

# Types of Interviews

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## Phone Interviews

Typically, this is the first round of interviews used as a screening tool to determine who the company would like to bring in for a face-to-face interview. Have your application materials, resume and company website prepared to refer to during these kinds of interviews.

## Virtual Interview

This is also known as a digital or video interview. This interview allows interviewers to conduct an interview online as a standard way of assessing the candidate initially. Today, employers use this approach more often. Be prepared to turn on your audio and video. Examples include: Skype, Zoom, Google Hangout, Microsoft Teams, WebEx etc.

## Panel Interviews

Several company representatives meet with you at one time. Although this may seem intimidating, do your best to make eye contact with all representatives.

## Group Interviews

Unlike a panel, this is where several job applicants will be interviewed by the company at the same time. Try to have your voice heard without dominating the discussion.

## Task Oriented or Testing Interview

The interviewer may ask you to take a short test to evaluate your technical knowledge or you may be required to give a presentation to demonstrate your communication skills.

## Case Interview

The applicant is given a question or scenario and asked to resolve the situation.

## Multiple Mini Interviews (MMI)

An interview format that consists of a series of 6-10 interview stations, each focused on a different question or scenario. This may be asked if you are applying for a job in the healthcare industry or when interviewing for med school.

## Recorded Video Response Interview

Unlike a virtual interview, the interviewees' answers to preset questions are recorded for the employer to review later. These are also known as "one-way video interviews".


**Some employers incorporate aptitude, personality, and emotional intelligence testing during interviews.**

# Before the Interview

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## Preparing for the Interview

- Research the organization
- Be ready to prove how your skills/abilities relate to the core skills required for the position and give examples of how you developed them
- Prepare appropriate questions for the interviewer
- Double check the date, time, and location of the interview
- Prepare to dress appropriately for the position and industry
- Organize and/or prepare materials for the interview, including copies of your resume, your references, and/or other professional documents
- Place professional documents inside a padfolio (refer to image)
- Practice using  biginterview or in person with a Career Coach

## Not sure how to research the company?

- Review organization's website
- Research articles about the industry and organization online
- Build connections on LinkedIn



Make connections with employers and UNCG alumni.



Research various companies, articles, and trends in the field.



Explore jobs, salary information, and ratings on experiences.



Connect with thousands of employers in this global career management platform. Make an appointment with a career coach. Login with your UNCG credentials and apply for opportunities.




Search for industries, companies, and contacts. Register for a FREE account using your UNCG email address.



Resource designed to support an international job search, including information about work permits and visas.



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# During the Interview

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## Focus on Professionalism

- Plan to arrive about 15 minutes early.
- Treat everyone in a professional manner.
- Carry a padfolio or folder including extra resumes, your reference list (in case it's requested), and a list of questions to ask.

## Focus on Communication

- Greet the interviewer by formal name and with a firm handshake.
- Speak clearly and enthusiastically about your experiences and skills.
- Listen carefully and answer the questions asked directly, keeping in mind that the interviewer is looking for answers that show how you fit into their organization.
- Remember that you are also gathering information about the company on which to base your decision.
- Be positive! Negative statements may reflect poorly on you.

## Closing the Interview

- At the end of the interview, ask about the next step in the process and if there is anything you can do to help move the process along.
- Thank the interviewer for their time, and let them know you look forward to the next step!
- Express your interest in the job in a professional manner.
- Obtain a business card from your interviewer(s) or find their contact information from the company website to send a follow-up message.

# Questions for Employers

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Always ask the employer 3–5 questions at the end of your interview. It shows you're informed and interested in the job. See the following examples:

- How is an employee evaluated and promoted with this company?
- Could you tell me about initial training and/or professional development opportunities offered here?
- What are the company plans for future growth?
- What makes your firm different from its competitors?
- How would you describe the company's workplace culture?
- What are the expected work hours, start date, work locations, travel requirements, dress code, and relocation prospects?
- How does this job and department fit into the organization as a whole? Could you describe working relationships with other departments in the company?
- What are the company's values and ethics? How are these manifested in relationships with employees, customers, and suppliers?
- What characteristics best describe a successful person at your company?
- What do you like best about your job/ company?
- Upon what criteria will my performance be evaluated? How will this be done and by whom?
- Describe the kind of people who thrive in your company. What are the key competencies of a successful employee? (Be ready to describe why you fit those criteria)

**ALWAYS ASK:** What is the next step in this process? When should I expect to hear from someone or should I contact you?

Do **NOT** ask the following questions during an interview:

- What does the person in this job do?
- What are the requirements of the job?
- Do you conduct background checks before hiring someone?
- Do you have a lot of rules about what you can wear here?
- What is the salary?



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# After the Interview

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## What to do After the Interview

- Send a thank you correspondence within one day after the interview via email. If time allows, Thank You notes may be handwritten on professional note cards.
- Restate your interest in the position and highlight important aspects of the interview.
- Follow-up by phone if you have not heard from the company in the designated time period.
- Even if you aren't offered a position, maintain a positive relationship with the organization. You can follow the company and employer on LinkedIn. You never know when a new position may become available.

## Example Interview Thank You Note

Dear Mr. Finnigan:

I want to thank you for taking the time to interview me for the Financial Analyst position today. I enjoyed meeting you and learning more about the financial services Savesafe provides. I am impressed with your firm's dedication to customer satisfaction and the emphasis your firm places on integrity and commitment to the welfare of your employees.

My enthusiasm for working for Savesafe has increased as a result of our conversation. I believe my degree in finance along with my internship at USA Bankwell, has provided me with the financial knowledge and communication skills necessary to fulfill the requirements of a financial analyst. I am confident that I can make a significant contribution to your firm in providing quality financial analyst services to your customers.

I want to reiterate my strong interest in this position and in working with you and your staff. Your company provides the kind of career opportunity in the financial industry that I seek. Please contact me at (336) 123-4567, or email me at [jmtravers@uncg.edu](mailto:jmtravers@uncg.edu), if you need additional information. Thank you for your consideration. I look forward to hearing from you.

Sincerely,

Justin Travers  
Bachelor of Science in Finance, 2023  
Bryan School of Business and Economics, UNCG  
President, Future Financial Professionals ('22-'23)  
[LinkedIn.com/pub/jtravers](https://www.linkedin.com/pub/jtravers)



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# Interview Practice

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## Practice interviewing online ANYTIME! ANYWHERE!

Big Interview is a free, interactive, virtual training system which uses a webcam to record your practice interview from any computer, anytime. Big Interview uses artificial intelligence tools that will evaluate your body language, eye contact, and the content of your answers.



- Login through [go.uncg.edu/biginterview](https://go.uncg.edu/biginterview) using your UNCG credentials
- Choose your interview type and GO! There are 1000+ interview questions you can practice with!
- Once finished, review feedback Big Interview provides!

## Need a quiet space to interview?

Contact Career & Professional Development to reserve an interview room where technology and resources are provided for you to practice your interview skills.

## Mock Interview Appointment

To become an effective interviewer, it is critical that you practice. Career & Professional Development is here to support you. The CPD team can assist you in your efforts to prepare, practice, and perform successfully when you interview for jobs, internships, and admission to graduate programs.

Career & Professional Development provides a variety of ways for you to practice and develop your interviewing skills:

- In-Person (face-to-face)
- Online with Big Interview
- Telephone Practice Interviews
- Virtual Interview Practice
- Group Interviews

Schedule an appointment in Handshake for your Mock Interview. You may also call or stop by Career & Professional Development to make an appointment. Our office number is (336) 334-5454. We are located in the Elliott University Center (EUC) on the ground floor. Chick-fil-A is next to us!



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# Behavior Based Interview Questions

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Employers ask behavior based questions in an interview to evaluate a candidate's experiences and behaviors in order to determine their potential for success with their company. The employer identifies desired skills and behaviors, and then structures open-ended questions to elicit detailed responses from the candidate. Below are example questions to help you get familiar with the format.

## Analytical Skills/Problem Solving

- Describe the project or situation that best demonstrates your analytical abilities. What was your role?
- Tell me about a situation where you had to solve a difficult problem. What did you do? What was your thought process?
- Upon solving a difficult problem, what was the outcome? What do you wish you had done differently?

## Initiative

- Describe a project or idea (not necessarily your own) that was implemented primarily because of your efforts. What was your role? What was the outcome?
- What was the best idea you came up with during your professional or college career? How did you apply it?

## Communication

- Tell me about a recent experience in making a speech or presentation? How did you prepare? What obstacles did you face? How did you handle them?
- Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa). What obstacles or difficulties did you face?

## Goal Setting

- Give me an example of an important goal which you have set and tell me how you reached it. What steps did you take? What obstacles did you encounter?
- Tell me about a goal that you set that you did not reach. What obstacles did you encounter? How did it make you feel?

## Creativity

- Tell me about a recent experience in making a speech or presentation? How did you prepare? What obstacles did you face? How did you handle them?
- Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa). What obstacles or difficulties did you face?

## Leadership

- Tell me about a team project when you had to take the lead or take charge of the project? What did you do? How did you do it? What was the result?
- Describe a leadership role of yours. Why did you commit your time to it? How did you feel about it?

## Decision Making

- Give me an example of a time when you had to be quick in coming to a decision. What obstacles did you face? What did you do?
- What is the most difficult decision you've had to make? How did you arrive at your decision? What was the result?

## Planning, Organization & Time Management

- How do you prioritize projects and tasks when scheduling your time? Give me some examples.
- Tell me about a project that you planned. How did you organize and schedule the tasks? Tell me about your action plan.

## Teamwork

- Describe a situation where others you were working with on a project disagreed with your ideas. What did you do?
- Tell me about a time when you worked with a classmate or colleague who was not doing their share of the work. How did you handle it?



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# Addressing Behavior Based Interview Questions

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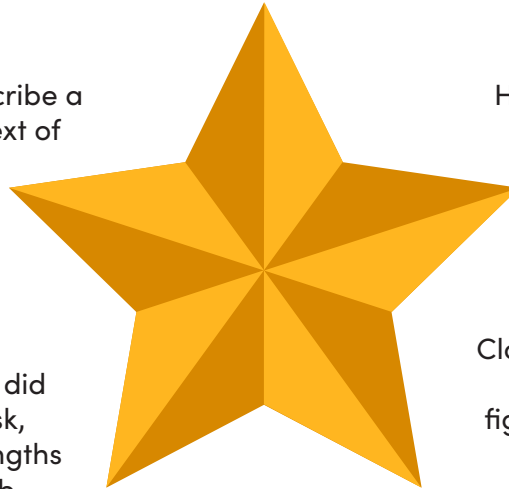
Utilize the **STAR** technique to successfully demonstrate your skills. Tell a story!

## Situation

Set the scene. Describe a situation and context of the story (who, what, where, when, how).

## Action

Describe what you did to complete the task, highlight your strengths in relation to the job.



## Task

Highlight any specific challenges or constraints you encountered.

## Result

Close with the result of your efforts. Include figures to quantify the result if possible.

## EXAMPLES

Q: Describe a challenging situation you oversaw.

A: While working on a financial project at Savesafe, I was unexpectedly added as a team leader and had two team members who did not get along with each other. I designed a project planning meeting that would allow the three of us to discuss the best ways to approach the financial project and to also leverage each of their strengths. This resulted in the group coming together as a team and delivering the project on time and within the company's budget, exceeding expectations.

Q: Tell me about a time when you performed well under pressure.

A: At Savesafe, my coworker had a family emergency and needed to miss work for some time. This left an important project unfinished. My supervisor instructed me to take on the project and meet the deadline. This meant that I had four days to complete a project that originally would have taken several weeks. I was allotted minimal time to take on the special project, along with my own projects. In order to meet my weekly goals, I assigned them to some of my teammates. With the reduction in my daily goals, I was able to dedicate more time to the special project. This allowed me to finish it on time and with complete accuracy. My supervisor appreciated my attitude and drive and I was given a promotion.

The **STAR**-model answers showcase skills of leadership, problem solving, initiative, planning, and collaboration.



# What to Wear for an Interview

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## Top

- Invest in a suit (black, dark grey, brown or navy) or a pair of trousers/slacks and matching jacket
- Avoid wearing bright colors
- Wear lighter colored professional button down or conservative blouse under suit jacket



## Bottom

- Skirts should be no shorter than knee-length
- Avoid wearing heels higher than two inches
- Avoid open toed shoes
- Dark, mid-calf socks that match shoe color



## General Tips

- Bring a professional bag or small purse, but not both
- Avoid heavy makeup, cologne or perfume
- Have hair, including facial hair, neatly trimmed
- Carry a padfolio with unfolded copies of your resume and questions to ask the employer



## Accessories

- Wear simple jewelry
- Belt color should match shoes
- Tie should have a simple pattern that ends at mid-belt

Schedule an appointment in **Handshake** for Interview Preparation.

Use **biginterview** to practice your interview skills or prepare for your interview.

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