



You Got The Interview; Now What?
Secrets That's Helped Thousands Get The Career They Wanted!

INTERVIEW Prep
Step By Step Guide

Brought to You By
Lorena's List



Welcome!

This Guide was put together to give you a **winning edge** over less prepared candidates. Review it, read it out loud, role play with a friend or partner. Make sure you thoroughly prepare your responses and questions from the suggestions contained in this packet. Of course not every question will come up, but it is always best to be over prepared.

A quick tip, please do not attempt to “memorize” each question or response. This guide was meant to help prepare you for what should flow naturally.

Good Luck!!

Please drop me a line after your Interview (ContactUs@LorenasList.com). Let me know how it went and if the Guide helped! I would also love to hear about any additional feedback you have to improve the Guide!

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This Guide credits statistical contributions from the Thousands of Hiring Managers and Candidates who have worked with WorldBridge Partners and the MRI Organization of Executive Recruiters

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Intro To Lorena Stanley

I'm about to reveal Secrets That Have Helped Thousands Get The Career They Wanted.

Yes, Thousands. How's that possible? I have been in the Executive Recruiting since 1994 both as an Executive Recruiter and as an Owner of a World Wide Executive Search firm which is part of an organization that has **600 Offices and 6,000 plus Executive Recruiters**. Being part of this organization allows me access to **real life, real time information**.

As a group, we place **approximately 3,000 candidates a month** and connect with **conservatively 100,000 Hiring Managers and HR Professionals** a month. What I'm about to share with you works! Follow this advice to ensure you'll get the offer and then you can make the decision if it's the best Career choice for you.



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1. Objective Of The Interview

An Interviewer has just one objective: to decide whether or not to make you a job offer. While the Interviewer will examine your work history and educational background, your strengths and accomplishments will also be important criterion. They are also interested in evaluating your level of motivation, values, attitude and personality. In other words, to find out if you're the right person for the job, what your potential is for promotion and whether or not you will fit into the Company environment.

While it's true that an Interview is an important screening tool for companies, it also allows you to learn those things you need to know about the position and the Company so that you can make an intelligent decision about the job. Always approach an Interview focused on your objective: **getting a job offer** (even if during the process you determine you don't want one).

As with many situations, preparation is the key to success. The job market is very competitive and you probably will not be the only qualified candidate for a position. The deciding factor may simply be the way you present your skills and qualifications relevant to the position and how well you conduct yourself during the Interview.

I've put this Guide together to help you prepare for and succeed at the Interview. Should you have any questions about your upcoming Interview, the Company, the opportunity, or for suggestions printed in this Guide, please email ContactUs@LorenasList.com.

Alternatively, for a really fast response, please visit www.LorenasListCareerAdvisor.ning.com where I answer your forum questions and you can also meet other Professional Career Seekers just like you who may have recently gone through your exact same situation and may be able to provide you additional support through their experience.

Take a look! I think you will enjoy the Professional connections. For now, let's get you more information to be prepared!

2. Preparation

Know Yourself

- Can you honestly visualize resigning from your current position?
 - See “Dealing with Counteroffers – Beware!” Page 30-31.
- Will you be able to pass the background check if they check your credit?
 - See – <http://www.LorenasList.com.com/DebtRelief>, where I have legitimate solutions to help. Click on The Picture on the page for a Free Presentation.
- What are your strengths? What are your weaknesses?
- What are your short and long-term goals?
- Evaluate yourself in terms of the position you seek?
- Formulate responses by asking the question: “Why should they hire me?”
- Remember that you’re there to sell yourself and secure a job offer.

Research the Company

- Go online to review annual reports, trade magazines and newspaper articles.
- The Internet offers a wealth of Company information and industry statistics.
- Make sure to use all the Social Networks; especially LinkedIn, Facebook and any Industry Niche sites.
- Know the Company’s products and services.
- Be prepared to tell the Interviewer why their Company is attractive to you.

Items to Bring to the Interview

References:

- Use three former supervisors who are familiar with your work.
- Include their name, Company name, home and work phone numbers, and email addresses.
- Always consult with references for their approval and to ensure that their remarks are positive.

2. Preparation (Con't)

Resume:

- Review your resume thoroughly and be prepared to discuss all points.
- Always bring a resume copy identical to the one supplied to the Interviewer.
- Bring along samples of your work, if applicable. Never discuss or show proprietary information.

Other items:

- Bring a folder and pen to the Interview to jot down notes.
- Prepare and review your questions as well as specific responses.
- Bring directions to the Interview location as well as the Interviewer's name and phone number in case you're running late.
- Bring along your recruiter's phone number to give immediate feedback after the Interview (if applicable).

3. Appearance

Warning: This Can Get Personal, But It Must Be Said

Male Candidates:

- Fingernails should be short and clean; manicured if possible.
- Hair should be clean, well groomed and freshly trimmed. Use a dandruff shampoo, if necessary, and always comb hair with your jacket off.
- Facial hair should be neatly groomed, no matter if beard, mustache, side burns, or none.
- Dress professionally. Some might tell you that it's appropriate to dress casually if the culture of the Company you're Interviewing with is such. This may be true, but more often than not, I've seen people who "thought" it was a more relaxed environment when it wasn't. Unless you are explicitly told that business casual is OK, always dress business formal (i.e., suit and tie). If you wear a suit and one isn't required, you can always feel free to remove your jacket and tie right before you enter the Interview. Believe me this scenario is less awkward than the other way around. While you are there, pay close attention to what the Company dress attire is so that you can determine if this is a place you can "fit" into comfortably long term. If in doubt, a navy blue or dark gray suit is appropriate for most positions. Be sure it's cleaned and pressed.
- Shirts should be freshly laundered and well pressed.
- Use deodorant.
- Use colognes or fragrances sparingly.
- Jewelry should be kept minimal. Trust your judgment when it comes to jewelry or pins that indicate membership in religious or service organizations.
- Shoes that are black and freshly polished (including the heels) are a safe choice for an Interview. Please make sure soles are free of holes and price tags are removed. This can be distracting during an Interview.
- If in doubt, socks could be black or blue.
- Don't take cell phones into an Interview. Obvious, but easily forgotten. This is a common complaint that Companies have with Candidates. If you must take it in, double and triple check to make sure your cell phone ringer is turned off. Do not look down at it during the Interview no matter what.

3. Appearance (Con't)

Female Candidates:

- Fingernails should be clean; manicured if possible. Choose subtle low-key colors for nail polishes.
- Hair should be clean, well groomed. Use a dandruff shampoo if necessary. Always comb hair with your jacket off.
- Avoid excessive makeup.
- Wear a suit or tailored dress. Some might tell you that it's appropriate to dress casually if the culture of the Company you're Interviewing with is such. This may be true, but more often than not, I've seen people who "thought" it was a more relaxed environment when it wasn't. Unless you are explicitly told that business casual is OK, always dress business formal (i.e., suit or dress). If you wear a suit and one isn't required, you can always feel free to remove your jacket right before you enter the Interview. Believe me this scenario is less awkward than the other way around. While you are there, pay close attention to what the Company dress attire is so that you can determine if this is a place you can "fit" into comfortably long term. If in doubt of what colors to wear, navy, black or grey are acceptable choices. Blouses should also be tailored and color coordinated.
- Don't wear big bows, ties, or anything too low cut or too short.
- Clothing should be cleaned and pressed if necessary.
- Use deodorant.
- Use colognes or fragrances sparingly.
- Jewelry should be limited and subtle. Trust your judgment when it comes to jewelry or pins that indicate membership in religious or service organizations.
- A closed toe shoe that is color coordinated with your outfit is appropriate for an Interview. Avoid open-toed shoes, sling backs, or too high of a heel. Make sure they are freshly polished (including heels) if appropriate. Please make sure soles are free of holes and price tags are removed. This can be distracting during an Interview.
- For good posture cross legs at the ankles, not at the knees.
- Don't take cell phones into an Interview. Obvious, but easily forgotten. This is a common complaint that Companies have with Candidates. If you must take it in, double and triple check to make sure your cell phone ringer is turned off. Do not look down at it during the Interview no matter what.

4. Arrival at the Interview

Arrival

- Arrive no earlier than fifteen minutes before the Interview (but **no** later than five minutes prior to the Interview).
- Allow adequate time for traffic, parking, and a last minute appearance check.
- If possible, scout out the location the day before the Interview to avoid any last minute problems.
- Review your notes and go in with confidence.
- If asked, complete an application. Complete the application in full and leave no blanks.
 - Do not write “see resume” as a response to any application question.
 - Respond to “expected salary” questions as “open” and “current salary” questions truthfully.
 - List references if requested.
 - Your recruiter’s name should be your response to any “referred by” questions, if applicable.

5. The Interview Flow

Overview

A typical sequence of events is:

- Interview with personnel (general questions, review of Company benefits).
- Interview with the immediate supervisor and peers.
- Interview with the hiring authority.

Personnel will usually provide Company information and available benefits. Thorough review and questions concerning benefits should be addressed **after** the Interview. Remember, the Interviewers are trying to see how **you** can contribute to the Company.

Conduct yourself with confidence and determination to get the job. You have options, of course, and your Interviewer knows this but wants to think that you want a job with this Company. Don't play coy. Sell yourself. This is your first meeting and the position, as well as future promotions, may depend on your presentation. You must present a positive attitude to the prospective employer. You must **NOT** seem disinterested or appear to be job shopping.

The Interview should be a two-way conversation. Ask questions of the Interviewers. This shows your interest in the Company and the position, and enables you to gather the right information to make an intelligent decision afterwards. The questions you have prepared can be asked to the different people you meet throughout the process (See – 5. The Interview Flow, C. Questions For You To Ask).

Remember, the objective of the Interview is to obtain an offer. During the Interview, you must gather enough information concerning the position to make a decision.

Here's how it should work:

Ideally the Interviewer should talk over 60% of the time

- **Company Intro** - (This Should Take 15 Min.)
 - The opportunity
 - The critical success factors in this role

5. The Interview Flow (Con't)

- How success is measured
- Stay silent and take notes
- **It's Your Turn – Candidate History/Accomplishments**
 - Accomplishments that relate to the Company's needs
 - Explain how the position fits into your Career Goals
 - Sell Yourself!
- **It's Your Turn Again – Ask Questions You Prepared**
 - Ask the questions you prepared that haven't been addressed to this point
 - Make sure you are asking open ended questions so they are talking most of the time and you are getting more detailed information on the opportunity
 - Show you were listening to the Interviewer's initial introduction of the opportunity and ask any next level questions you may have regarding that explanation.
 - **KEY:** Companies will measure you by the quality of your questions.
- **Summary**
 - Repeat back what the Interviewer said was most critical for the position
 - Get confirmation that you understood them correctly
 - Reinforce how your background and experience position you to perform well
 - Let them know you are very interested in pursuing this further
 - Ask them what the next steps are
 - Ask for some background on who else will be Interviewing you
 - Ask if there are any other open issues or concerns they have at this point
 - Ask how many others they are Interviewing and how do you rank amongst those candidates
 - Make sure you have all the Interviewer's contact information

5. The Interview Flow (Con't)

- **Close**

- If you are sincerely interested in the position and are satisfied with the answers given, you should ask the Interviewer if he/she feels you are qualified for the position. This gives you another chance to review points that may need clarification. Illustrate confidence in your abilities and convince the Interviewer that you are capable of handling the position successfully.
- **Ask for the job.** Make a positive statement about the position. Emphasize that this is exactly the type of opportunity you've been looking for and would like to be offered the position. Ask when you should expect an answer. A typical conclusion might be:

"Thank you for this meeting, _____. I like what I've heard today and I'd like to join your team. I know I'd be an asset to you/your department because you need someone who can _____, and _____. As you know, I have (match your qualifications with the employer's "hot buttons"). Before I leave, do you have any more questions about my background or qualifications or can I supply you with any more information? On a scale of 1 to 5, how do I compare to the other candidates you've interviewed? I can start as soon as you need me." The farewell should also include a smile, direct eye contact, and a firm handshake.

5. The Interview Flow

A. Typical Interview Questions & Responses

You should give complete but brief and relaxed answers to questions. When possible use questions as a basis for developing information that you want to make sure is presented. Continue to sell yourself in a positive way. Always maintain good eye contact. Smile.

- Describe jobs in terms of duties and give indicators of good performance such as raises, sales volume, and promotions.
- Include short stories involving problems or challenges and how you were able to solve or overcome them. Describe the results you achieved.

Here are some examples of the type of questions you may face.

Exploring your Background Questions

Tell me about yourself.

- Answer these questions in terms of the qualifications required of the position.
- Keep responses concise and brief. Avoid being derogatory or negative about previous jobs and bosses.
- “Tell-me-about-yourself” means, “Tell me about your qualifications.” Prepare a one to two minute discussion of your qualifications. Start with education and discuss your experiences. Describe your performance (in raises, promotions, innovative designs, sales volumes, increased profits, etc...).

What are your greatest strengths?

- Interviewers like to hear abstract qualities. Loyalty, willingness to work hard, eagerness, fast-learner, technical skills, politeness, and promptness, expressed in concrete terms are good examples. Avoid the simple generalization “I like people”. It’s not a good answer.

What are your greatest weaknesses?

- Don’t be intimidated. The Interviewer wants reassurance that hiring you won’t be a mistake. Be honest, but present your weaknesses in terms of how you are overcoming them or have overcome them.

5. The Interview

A. Typical Interview Questions & Responses

(Con't)

Personality Questions

What do you do in your spare time?

- Workaholics are not always the best employees. Present yourself as a well-rounded person. Your answer gives you dimension. Name some hobbies.

Motive Questions

How can you contribute to this Company?

- Be positive and sell! Bringing strong technical skills, enthusiasm, and desire to complete projects correctly and efficiently are good responses.

Why should I hire you for this position?

- Explain your qualifications and how they “fit” the available position. Address your interest in the job and the field and why it’s work that you enjoy. Emphasize your ability to successfully perform the duties required.

Why do you want to work for our firm?

- Make a compliment about what the Company does, its location, or its people. Other positive remarks might be about the Company’s product or service, content of the position or possibilities for growth or advancement. Research about the Company is important here. Or perhaps the Company has had some bad press. Explain how you can help change that image.

Where do you hope to be in five years?

- Be honest. If you are looking for fast growth state your case, but use projections as you don’t want to be seen as not interested in the position at hand. Be sure that you know what can and cannot be achieved by the ideal candidate in this position. Never tell the Interviewer that you feel you’ll be more successful than they are. But do show a strong desire for promotions.

What interests you most about this position?

- Teasing the Interviewer with a truthful one or two-word answer such as, “the challenge” or “the opportunity”, will force them to ask you to explain. Here again, you have the chance to demonstrate your knowledge of the Company.

5. The Interview

A. Typical Interview Questions & Responses

(Con't)

How long do you plan to be with Company?

- As with marriage, most employers expect a till-death-do-us-part attitude, but they can be equally attracted to the candidate with ambition and candor. “As long as I continue to learn and grow in my field”, is a reasonable response.

What are your career goals?

Your answer should depend on a specific time frame:

- Short term – “I want to be the best in my current position, while learning additional responsibilities. This, in itself, will assure my commitment to the firm and raise me to the next level of responsibility and promotion. I see myself wanting to stay technical but learn the necessary skills to lead people and projects.”
- Long term – “After proving my abilities, I see myself with the possibility of moving into a level of management allows me to keep my skills sharp.

What are you doing to achieve your goals?

- I look at continued learning as the key to success. I continue my education, as you can see from my resume, by taking Company educational courses, when offered, and college courses. I also read trade publications and magazines to keep informed about the current and future directions in my field. When possible, I participate in professional organizations in my field.

Job Satisfaction Questions

Why did you leave your previous employer?

- NEVER speak poorly about a former employer. Be pleasant, be positive and be honest. Your answer will probably be checked. Mention your desire to work for a more progressive Company that offers more growth opportunities and recognition.

What did you like most about your previous job?

What did you like least about your previous job?

- An employer can evaluate the type of worker you will be by the items you choose. Cite specifics. You are also providing clues about the environment you seek. What you liked most can include a strong teamwork atmosphere, high-level of creativity, attainable deadlines. What you liked least should include any situations that you are unlikely to encounter in your new position.

5. The Interview

A. Typical Interview Questions & Responses

(Con't)

Why are you looking for another job?

- Again, be positive. I have to say that I have really enjoyed my years at XYZ_Corporation. There are a lot of good people over there. But I am looking for a more progressive organization with greater opportunities for growth, and recognition. I am looking for a team to join where I can make real contributions and advance my career.

What do you think your employers obligations are to you?

- Interviewers listen for employees who want a positive, enthusiastic, Company atmosphere, with the opportunity to advance. Such a person, they surmise, has motivation and staying power.

Are you applying for any other jobs?

- In your answer, show that your search is geared for similar positions. This demonstrates a well-defined, focused objective. Make it known that your talents are applicable to other businesses and that you have explored ways to maximize your potential and are serious about finding the perfect opportunity. Don't give an indication that you are just shopping.

Past Performance Questions

(To determine behavior based on past performance)

What kinds of decisions are most difficult for you?

- Again, be truthful and admit not everything comes easily. Explain that you try to gather as much information and advice as you can to make the best decision possible.

What causes you to lose your temper?

- Everybody has a low boiling point on some particular issue. Pick one of yours; something safe and reasonable. People who are late to meetings, blame shifting, broken appointments and office "back-stabbing" are suitable responses. Don't say that nothing bothers you. They won't believe it.

What are your greatest accomplishments?

- Be ready to recant two to three situations where you demonstrated strong capabilities or achievements that will make you attractive to your new employer. A special project that you pioneered at your previous job, cutting department expenses, increasing productivity or receiving frequent promotions are good examples.

5. The Interview Flow

A. Typical Interview Questions & Responses

(Con't)

How do you feel about a younger male/female boss?

- A question like this usually means that your boss will either be younger or of the opposite sex or both. Be certain that if you register any concern, you will probably not be hired. Explain that you are only interested in their capability and what you can learn from them.

What kind of worker are you?

- Again, no one is perfect. Showing that you tackle every assignment with all of your energy and talents is admirable but mention that you also learn from your mistakes.

Salary Questions

What type of salary do you have in mind?

- Do not state a starting figure. A suitable reply: " I am looking for the right opportunity and I am confident that if you find me the best candidate for this position, you will extend to me your best and most fair offer."

What is your current salary?

- Answer truthfully. Remember that "**salary**" includes base, bonuses, commissions, benefits, and vacations as well as sick days and personal days. Also, if you are due a raise in the next three months, state the approximate percentage you expect.

Other Questions

- **Are you willing to relocate?**
- **May we check your references?**
- **May we verify your income?**

Answer a question to the best of your ability and then relax. If there is a period of silence before the Interviewer asks the next question, stay calm. Interviewers often use silence to see if you can handle stress and maintain poise. Also, they are probably taking notes.

5. The Interview Flow

B. Quick Exercise To Get Answers Flowing

Your Accomplishments Exercise

13 Questions To Uncover Your Significant Accomplishments

Make sure you ask yourself each of these questions for each position you've held in your Career.

1. **Did you help to increase sales, productivity, efficiency, etc.?** What was the percentage or dollar contribution? How did you do this? Did you have a unique approach or different results from others? What made you stand out?
2. **Did you save money for the Company?** What were the circumstances? How much more (\$,%) than others? What were your results compared to others? Was this part of your job?
3. **Did you institute any new systems or changes?** What was the situation that led to the change? Who approved? Why was this system selected over others? Did it compete with others? What happened as a result? Was it solely your solution or were others involved? What led you to take the initiative to implement the change?
4. **Did you identify any problem that had been overlooked?** What was the problem? What was the solution? Why was it overlooked? Did you receive any formal recognition for your part in the discovery? What specifically do you do?
5. **Were you ever promoted?** Why were you promoted? How long between promotions? Did you do something outstanding? How much more responsibility? Did you get to manage people? How many? Were you promoted by more than one party? Were you given significant salary increases or bonuses?
6. **Did you train anyone?** Did you develop a training technique? What were your results compared to others? Is your technique being used by others? Why is that? Do you have any success stories? Could they be a reference for you?
7. **Did you suggest any new programs?** What were they about? What are the results? Did they increase efficiency or sales? Were they published or presented at any industry seminars?
8. **Did you help to establish any new goals or objectives for your Company?** Did you convince management that they should adopt these goals or objectives? Why were they adopted? What has the outcome been?

5. The Interview Flow
B. Quick Exercise To Get Answers
Flowing (Con't)

9. ***Did you change the nature or scope of your job?*** Why or how did you redefine your position? Have others with similar positions had their positions redefined because of you? Were there responsibility changes because of this? What were they? Did this increase efficiencies for the Company? Where there cost savings because of this?
10. ***Did you ever undertake a project that was not part of your responsibility*** because you liked the problem? What was the outcome? Were you acknowledged for your initiative? Were you rewarded because of the outcome?
11. ***Did you ever do anything to lighten your job or make it easier?*** Was your idea implemented by others? Did it save the Company money or increase productivity?
12. ***What special problems were you hired for or brought in to solve?*** What did you do? How did you do it? What were the results? Where your results above the expectations of your Company?
13. ***Did you show your Company any areas where you were creative above your area of responsibility?*** (i.e., solutions, products, applications, markets, accounts, etc.).

After asking yourself each of these questions, make sure you put your responses in terms of what did specifically, how you did it, your specific role (if there were others you must indicate your role), obstacles you faced, and how you overcame them. You will also want references to validate each of the responses you come up with.

Did this exercise help you find at least one more significant achievement you may have overlooked? I hope so! The goal is to come up with 12 to 15 specific significant Accomplishments. You want all these fresh in your mind, put together in a clear way for you to articulate them.

You will only be discussing the ones that are most relevant, but the purpose of putting them all down is you never know what else may come up during the Interview and the goal is to get you fully prepared.

5. The Interview Flow

C. Questions For You To Ask

Your Interviews should be two-way conversation. You need to ask questions and take an active role in the Interview. This demonstrates the importance you place on your work and your career. Asking questions gives you a chance to demonstrate your depth of knowledge in the field as well as to establish an easy flow of conversation and relaxed atmosphere between you and the Interviewer. Building this kind of rapport is always a plus in an Interview.

Your questions can help establish a smooth flow of conversation between you and the interviewer.

Some of your questions should evolve from research you've done on the Company in preparing for the Interview. Following are some guidelines for your questions as well as some examples.

- Don't cross examine the employer.
- Ask questions requiring an explanation. Questions which can be answered with a "yes" or "no" are conversation stoppers.
- Don't interrupt when the employer is answering YOUR question.
- Ask job-relevant questions. Focus on the job-the Company, products, services, and people.
- Prior to the Interview, write your list of Interest Questions and take them with you.
- Ask about your potential peers, subordinates, and superiors. Take notes.
- Ask the employer how he/she got where they are today.

Interest Questions

Why did you select me to Interview for this position?

- .The answer will give you clues into what they think of your strengths and what's important to them in a candidate.

Job Satisfaction Questions

Ask questions that relate to the responsibilities, importance and authority of the position as well as those investigating the rewards for a job well done and the long range career opportunities.

5. The Interview Flow

C. Questions For You To Ask

(Con't)

Past Performance Questions

Why is this position open today?

- This will give you insight as to why this job can't be done by one of his current employees and what happened to the last person holding this position.

How many people have held this job in the last five years?

- If the turnover has been high, you are right to suspect that the job may leave something to be desired. Or it could mean that you can expect to be promoted quickly.

How did you get started in the Company?

- A good way to get to know the Interviewer better and gain insight into the promotional path the Company follows. This question also allows you to build a lot of rapport with the Interviewer because you are taking an interest in them.

What are examples of the best results produced by people in this job?

- Here you may discover you are overqualified or in a position to ask for considerably more money.

Additional Questions

- **What would my specific responsibilities and duties be?**
- **What are the most difficult aspects of the position?**
- **Describe a typical day on the job.**
- **Describe the department's/Company's growth in the next 2 years.**
- **What is the philosophy on training and development here?**
- **Has there been downsizing within the Company? How is it handled?**
- **What projects would I be involved in now? In the future?**
- **Who would I be working for and with?**
- **When would you need me to start?**
- **May I see my work area?**
- **May I meet some of my future co-workers?**

6. Telephone Interviewing Tips

Objective Of The Phone Interview

More often than not, Hiring Companies are choosing to have a Phone Interview prior to the Face To Face. Yes, it is another screening process, so you need to be just as prepared as if it were the Face To Face Interview. The Interviewer will be carefully listening to determine your sincere interest in the job, how you verbalize your qualifications, and how aggressively you want to pursue the position.

Clear a work area near the phone and keep the following tools handy to aid your fact gathering and information sharing.

- A copy of the version of the resume you sent to the Interviewer.
- A note pad and pen.
- Five or six carefully worded questions you'll want to ask.
- Company literature with pertinent sections highlighted.
- A calendar.
- A watch or clock.
- Your computer with the Company website opened.

Preparation will increase your confidence and ability to focus on the conversation during the Interview as well as enabling you to make a favorable impression.

Give Good Voice

- Statistics have shown Interviewers can assess the candidate's personality after 13 seconds, with no visual information. Initial voice impression tends to be reinforced by the content of continued conversation. In other words, you need to sound like a winner quickly to sustain interest in you.
- Voice reflects personality. A well-modulated, controlled voice communicates authority and heightens the verbal impact you want to make. The quality, pitch and tempo of your speech convey a certain attitude, energy level and enthusiasm. Here are some practical tips to enhance your phone "personality" and overall presentation:
- Examples of what you may be projecting and not even know it:
 - Soft voice – may be interpreted as weak, not confident, not interested.

6. Telephone Interviewing Tips (Con't)

- Harsh voice – may be interpreted as a difficult personality, not flexible, and uncooperative.
- Negative comments – may be interpreted as a difficult personality, not flexible, and uncooperative.
- Energy level too low – may be interpreted as lazy, slow, and too casual.
- Energy level too high – may be interpreted as too hurried, not detailed, not willing to pay attention to details.
- Ask a friend, colleague, or family member to assess you. Tell them to be brutally honest.
- **Here Are More Suggestions For Projecting Well Over The Phone**
 - **Talk Directly Into The Mouthpiece.** Hold the receiver approximately three inches from the mouth, not below your chin or above your nose. Sounds silly and simple, but think of all the times in your normal day to day life you don't do this and someone on the other end is left with, I can't hear you. Speak in a relaxed, conversational style as though the other person were in the same room.
 - **Avoid Sitting In A Hunched Position,** grasping the phone in a vise-like grip. This will add a note of stress, and your voice will communicate that uneasiness. Try standing, it opens your diaphragm to a smoother air flow and imparts a feeling of liveliness. Getting up and moving around introduces an element of action, which instills a relaxed, conversational manner and reduces fatigue. A longer cord, cordless phone, or headset will allow you to move around more freely, thus speaking more relaxed.
 - **Pay Attention To The Interviewer's Voice Patterns;** does he speak slowly or rapidly? Adjust your speaking rate, voice volume and phrasing to be more in rhythm with the Interviewer.
 - **Sound Upbeat.** If you had a lousy day and came home to find your spouse and kids arguing, put it out of your mind. Genuine enthusiasm is contagious. Smile to show a sense of humor. After all, the Interviewer may have had a bad day too.

6. Telephone Interviewing Tips (Con't)

- **Make Sure You Articulate Well.** Make sure you are articulating well, sound educated, and avoid the use of slang or casual language. This sounds obvious, but you would be surprised how many people during the course of the Interview start to feel comfortable with the Interviewer and let their guard down.
- **Be A Conversationalist.** Listen carefully to get the big picture and to avoid saying something that indicates any momentary mental distraction. Allow the Interviewer to complete questions without you finishing their train of thought or blurting out answers prematurely.
- **Handle Any Trick Questions In Stride.** The Interviewer may throw in several to test your alertness or mental keenness. Showing verbal adeptness is a sign of how quickly you can “think on your feet.” Be cautious: the Interviewer may say something that puzzles you or that you firmly disagree with. Show enough respect to voice your thoughts in a professional manner. A defensive posture or argumentative tone is the surest way to alienate the Interviewer and eliminate your candidacy.
- **Establish Rapport.** Establish rapport at the beginning of the phone conversation. During the first few minutes, mention something that shows commonality of interest or similarity in background. This is where Googling or using Social Networks to find out a little more information on them can come in handy. This helps both parties feel more comfortable as the conversation progresses.
- **Prepare For The Worst.** It’s also advisable to prepare for possible scenarios that might unfold. As an example, here’s a worst-case scenario: Suppose the Interviewer doesn’t call at the agreed time. If it’s an evening Interview, and you have other engagements, how long should you wait? An hour is plenty. If it’s a daytime Interview, should assume the Interviewer “forgot” and call them directly? The answer is yes, it will show you are proactive. When should you make that call? An hour is plenty here too. In both cases if you have their number, do leave a phone message and let them know you are not sure what happened, but you are definitely still interested and would like to reschedule at their earliest convenience. I would also follow up with an email too.
- **Practice, Practice, Practice...Phone Interviewing.** I can’t stress this point enough. Talking on the phone isn’t as easy as it seems. I’ve always found it helpful to rehearse. Have a friend or family member conduct a mock Interview and tape record it so you can see how you sound over the phone. Any cassette recorder will work. You’ll be able to hear your “ums” and “uhs” and “okays” and you can practice reducing them from your conversational speech.

6. Telephone Interviewing Tips (Con't)

- **The Home Stretch.** After 30 minutes, both parties should know how much of a “fit” there is. Express your desire to proceed to the next step: a Company visit.

As the conversation winds down, become less talkative and give more thought to what you say. Your final words will generally have greater impact and be remembered longer. Careful word choice and voice inflection will under-score the significance of your remarks.

The Interviewer may extend an invitation at this point. With calendar nearby, suggest several available days and times that agree with your agenda. Should the Phone Interview go well but end without a specific invitation to visit the Company, state your desire to investigate the opportunity further. *Example:* “I’d be very interested in such a challenging position. I would be available to come in for a personal Interview and discuss my abilities in greater detail on (day).” If they seem hesitant to commit, ask, “Is there any additional information I can provide to help you with the decision of taking the next step with me? Do you have any concerns that I can address at this point? When should I expect to hear back from you?”

- **Avoid A Possible Spike In The Road.** The Interviewer may ask a salary range that you’re expecting (don’t introduce the issue yourself). It’s best to mention at this point you don’t have enough information to determine what the opportunity is worth compared to what they are looking for.

Example: “I would feel more comfortable discussing a salary figure after understanding more about the opportunity and what specific Accomplishments you are looking for”. If the Interviewer continues to pressure you for a figure, specifically ask, “What salary range are you working within?” Chances are 50/50 they will tell you.

If they still don’t, it is always best to say you are currently making \$_____ (or you were most recently making \$_____), but it is too soon to tell where this position sits in relation to the responsibilities and outcomes they are expecting.

If they continue to request a specific response, indicate that your desired salary is in the range mentioned (if that is correct). If the dollars are a little low, don’t despair or defend what you feel you are worth. At this point you need to get to the next step (but do it with integrity). If the salary range is considerably lower that what you are looking for, you

6. Telephone Interviewing Tips (Con't)

should gracefully explain your past compensation (just as stated above), but also stress the desire to continue forward to see if there is a mutually beneficial outcome.

On the phone, your job is to entice the buyer, not to close a sale. Salary negotiation will fall into place at the right time. Make it a non issue if your true desire is to take it to the next step.

- **End The Conversation On A Positive Note**

Thank the Interviewer for the information shared, Let them know again that you look forward to visiting the Company. After all, if the position discussed is not the ideal job for you, something else might be. Get to the Face To Face.

- **Smile And Have Fun**

Remember, this is just as much about you as it is about them!

As a side note: All these tips apply when a Headhunter calls you too! They are evaluating you very much the same way!

7. Interviewing Tips

Face To Face

In addition to the Telephone Interviewing Tips, add these Face To Face Interviewing Tips.

No Smoking

- **Warning:** The following may be offensive to some, but I must say it for your own good. No matter how sure you are that you mask the smell, those who don't smoke will be able to tell you are a smoker if you're not careful. Please do not smoke 2 hours or more before the Interview. Please make sure you have freshened your breath after your last cigarette. Please make sure you are not arriving in the same clothes you wore when you had your last cigarette. Please make sure your car is ventilated on the drive to the Interview. Smokers may not realize it, but you may be judged. Avoid being judged negatively before they get to know you (and not your habit). I'm not suggesting you hide it forever, but people make judgments in the first few minutes. This will be just another tactic in your favor to have them judge you on you.

Establish Rapport

- Establish rapport at the beginning of the Interview. This is much easier done in person than on the phone as you now have additional visual cues as to some things you may have in common in addition to the research you did on them prior to the Interview.

Don't Flirt With The Interviewer

- Common sense but apparently needs to be stated as this is a common occurrence and a sure fire way to NOT get the offer.

Don't Play With Your Face/Hair

- Interviews can be a nervous experience but rubbing your chin, twirling your hair, or anything else along those lines makes you look like you're lying or lacking confidence, both not good.

7. Interviewing Tips (Con't)

Be Sure To Ask Your Strategic Interest Questions

Prepare For The Worst

- And the worst does happen. As an example, here's a worst-case scenario:

Suppose the Interviewer isn't available that day or forgot that you were on the schedule? You arrive on time and are told they are not there or are in a meeting. What should you do?

Assume a mistake was made and leave a great impression with the person who greets you and gives you the news. Let them know you will be following up to arrange for another time. Leave a copy of your Resume and all your contact information. Since you don't know what happened, its best to never sound slighted or place blame on the Interviewer.

8. Follow-Up / Post Interview

A. Example Thank You Letter

Send A Thank You Note. Immediately following the Interview, send a short note of appreciation to thank Interviewer for their time. I would recommend sending an email AND a hand written note. Reiterate your interest in the position, the Company, as well as your ability to do the job. Be sure to email your correspondence right away, but no longer than the following day. The hand written note should be written and sent no later than the next day as well. Following is a sample thank-you letter that you can adapt to fit your specifics:

1. Address Line

The full Company name and address as well as the full name of the Interviewer and his/her title.

2. Subject Line

“Re: Interview for the Position of (title) on (date).”

3. Greeting

“Dear First Name Last Name” There is no need to be as formal as Mr./Ms.

4. Opening

a.) “It was a pleasure meeting with you on (day) to discuss the opening in (department).”

b.) “I appreciated meeting with (name) and yourself in your office on (day) to discuss the (title) position with (Company).”

c.) “Thanks for taking the time to see me regarding the opening in (department).”

5. Body

a.) “From our discussion, and the fine reputation of your organization, it appears that the (title) position would enable me to fully use my background in _____.”

b.) This is where you state again what they’re looking for against your skills.

c.) “I was particularly impressed with the professionalism evident throughout my visit. (Company) appears to have the kind of environment I have been seeking.”

6. Closing

a.) “While I have been considering other opportunities, I have deferred a decision until I hear from you. Therefore, your prompt reply would be greatly appreciated.”

b.) “It’s an exciting opportunity, and I look forward to hearing your decision very soon.”

c.) “The (title) position and (Company) are exactly what I have been seeking, and I hope to hear from you within the next week.”

7. Salutation

a.) “Sincerely,”

b.) “Very truly yours,”

c.) “Best regards,”

8. Follow-Up / Post Interview B. Example Resignation Letter

Resignation Letter

If you are currently underemployed and are looking for your next Career Move, you should have your resignation letter ready before you start the Interviewing Process. It's important to put this together when you are clear as to why you are looking to make a move and not get caught up in the moment of your current employer trying to woo you to stay once you've made the decision to leave.

It has been proven that 9 out of 10 people, who accept a counter offer, are either fired or leave anyway within one year of acceptance. There is a reason you are not happy now. It's almost an insult that your current Company waited until you got another offer before they recognized your value.

Informing your current employer of your resignation takes tact and discretion. If they inquire as to whom your new job is with, it is best to tell them that you'd prefer to disclose that information when your new employer announces it within his/her own organization. The following sample letter is suitable correspondence to announce your resignation.

Dear _____,

Please accept this letter as my formal resignation as (Title) for (Company) to become effective as of (Date). I have accepted a position in (City, State).

I believe this position will offer me a challenge and an opportunity for advancement as well as allow me to broaden my own experience and knowledge.

I want to take this opportunity to thank you for your time and efforts in my training and advancement during the past (Time). The support and concern shown by you and the rest of the management team has been deeply appreciated.

I learned a lot while tenured here and leave behind many great memories. I wish you and your Company continued success.

My decision is irrevocable so please understand in advance that I will not be considering any counter offers extended.

Sincerely,

8. Follow-Up / Post Interview

C. Dealing With Counteroffers – Beware!

Speaking Of Counteroffers – Beware!

Quitting a job is never easy. Career changes are tough enough and the anxieties of leaving a job, friends and environment for an unknown opportunity can easily cloud anyone's judgment. But what should you do when your current employer "muddies the waters" even more by asking you to stay.

A counter offer is an inducement from your current employer to get you to stay after you've announced your intentions to accept another job elsewhere. In recent years counteroffers have practically become the norm.

If you are considering a counteroffer, remain focused on your primary objectives. Why were you looking for another job to begin with? If an employee is not happy with their current employer, the right thing to do is bring it up EARLY! See if there is a way to remedy your issues BEFORE you start looking or at least BEFORE you start Interviewing. It is not fair to anyone (including who you are Interviewing with) if you wait until you get another offer to start telling your current employer why you are unhappy there. This shows all parties that you are irresponsible in how you handle conflict and/or issues.

Apart from a short-term bandage on the problem, nothing will change. When the dust settles you find yourself back in the same old rut. Similar too people in an unhappy relationship. Research shows more than 80% of those who accept counteroffers leave, begin looking for another job, or are "let go" within six to twelve months after announcing their intentions. With these kinds of odds against you, is it worth accepting? Also, if you truly were interested in the new opportunity you pursued, it is now off the table if you accept the counter. Don't expect this to be a back and forth game of negotiation. This is NOT the way to negotiate. You can forget about going back to this new Company once you accept the counter and things don't work out. Who wants to be second choice?

Counteroffers are certainly flattering and make an employee question their initial decision to leave. But often times they are merely stall tactics used by Companies to alleviate an upheaval a departing employee can cause. High turnover also brings a Manager's management skills into question. The reaction is to do what's necessary until the Company is better prepared to replace *you*.

8. Follow-Up / Post Interview

C. Dealing With Counteroffers – Beware! (Con't)

The things they'll say:

- “You can't leave, the department really needs you.”
 - Think of all the times you wished you would have heard that before. When you expressed your concerns early on, why didn't they address them? Yeah, they really do need you, but they haven't been listening to your contributions so now it's time to go, nothing will change.
- “We were just about to give you a raise.”
 - Really? Why did they wait until you put a gun to their head?
 - Really? Why weren't you paid what you were worth before?
 - Really? How does this affect your regularly scheduled raise? Or future raises?
- “I didn't know you were unhappy. Why didn't you come to me sooner? What can we do to make things better?”
 - Weren't they listening? You did come to them and they didn't listen. Why would they listen and take action now once you decided to leave?

Again, stay focused on your decision and your opportunities. You need to ask yourself:

- What kind of Company do you work for if you have to threaten to resign before they pay you what you're worth?
- Where did the money for the counteroffer come from? Is it your next raise or promotion just given early? Are future opportunities limited now? Will you have to threaten to leave again for another raise or promotion?

Here's another way to look at things. Look at your current job and everything you know about it. Now look at the new position in front of you and everything you know about it. Now look at both of them as if you were unemployed. Now make your decision based on which holds the *real* potential. It's probably the new opportunity or you wouldn't have been looking and accepted it in the first place.

You've now demonstrated your unhappiness and will be viewed as having committed blackmail in order to get a raise. Your loyalty will also be questioned come promotion time.

8. Follow-Up / Post Interview

D. Pre-employment Tests

If there is interest on both parties, the next step may include Company Required Background Checks and Tests.

- **Background Check**
 - What will they find? Is your credit a concern? If you're worried, I have a solution for you. Check out LorenasList.com/DebtRelief for some legitimate options.
 - In an era of tough competition, employers can and will check your background, so don't fudge the facts. "Make the most of what you've done, but don't lie."

Tests can come in a variety of forms but most can be batched into these 3 areas:

- **Physical (which many times is a Drug Test in disguise)**
- **Personality – Culture Fit Assessment**
- **Skills Based Tests**
 - Written Tests
 - Sometimes Verbal Testing asking you to solve a problem on the spot – many times it isn't the correct answer they are looking for, but "how you think" to solve the problem.

9. Top Reasons For Rejection

Have you been on an Interview lately and didn't get offered the position? I hope after going through this Guide that will change for you. This Guide contains a solid foundation to improve your odds going forward.

Let me take you through some possible reasons why you didn't get the offer in the past. These are reasons Employers have told us they have not chosen the candidate for a position:

- 1. Poor Attitude.** Many candidates come across as arrogant and/or very negative. I've personally debriefed with many candidates like this and they are not open to feedback for improvement.
- 2. Appearance.** Many candidates do not consider their appearance as much as they should. First impressions are made quickly, usually in the first three (3) to five (5) minutes. Review the appearance checklist.
- 3. Lack Of Research.** It's obvious when candidates haven't learned about the position, Company or industry prior to the Interview. There is no excuse not to use the Internet and social media to research the Company, then talk with friends, peers and other professionals about the opportunity before each meeting.
- 4. Not Having Questions To Ask.** Asking questions shows your interest in the Company and the position. *Prepare a list of strategic questions in advance.*
- 5. Not Comfortable Answering The Interviewers' Questions.** Anticipate and rehearse answers to tough questions about your background, such as a recent termination or an employment gap.
- 6. Too Much Humility.** Candidates are sometimes reluctant to describe their Accomplishments. Explaining achievements in terms of proof not puff, helps employers understand what you can do for them.
- 7. Not Relating Skills To Employers' Needs.** A list of sterling Accomplishments means little if you can't relate them to a Company's requirements. Reiterate your skills and convince the employer that you can "do the same for them."

9. Top Reasons For Rejection (Con't)

- 8. Handling Salary Issues Ineptly.** Candidates often ask about salary and benefit packages too early. If they believe an employer is interested, they may demand inappropriate amounts and price themselves out of jobs. Candidates who ask for too little undervalue themselves or appear desperate.
- 9. Lack Of Career Direction.** Job hunters who aren't clear about their Career goals often can't spot or commit to appropriate opportunities. Not knowing what you want wastes everyone's time.
- 10. Job Shopping.** Some applicants, particularly those in certain high-tech, sales, and marketing fields, will admit they're just "shopping" for opportunities and have little intention of changing jobs. They actually allude to this during the Interview. This wastes time and leaves a bad impression with employers they may need to contact in the future.
- 11. Not Telling The Truth.** If you lie about compensation, skills, qualifications and it's revealed during the process, will assure you of not being offered the position.
- 12. Not Passing The Physical** (i.e. drug test).
- 13. Not Following Instructions** at any point during the Interview Process from 1st contact, to Interview, to follow requests and anywhere in between.
- 14. And Last But Not Least:** There just wasn't a chemistry fit. There's nothing you can do about this one. Sometimes that's just the case.

Conclusion

Conclusion

With the information I've shared with you, you now understand yourself like you never have before, and armed with that self-awareness you can make your next job the best one you've ever had.

Many times, even with all this information, most feel the Interview Process is daunting. I can help. If you want more information on how to make the process stress free, gain the knowledge to enter any Interview with confidence, and leave with you getting the offer so you can decide if it's the right place for you, please contact my office. That's what I do. I help you Market Your Career!

I can show you how to take this information to a whole other level and help guide you step by step throughout the Interview process. People who take my program have less stress about the Interview process and are in control so they are in a position to get offers and choose which Career is the best one for them instead of waiting for someone to offer them a job, any job.

I have access to this information because my network connects with over **100,000** Hiring Managers and HR Professionals a month. My network hires **3,000** candidates a month. There are over **6,000** Recruiters gathering this information. I'm not aware of anyone else being able to offer this kind of data. The benefit to you is – you benefit from my network and the data it brings!

For More Information On How I Can Help, Visit: www.LorenasList.com/InterviewSecrets (Click on the Picture for a Free 60 Minute Presentation on How To Interview) or email us at ContactUs@LorenasList.com.

Alternatively, as I mentioned earlier in the Guide, for a really fast response, please visit www.LorenasListCareerAdvisor.ning.com where I answer your forum questions and you can also meet other Professional Career Seekers just like you who may have recently gone through your exact same situation and may be able to provide you additional support through their experience.

Take a look! I think you will enjoy the Professional connections.

Thank you for reading this Guide and it's my pleasure to be helping you through your journey.