

Before the interview:

- Research the organization; visit the company website and read articles, brochures and annual reports.
- Review the job posting; take note of the key responsibilities and qualifications.
- Brainstorm possible interview questions and practice your answers.
- Prepare three to five questions to ask the interviewer.
- Bring extra copies of your resume to the interview in a portfolio.
- Dress appropriately; business attire.
- Arrive 10-15 minutes early; plan your route and transportation ahead of time.
- Do not smoke, drink coffee or chew gum.



During the interview:

- Greet the interviewer(s); shake hands and smile.
- Maintain eye contact and an attentive posture; be aware of your body language.
- Allow the interviewer to take the lead; do not interrupt.
- Answer questions clearly and concisely using relevant examples.
- Use proper English; avoid the use of slang and jargon.
- Focus on the positive; keep answers positive.
- Ask for clarification if unclear about the question.
- Thank the interviewer(s) for their time.

After the interview:

- Reflect on your experience; keep a log of what went well and what areas you would like to improve.
- Send a thank you note! This offers a great opportunity to sell yourself and address any areas that you feel were not satisfactorily covered in the interview. If you were interviewed by more than one person, make sure to send *each* a personalised thank you note. Alternatively, sending a quick thank you by email will work too! If you choose this option, be sure to send within 48 hours of the interview.



Questions? Contact the UFV Career Centre

Phone: 604-854-4507

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Types of Interviews

Standard Interview

This is where you meet one-on-one with the employer for the purpose of assessing if you are the right person for the job. First impressions are everything so be prepared to sell yourself!

Panel Interview

This where you are being interviewed by a group of people, and may include, supervisors, managers, human resources, partners or executives. Although this type of interview can be overwhelming or stressful to the interviewee, it also has the benefit of eliminating the need for second or third interviews as you meet all those involved in the process at the same time.

Important things to remember specific to the Panel Interview:

- Introduce yourself to each person with a firm handshake;
- Make eye contact with all those present in the interview;
- Answer one question at a time direct your response to the person who answered the question while still glancing around the room so that all interviewers are included.

Group Interview

The group interview involves several applicants being interviewed together by either one interviewer or a panel of interviewers. This type of interview provides the interviewer an opportunity to see you interact with others while assessing your communication and people skills. The interviewer is evaluating who demonstrates leadership, listening skills and problem solving skills, as well as how each individual responds in a stressful situation. If you do well at the group interview you can expect to be called for further interviewing where the interview will be specific to yourself.

Important things to remember specific to the Group Interview:

- Introduce yourself with a firm handshake to both those interviewing and those being interviewed;
- Make eye contact with everyone in the room;
- Demonstrate good listening skills by paraphrasing or asking for clarification on points made;
- Allow others equal airtime (don't dominate the conversation);
- Be sure you answer questions (don't be passive).

Behavioural Interviewing

The behavioural interview is based on the idea that past performance is the best indicator of future behaviour. Interviewers will ask questions that are specific to experiences you have had, such as: "Tell me about your most difficult experience with a customer" and "How did you deal with the customer" as opposed to traditional questions that prompt for hypothetical answers. The behavioural method allows interviewers to assess how you have dealt with past situations and if you possess the behaviours they deem desirable for the type of work you are applying.

Important things to remember specific to the Behavioural Interview:

- This type of interview focuses on your past experience so be sure you have evaluated all your work experience prior to the interview;
- This interview may include questions such as if you could go back what would you do differently and why?
- Think S.A.R.; describe the **situation**, your **actions** and what **resulted**. Be sure to be specific in your answers in regards to the tasks and skills you used and what the outcome was of the situation.

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