abilities.

Job Applicant Interview Script

When the applicant arrives, put him or her at ease using a friendly, businesslike attitude. Let the applicant know that you're glad that they've come and that you have set aside sufficient uninterrupted time to conduct the interview. You can start the interview with chatter about hobbies, interests, etc., if you are comfortable doing so and are confident that you can stay away from personal questions that might be considered discriminatory. Or you can simply ask one of the following questions:

"How did you happen to become interested in our organization?"

"How did you hear of the opening?"

Depending on the response, you can work in an overview of what you have planned.

"Before we start, let me give you some idea of what I'd like to cover today. I want to review your background and experience so that I can decide whether the job is suited to your talents and interests. So, I'd like to hear about your job, education, interests, outside activities, and anything else you'd like to tell me. And after we have covered your background, I want to give you information about our organization and the job, and answer any questions that you might have."

Work Experience

A discussion of work experience should vary widely based, in part, on how long the applicant has been employed. Questions appropriate to a recent high school or college graduate will make little sense when interviewing a professional with 15 years of experience. For an applicant with substantial experience, a reasonable starting point would be a discussion of the most recent position. In addition to focusing on the jobs themselves, it might also be helpful to discuss why the applicant has changed jobs in the past, the duration of each prior employment, chronological gaps in employment, etc. The following script would be appropriate when interviewing someone who has not been working long.

"A good place to start would be your work experience."

"I'm interested in the jobs you've held, what your duties and responsibilities were, your likes and dislikes, and what you felt you may have gained from them."

"Let's start with a brief review of your first work experiences, those you might have had part-time during school or during the summer, and then we'll concentrate on your more recent jobs in more detail."

"What do you remember about your very first job?"

Select specific follow-up questions for each job and move forward chronologically. It's been suggested that you move forward chronologically because there's a more natural conversational flow and you can see patterns of behavior emerge.

Your follow-up questions should ask for specific examples of behavior, not general or hypothetical responses. Don't ask "Are you dependable?" because all you will get in response is a "Yes."

Instead, say, "Tell me about a day you got to work on time, only because of extra effort." It is focused on specific examples of behavior. Similarly, instead of asking, "Are you organized?" say "Tell me about a time when your organizational skills made a project successful" or "How did you organize your work in your last position? How did you handle the unexpected?"

Ask specific, clear questions one at a time and let the applicant answer uninterrupted. Resist filling in every lull in the conversation; wait to see if the applicant will do so.

Avoid either verbally or physically giving the applicant a clue as to how you regard their answers; remain neutral.

To draw the applicant out without revealing what you're thinking, try using his or her own words. If the candidate says, "I like to work independently," you could respond with "Independently?" Of course, you could also use the opportunity to ask the applicant to give an example of what he or she did working independently.

After you have covered the applicant's work experience, you could move on to education.

Education

As in the case of the work experience portion of the interview, the education discussion must be tailored to suit the applicant's educational level. The sample interview that follows would be appropriate for a younger applicant who has not been out of high school for any length of time. When interviewing for a professional position, the focus would shift to the professional education.

"You've given me a good review of your work experience—now let's talk about your education. Why don't we start with high school briefly and then cover more recent schooling and any specialized on the job training you may have had. I'm interested in the subjects you preferred, your grades, extracurricular activities, and anything else of importance."

"What was high school like for you?"

Select specific follow-up questions for each educational experience and move forward chronologically. Don't necessarily accept answers at face value. Chronology reveals patterns. Take the information and patterns of behavior that you're being told and analyze them in terms of the performance skills you determined that you needed before the interview began.

Activities and Interests

"Turning to the present, I'd like to give you the opportunity to mention some of your interests and activities outside of work—hobbies, what you do for fun and relaxation, any community activities, professional associations, or anything else you'd like to mention that you think might be relevant to our job. What would you like to mention?"

Select specific follow-up questions.

Show interest and attention, as well as respect for the applicant. Don't talk down. Do use an appropriate language level.

Self-Assessment

"Now let's try to summarize our conversation. Thinking about all we've covered today, what would you say are some of your strengths—qualities both personal and professional that make you a good prospect for any employer?"

Select specific follow-up questions as needed.

"You've given me some real assets, and now I'd like to hear about areas you'd like to develop further—all of us have qualities we'd like to change or improve. What are some of yours?"

Select specific follow-up questions as needed.

Transition to Information-Giving Phase

If you are still interested in the applicant, proceed to this phase of the interview. On the other hand, if you have already decided that the applicant isn't suitable, there isn't much point in describing a position that the applicant won't be filling.

"You've given me a good review of your background and experience, and I have enjoyed talking with you. Before we turn to my review of our organization, and the job, is there anything else about your background you would like to cover?"

"Do you have any specific questions or concerns before I give you information about the job and the opportunities here?"

All right, now I have some information I'd like to give you."

Review the organization, the job, benefits, location, etc.

Tailor your presentation as appropriate to your interest in the candidate.

Closing

"Do you have any other questions about us, the job, or anything else?"

Close the interview graciously. If you have already decided not to offer the applicant a job, you can let them know at this point. Do so cordially and uncritically; you needn't be specific about why you've rejected the candidate.

"I've enjoyed talking with you today, but we won't be able to offer you this position."

If you think that you would consider the applicant for another position in the future, say so. You've already spent the time on an interview.

If pressed for a reason why an applicant won't be offered a job, you always have the option of telling the applicant that you do not discuss the reasons for your hiring decisions. Or, you may explain that, for example, you have already interviewed other, more qualified applicants. Use your judgment, realizing that it can create a very awkward situation if you merely tell an applicant that he or she is "unqualified" or "lacking experience." Be honest, but don't be confrontational.

If you've found a promising candidate, you can continue.

"What is your level of interest in us at this point?"

Explore any doubts or reservations the applicant might have.

"Let me review what the next steps are."

Let the applicant know what's likely to happen next, whether another interview will be needed, and how long it will be before a decision is made.

"I want to thank you for coming today...."

Mock Interview Checklist

	YES	NO
1. Demonstrate ability to follow established rules by arriving promptly for the interview.	_____	_____
2. Began interview with a friendly greeting and a handshake.	_____	_____
3. Gave resume to interviewer.	_____	_____
4. Expressed self clearly.	_____	_____
5. Described relevant educational background, qualifications or experience.	_____	_____
6. Emphasized what he/she had to offer the company rather than what the company had to offer him/her.	_____	_____
7. Avoided mentioning personal weakness or making Negative statements.	_____	_____
8. Asked questions pertaining to the job, the company, and/or working conditions.	_____	_____
9. Showed interest and enthusiasm for the position.	_____	_____
10. Responded appropriately to criticism.	_____	_____
11. Showed respect and cordiality.	_____	_____
12. Exited interview in a friendly manner and with a thank you.	_____	_____
13. Appeared well groomed, neat and clean.	_____	_____
14. Was appropriately dressed.	_____	_____
15. Appeared self-confident.	_____	_____
16. Used appropriate grammar.	_____	_____
17. Controlled hands, legs and facial movements.	_____	_____
18. Maintained good eye contact.	_____	_____
19. Appeared to be in good health.	_____	_____
20. Demonstrated good posture.	_____	_____

Note: This lesson is included in the workshop, *Individual Career Development Portfolio (ICDP)*, in the *SIPDC Catalog of Professional Development Opportunities*.