



STATE OF TENNESSEE
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
RE - EMPLOYMENT SERVICES ASSESSMENT
INTERVIEWING SKILLS WORKSHOP

Please complete the following questionnaire relating to the online workshop. In order to receive credit for this workshop all questions need to be answered correctly. You will find the answers in the same order as the questions by watching the online workshop. Once completed, take the questionnaire to your RESA interviewer so they may record the results.

NOTE: IF YOU ARE NOT REQUIRED BY A PROGRAM TO TAKE THIS WORKSHOP, THEN YOU DO NOT NEED TO RETURN THIS QUESTIONNAIRE TO A RESA INTERVIEWER.

1. Interviewing is a structured meeting between _____ and an _____.
2. List 3 types of interviews:
 - i. _____
 - ii. _____
 - iii. _____
3. Know yourself and be able to articulate skills, _____, _____, and career goals.
4. What signals are you sending?
 - i. Nodding = _____ and _____
 - ii. Crossed arms = _____
5. Standard interview questions target your education, _____, _____, and _____.
6. Behavioral questions focus on your _____ and/or behaviors in a previous setting.
7. _____ or _____ are those that probe into your private life or personal background.
8. Remember, an interview is a _____ – avoid filler words like “Um”, “Ah”, and “You know”.
9. You should send a thank you note within _____ hours.
10. Remember that only _____ of the success of an interview is out of your control.



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The following information is provided for you to review after the workshop is completed. This information should aid you in your search for employment. There is also a work search plan attached to the end of the packet. Please complete this work search plan and return it to your RESA interviewer.

NOTE: IF YOU ARE REQUIRED BY A PROGRAM TO COMPLETE THIS WORKSHOP, THEN YOU MUST COMPLETE THE WORK SEARCH PLAN PROVIDED AT THE END OF THIS PACKET. THE WORK SEARCH PLAN MUST BE SUBMITTED TO YOUR RESA INTERVIEWER FOR REVIEW.

INTERVIEWING TIPS

Communicate Your Best Image

- Be prepared
- Dress **appropriately**-- Select clothing appropriate to the job for which you're interviewing.
- Note business address, telephone number and name of your interviewer.
- Arrive on time for the interview. Plan your schedule and route so you arrive 10 to 15 minutes prior to the appointment time. You may also want to consider driving to the address prior to the interview so you will know exactly where you need to be.
- Fill out applications neatly, completely and in black ink. Be sure to bring your personal data sheet.
- Bring a notebook, black pen, your personal calling card and extra copies of your resume.
- Bring letters of recommendation, your reference list, copies of licenses, driving record (for those jobs that require it) and social security or alien card.
- Also bring any other documentation supporting your qualifications (portfolio, work samples).
- Review questions you can ask in the interview.
- Review your resume and personal data sheet for related skills.
- Review answers to why you're the best person for the job.

Send Good Signals

- Use a natural greeting and shake hands firmly, but only if a hand is offered to you first.
- Show reserved confidence. Let the interviewer start the dialogue. Listen carefully. Have good questions prepared **before** the interview.
- Ask thoughtful questions to find out if the employer's philosophy is compatible with yours. Discover if the job is right for you.

Communicate Attitudes

- You're willing to work. Give examples of your productivity on past jobs.
- You're skilled. Tell the employer about your skills. If you don't, no one else will! Don't make the employer work harder than you during the interview.
- You expect to make a contribution. Emphasize what you can do for the employer.
- You're flexible. Employers want employees who can adjust, work well with others, and fit into a new environment without complaints or special requests. Tell a story from your experience that illustrates your flexibility.
- You're committed to learning. Demonstrate this through examples of learning experiences. Your plan for future development also communicates your commitment to learning.

Handle Difficult Questions

- Welcome all questions with a smile.
- Give direct, honest answers. Take your time. Develop the answer in your head before you respond. If you don't understand a question, ask for it to be repeated or clarified. You don't have to rush, but don't be indecisive.
- Ask questions in return.
- Be prepared. Answering difficult questions that may reflect negatively on you can be answered by using the "sandwich model." This model has a positive statement followed by admitting the negative situation, and ending with another positive statement about what you've done to overcome the problem. Ending with a positive statement leaves a positive impression. Anticipate tough questions and practice interviewing beforehand.

Question-- Why were you let go?

Answer-- My skills are in engineering. My employer decided those skills were no longer needed. Therefore, I've taken some training and upgraded my skills (specify) to meet the qualifications for this type of job.

Question-- It appears you haven't worked in the last five years.

Answer-- I've been busy going to school full-time (specify), raising two children and managing my home. I'm now prepared and qualified for this job.

Question-- It appears you haven't worked for the past 10 years.

Answer-- I was trained in machine operation while at a correctional facility. I'm now married, have completed my GED and am ready to work for you.

Finish Strong

- Take the initiative-- demonstrate interest by asking when the position will be filled.
- Summarize why you're qualified. This is the time to state strengths and qualities you may have forgotten to emphasize earlier. Mention a particular accomplishment or activity that fits the job.
- **If you want the job, say so!**
- Don't overstay your time.
- Ask what the next step is in the hiring process. Will there be additional interviews? When will the hiring decision be made? When could you call back for the decision?
- Be proactive in your follow-up. Schedule the next interview. Arrange to call the employer to learn their decision.

Follow-up

- Evaluate the interview. What went well in the interview? How can you improve?
- Record your follow-up plans. Write the date and time for your next contact with the employer. Be sure you follow through on these plans.
- Send thank you letters or notes within 24 hours to each person with whom you interviewed.

Thank You Letter Sample

1111 First Street
Anytown, TN 55555
(555) 555-5555

November 20, 200_

Mr. Mark Company
Human Resources Manager
XYZ Company
111 Smoky Mountains Way
Anytown, TN 55555

Dear Mr. Business:

Thank you for the opportunity this morning to discuss the secretarial position. Our conversation gave me a better understanding of ABC Company and the requirements of the job. The additional information from John and Gayle was helpful in gaining a better perspective of the position.

My strong office and interpersonal skills will definitely make a contribution to your company. I am proficient in all the computer software packages you use, and I feel I possess the customer service experience you want.

I enjoyed meeting the office staff and touring the facility. This is clearly a quality organization with an emphasis on efficiency and a dedication to teamwork. I would consider it a privilege to join your team and will contact you next week to inquire about the hiring decision.

Again, thank you for your time and consideration.

Sincerely,

Thank You Note Samples

Thank you notes, whether handwritten or printed, must be clear, concise and legible.

March 12, 200_

Dear Ms. Jones,

Thank you for taking the time to discuss the accounting position with me. It was a pleasure meeting you and Mr. Hire. ABC Industries sounds like the perfect place for me to use my skills, especially since you use the WXY system, the same system I have been supporting the past three years. My proven track record and accomplishments with cost-effective systems can be an asset to your company.

Again, thank you for your consideration. I will contact you by Wednesday of next week to learn of your decision. I look forward to the possibility of joining your staff.

Sincerely,

April 20, 200_

Dear Mr. Hire,

Thank you for the interview for the accountant position today. I appreciate the information you shared with me and enjoyed meeting Ms. Smith from the Accounting Department.

My interest in working for ABC's Industries is stronger than ever and, based on your description of the position, I know I can do a good job for you.

I will contact you by Thursday of next week to learn of your decision.

Sincerely,

Rejection Letter Sample

Mr. John Jones
Human Resources Manager
123 Jackson Forrest
Somewhere, TN 55555
(987) 654-3210

Mar 30, 200_

Mr. John Smith
127 Mud Way
Mud Island, TN 55555

Dear Mr. Smith:

After considering all of the candidates for Great Job, we decided to hire someone with more experience and education in this field. Thank you for taking the time to talk to us about the position. I hope you find the job you are looking for.

Sincerely,

John Jones

Response to Rejection Letter Sample

John Smith
127 Mud Way
Mud Island, TN 55555
April 2, 200_

Mr. John Jones
Human Resources Manager
123 Jackson Forrest
Somewhere, TN 55555

Dear Mr. Jones:

While I am disappointed that I was not selected for the job of Great Job, I remain interested in working for your company. Please consider me for future openings or other positions for which I am qualified.

I want to thank you for taking the time to talk to me about the position. I will contact you in the near future to inquire about other prospects. If you think of someone else that might use my skills, I would very much appreciate a referral.

Thanks again for your kind consideration and remember me if the candidate you hired doesn't work out.

Sincerely,

John Smith