

# TYPES OF INTERVIEWS TO EXPECT <sup>1</sup>

The traditional job interview is generally conducted in person, with one interviewer, at the employer's offices. However, there are other types of interview scenarios that you must be prepared for. Here's a breakdown:

## 1 - TELEPHONE INTERVIEWS

Telephone interviews are usually used to screen candidates early in the process. With many companies, in order to get invited to an in-person interview, you must impress them on the phone. Therefore, it's important to treat a phone interview as seriously as you would treat an in-person interview.

- Select a time when you won't be interrupted by anyone. Turn off all ringers, bells, and alerts.
- Shut down your email and other distractions. Stay focused on the conversation. Don't multitask.
- Arrange all of the documents that you'll need within reach - résumé, notes, job description. You might also keep your interview stories and your list of strengths and accomplishments handy for reference.
- Enunciate, keep your answers short, and don't be afraid of pauses. Because you can't see your interviewer, it may be more difficult to tell how she is responding. If the pause continues, it's perfectly fine to ask something like: *"Can I provide any additional details on that point?"*
- Smile and gesture as if you were speaking with someone face-to-face. This will help infuse energy and personality into your voice. Dress professionally to ensure that you are mentally in interview mode.
- Don't interrupt questions or observations, but employ active listening techniques, saying "I see" during pauses, for example, and offering brief acknowledgments to comments.

## 2 - ONE-ON-ONE, FACE-TO-FACE

Most of your job interviews will be in-person conversations -- just you and your interviewer in an office or in a conference room. Refer to additional CSLD interviewing handouts for general tips and common questions.

## 3 - ONE-ON-ONE, FACE-TO-FACE, & BACK-TO-BACK

You may be asked to meet separately with multiple interviewers during a single visit to the employer's offices. It's important to prepare for each of the scheduled interviews and find out as much as you can about each of the interviewers. Your recruiter or HR contact should be able to provide you with names and a schedule.

- Remember to tailor your responses for each interviewer. Try to understand each questioner's role in the hiring process and perspective on the position.
- Don't be afraid of repetition. You'll have to present your key accomplishments and strengths to each of the interviewers so don't gloss over important points because you've already made them.
- Make an effort to keep your energy up. Don't be afraid to ask for a glass of water or for a restroom break. If one meeting doesn't go well, shake it off and start fresh for the next interview.

## 4 - VIDEO INTERVIEWS

Often, employers are now conducting first-round interviews via video conference instead of via phone.

- Prepare for your video interview as you would for a face-to-face interview. Dress in your interview best.
- Test your webcam, microphone, speakers, and videoconference app in advance. Install any necessary software and do a run-through of making and/or answering a videoconference call with a friend.

- Find a private spot for conducting the interview, preferably a room with a door that closes and locks.
- Make sure you have a steady and reliable internet connection. Keep the interviewer's phone number nearby in case of technical difficulty on either side of the interview.
- Making eye contact is a bit different via video conference. Practice looking into the web cam when you speak or adjusting the window so it is near the webcam.
- Get comfortable seeing yourself on camera. The picture-in-picture format can be distracting if you're not prepared. You may try to minimize your own image and view only the interviewer.
- Shut down other applications and any alarms, ringers, or sounds. Also, remember to avoid distracting sounds a microphone would pick up, such as shuffling papers or fidgeting.

## 5 - PANEL INTERVIEWS

You will likely be asked questions from each panel member (e.g. department head, executives, human resource managers, representatives from other departments, etc.), pertaining to the unique interests of the questioner.

- Remember to address the person who asked the question with eye contact.
- Questions may be rapid-fire, but don't let that throw you off. Pause to consider and form responses.
- Your pre-interview research is even more critical when preparing for a panel interview. Ask who will be taking part and find out as much as you can about their backgrounds and current roles.
- Remembering names is important. Say each panelist's name when you are introduced and shake hands. At the end of the interview, try to thank each participant by name.

## 6 - GROUP INTERVIEWS

In a group job interview, multiple candidates are assembled to perform an exercise (e.g. case study, hypothetical scenario to analyze, team presentation). These are designed to evaluate how you work in a team or competitive situation. You may be observed and evaluated during the exercise and interviewed after.

- Don't hesitate to step up and participate. It may feel somewhat unnatural, but try to take an active role.
- Analyze the job description to understand the most important qualifications for this job. Demonstrate the qualities when performing your group task. For example, if the job demands leadership skills, do your best to take a lead role in the task.
- When you are interviewed about your experience with the group, show your analytical skills by thoughtfully evaluating what went well and what could have been better. Keep your answers positive and avoid personal critiques of team members.

*Adapted from Big Interview*



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