

“TEAM MANAGEMENT SKILL”

Lecture3.

PERFORM PROPERLY INTERVIEW IN ACCORDANCE WITH INTERVIEW BASICS

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1.3. PERFORM INTERVIEW

At the end of this session learners will be able to:

- ✓ Define an interview
- ✓ Describe types of interviews
- ✓ Follow tips in preparing interview
- ✓ Follow tips in answering the face-to-face interview questions

1.3.1. Key terms

An interview is a conversation where somebody is trying to get information from another person. The person asking questions is the interviewer and the person answering questions is the interviewee.

An interview is a structured conversation where one participant asks questions, and the other provides answers. In common parlance, the word "interview" refers to a one-on-one conversation between an interviewer and an interviewee.

1) Job interview

A job interview is an interview consisting of a conversation between a job applicant and a representative of an employer which is conducted to assess whether the applicant should be hired. a formal meeting at which an applicant is asked questions to find out if he/she is suitable for a post of employment.

2) Panel

A panel is a group of interviewers. Panel interview features a group of people who ask questions and decide if you're the right candidate for the job. Interview panel members are usually individuals who know the culture of the company and the job requirements well. Members might also include people who will be interacting with you regularly.

1.3.2. Types of interviews

1) Behavioral interview

Instead of simply asking how a candidate would deal with a set of circumstances, behavioral interviews tend to focus on past situations that a candidate found themselves in. Candidates are asked what actions they have taken in prior job situations similar to situations they may encounter on the job. This technique involves asking all interviewees standardized questions about how they handled past situations similar to situations they may encounter on the job

2) Stress interview

Stress interviews are conducted to discover how a candidate behaves in stressful conditions. In this type of interview, the interviewer will come to know whether the candidate can handle the demands of a complex job. The candidate who maintains his composure during a stress interview is normally the right person to handle a stressful job. The aim is to highlight your weaknesses and see how you react under pressure.

3) Phone interview (Screening interview)

A phone interview is often used by hiring managers or recruiters to screen a pool of candidates. During this interview, they may ask you to tell them a little about yourself and then ask you questions about why you applied for the job. If they find that you are a quality candidate for the role, they will likely ask you to come to the business for a traditional interview. If you are applying to a remote position, a phone interview could also serve as a formal interview.

4) Technical interview

A technical interview is a job interview for any position that relates to the tech industry, such as information technology. ... During the technical interview, the interviewer will assess your technical knowledge, skills and abilities as they relate to the needs of the specific job you are applying to.

5) Group interview

In a mass/group interview, a panel interviews several candidates simultaneously. The panel poses a problem and then watches to see which candidate takes the lead in formulating an answer. you might find them for sales roles, internships, or other positions in which the company is hiring multiple people for the same job. it can be used as a procedure for the discovery of leadership.

6) Panel interview.

panel interview, also known as a board interview, is an interview conducted by a team of interviewers. In this type of interview, three to five members of the selection committee will be asking questions to the candidates on different aspects. The final decision will be taken by all the members of the panel collectively.

7) Role-plays

What is a role play interview? A role play interview is an interview format in which your potential employer presents you with a scenario that you then act out. In most cases, the role play interview simulates a situation you're likely to encounter in the role for which you're applying.

Role plays test how candidates might approach difficult situations that frequently occur in the business world. Interviewers frequently ask interview candidates to assume the role of a specific company employee and ask them how they would approach a hypothetical or real-life situation.

The interviewee will have several minutes to prepare for their role after being given a short brief of the scenario at hand, which will often mirror something that could occur in the job that they are applying for.

1.3.3. Interview preparation and performance.

1.3.3.1 Tips in preparing interview

1) Research the company

The research focuses on the company's culture, mission, and values. First and foremost, you should know what the company looks for in a qualified candidate. This enables you to position yourself as the best candidate for the position. To discover the skills and experience the employer values, read between the lines of their job postings. You can also find out information on the

employer's career page to get an idea of the type of employees their desire. Job seekers should be able to confidently say they're good fit for the company's culture during any job interview, pay attention to what's written on their website regarding the company's values and mission. You can also learn more about the company culture by following the organization on its social media networks. While doing research one should you should use the employer's posted job description as a guide. The job description is a list of the qualifications, qualities, and background the employer is looking for in an ideal candidate. The more you can align yourself with these details, the more the employer will be able to see that you are qualified.

2) Share examples of achievements

Make sure your accomplishment is recent and relevant. Think about your values and best qualities and try to highlight them. Your achievement will be a channel of communicating your great personality and qualities, the CV may not show the details of who you are so take advantage of this channel.

3) Describe the situation, task and action you took and the results of your action

4) Assemble relevant information before hand

Gather important information and take with you the relevant ones. Here is a sample of a list of things you should bring with you for a successful interview.

- A printed copy of your resume

- A list of references

- Work samples and publications to show the employer

- A list of questions to ask the employer

- A notebook and pen to take notes

Contact other people already working at the organization to learn about the company culture and work environment. If you don't, visit the company's social media pages to get an idea of the culture there. Learn as many details as you can about the company before the interview.

5) Read your resume and the job advertisement as a refresher

Reading your resume will help you understand what the panellist knows about you already and you may add updates if you have some. Reading job advertisement will remind you all the details

regarding the post, and as you are reading your brain tries to find the pertain between the two documents.

- 6) Check yourself in a full-length mirror before the interview

The physical appearance will also count, so make sure you look smart. Check yourself in a full-length mirror will let you know and see the person that the panellist will see. The looking marks are in your hands so mark yourself in a mirror and make sure you can give the maximum to your before thinking that others can.

1.3.3.2. Tips in answering the face-to-face interview questions

- ✓ Good eye contact
- ✓ Smile
- ✓ Open body language
- ✓ Be engaged
- ✓ Breathe deeply

1.3.3.3 Common interview questions and their answers

1. Tell me about yourself

This is a classic interview opener. It's deliberately broad, so it's easy to go off on tangents and include irrelevant details, but you should avoid that.

Instead, develop a short elevator pitch. And like an elevator pitch, keep it relevant and to-the-point. Start with where you are now, then discuss how you got there. Link that with the job you've applied for, and why you're a great fit for it based on your experience or interests and passions.

And if you can link all that to your interest to that specific company, that'll catch the attention of any interviewer.

Ex: *"I'm currently a marketing communications specialist at a university where I specialise in creating digital marketing campaigns for the science faculty. Prior to that, I worked as an administrative assistant, where my main responsibilities included managing four social media accounts and editing a bi-annual magazine aimed at our clients. I really enjoy developing content that educates and inspires, which is why I'm so excited about this opportunity at IPRC-Huye."*

2. How would you describe yourself?

With this question, your interviewer wants to learn how your qualities and characteristics align with the skills they believe are required to succeed in the role. To answer this question, pick one to a few personal characteristics and elaborate on them with examples.

Ex: if you are ambitious and driven you can say: *"I am an ambitious and driven individual. I thrive in a goal-oriented environment where I can constantly challenge myself personally and professionally. I am always looking for an opportunity to do better and grow. These characteristics have helped me achieve success in my career. For example, I was promoted three times in less than two years in my last position."*

3. Tell me about your strengths.

The best way to address a question about your strengths is to ensure it aligns with the job description.

A lot of people tend to downplay their strengths, but they shouldn't. This is a great opportunity to showcase what you can do.

You must be prepared, however, to back up your strength with a good example. For example, if you say your creativity is a strength, you'll also want to be able to talk about a time when you used your creativity to solve a problem or address a challenge.

Ex: *"I think a strength of mine is my adaptability. During my time as an office manager, I supported a small team where being able to think on your feet and be flexible was a real asset. When two members of our four-person team happened to fall sick at the same time and were out of the office for two and three weeks, I worked overtime to support our clients by performing the function of my colleagues while they could not."*

4. What Are Your Weaknesses?

"What are your weaknesses" is one of the most popular questions interviewers ask. It is also the most dreaded question of all. Handle it by minimizing your weakness and emphasizing your strengths. Stay away from personal qualities and concentrate on professional traits: "I am always working on improving my communication skills to be a more effective presenter. I recently joined Toastmasters, which I find very helpful."

Ex: *"When I get busy and stressed, I tend to get disorganized, and my workspace becomes messy. The problem with this is it's easy to lose track of the little details or misplace things. To combat this, I've taken a course on productivity and organization, and I've learned that when I start to feel that stress coming on,*

I need to take a step back and dedicate a little bit of time at the end of every day to gather thoughts and tidy my desk. I also keep a work diary and to-do list, so I don't lose track of the big picture."

5. Why do you want to work here?

Interviewers often ask this question to determine whether or not you took the time to research the company and think critically about whether you're a good fit. The best way to prepare for this question is to do your homework and learn about the products, services, mission, history and culture of this workplace. In your answer, mention the aspects of the company that appeals to you and aligns with your values and career goals.

Ex: *"The company's mission to help college grads pay off their student loan debt resonates with me. I've been in student loan debt myself and would love the opportunity to work with a company that's making a difference. Finding a company with a positive work environment and values that align with my own has remained a priority throughout my job search and this company ranks at the top of the list."*

6. What are your goals for the future?

Hiring managers often ask about your future goals to determine whether or not you're looking to stay with the company long-term. Additionally, this question is used to gauge your ambition, expectations for your career and ability to plan ahead. The best way to handle this question is to examine your current career trajectory and how this role helps you reach your long-term goals.

Ex: *"I would like to continue developing my marketing expertise over the next several years. One of the reasons I'm interested in working for a fast-growing startup company is that I'll have the ability to wear many hats and collaborate with many different departments. I believe this experience will serve me well in achieving my ultimate goal of someday leading a marketing department."*

7. Where do you see yourself in five years?

Understanding how you imagine your life in the future can help employers understand whether the trajectory of the role and company fits in with your personal development goals. To answer this question, you can describe skills you want to develop and accomplishments you'd like to achieve:

Ex: *"In five years, I'd like to be an industry expert in my field, able to train and mentor students and entry-level designers alike. I would also like to gain specialized expertise in user experience to be a well-rounded contributor working with design and marketing teams on large-scale projects that make a difference both in the company and the global community."*

8. Why should we hire you?

While this question may seem like an intimidation tactic, interviewers generally ask to offer another opportunity to explain why you're the best candidate. Your answer should address the skills and experience you offer, why you're a good culture fit and what you believe you'd bring to the role.

Ex: *"My experience accurately managing inventory intake and skills in creating effective, streamlined schedules make me uniquely qualified to succeed in this kitchen manager position. I understand that you require a highly organized candidate with acute attention to detail. In my previous job, I successfully handled schedules for 20 employees and reduced food waste by 15%. I'm confident in my ability to use my organizational skills to bring efficiency and order to your restaurant."*

9. Do you have any questions?

This might be one of the most important questions asked during the interview process because it allows you to explore any topics that haven't been addressed and shows the interviewer that you're serious about the role. Remember that you are interviewing the company too.

Ex: *What would success look like in this role?*

What are some of the challenges people typically face in this position?"

How did the company managed to keep this high standard with covid-19 protocols?

10. How do you handle stress?

How you handle stressful situations is an indicator of your ability to solve problems. Employers want to hire candidates who react to stress constructively, so it's important that your answer to this question demonstrates personal growth.

Ex: *"I'm able to stay calm when I focus on the bigger picture and break down my projects into smaller tasks. I always start by asking myself, "What is the ultimate goal I'm trying to achieve?" From there, I make a list of immediate and long-term action items with achievable but ambitious deadlines. Even if the big project is due tomorrow, I ask myself, 'What's something I can tackle in the next 30 minutes?' Before I know it, I've made significant progress and that impossible project doesn't seem so impossible."*

Reference:

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2. Orlando E. Blake “Practical Interviewing, Interviewing as a Communication Process”
Third Edition, The Blake Group Organizational Consulting LLC
3. 15 most common interview questions | Robert Half®