

**Event:** Tips for an Impressive Interview

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Good morning everybody this is Norine Jaloway Gill. I'm with the University of North Texas – Workplace Inclusion & Sustainable Employment (UNTWISE). If you are here with us today you will be hearing from our guest speaker Mack Eisenberg on his tips for an impressive interview. We only have 60 minutes of time together this morning so let me make sure that everybody understands how to use their control panel. Hopefully you can hear me okay so if you can I would like to have all of our participants -- I would like to see all of your names show up in the question box. If you go down the control panel you will be able to find the -- question box and you can shoot me a statement. Let me know that you can hear me just fine. Hopefully if you are having any difficulties you will send me a note in the question box or use the email address untwise@unt.edu. I hope to see your names throughout this presentation. If you want to share and information about an -- incident or have an interview question go ahead and send that to me. We will share it with our speaker. The other thing to know is further down in the control panel you will see the PDF version of today's presentation. If you did not already get that through your email that would be the place to obtain that. It looks like everybody signed in so it's good for us to have it on record. I want to share with you a little bit about our guest speaker Mack Eisenberg I have actually known since about 2000 or so. I met him at the University of Houston the resource department as a manager in a jar. So he showed that position with half a dozen or so other folks. I believe they have a workforce of 20,000 people so I'm sure you have hired many people. I wonder what your averages. 10 or 15 people a week.

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Mack has had an incredible track record of being able to bring in the people who meet the needs of the workforce, whatever the department is that he was working with and their specific needs. He shared some information with us last week on online applications and that was very insightful and I'm thinking that today you probably have a lot to share with us in regards to the interviewing process of self. -- Itself. As well as some of those experiences that will help us understand how can we best support people with disabilities as they approach their own interviewing and preparation. So tell us what you have is -- in regards to interviewing and experience.

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Thank you for the kind introduction. I want to cover some tips for an impressive interview. What you want to do is impress people enough to want to hire you. If the interview process can be very stressful especially if you have not been a lot of interviewing or have not gotten a lot of job offers one of the best interviews I have was I did not get the job and I was talking to a deputy director of a department and after I knew the other person had got the job and I knew they were the best qualified

person I asked for some advice. Her answer to me was your answer to darn quick you have probably done too many during interviews and you know the question before anybody else gets it out. I'm unusual in that sense because most people ask you a question and you are trying to figure it out, are they interrogating me? It's me against these three people are one person I don't know who they are and it's more like an interrogation. Want to take that from a stressful situation where you're nervous and having problems answering the questions and to give you give them the wrong answer or whatever we want to have this as an introduction. It's an opportunity to meet new people. It's a chance to meet nice people who will hopefully be future advocates either as coworkers, supervisors, or a counselor and you are helping someone get the job for future people that you will be getting jobs. For something to reduce the stress in your meeting people to have done. Reduce the stress and let's move to the next room. The objectives we will cover today is why is the interview the most important. How to prepare for the interview, different styles of interviews you can look forward to, how to ace the interview, and what can you do after the interview to improve your chances of being hired. The most important step of the job interview is this is your chance to show how well prepared you are. You research the company -- I will use this as an example. We put the posting out there you can look for a specific job printed out review what is required and historically we always have people look at two or three things. They looked at the salary, job title, salary again and apply for the job. What you want to do is prepare yourself with the information available to ace that interview. The interview itself is the chance to prove that you can do the essential functions of the job. Technically anyone they bring into interview should be able to meet the essential functions of the job. They have the experience or education knowledge and skills and abilities or whatever and the interview is to have somebody shine and Excel and say this is the person that we want and this person will be a member of the team. What you are wanting to do in the interview is show that you are the best person. As I said last week getting a job is kind of like a horse race. Like we're talking about the Olympics and you want to be the person who crosses the finish line first. One thing we will notice is that people like to hire people that they like. The way I look at that is there are two strength hiring managers look for when they are doing interviewing and they don't even realize it. What happens if somebody goes in there and they walk up with somebody at a lunch or a party or a friend introducing somebody to you. In the first 15 minutes about the person you get a good feeling about them or you don't. One of the analysis, it is the Halo or horns affect. You can look at it as I'm an Aggie and they walk up with the UNT tie on. For they walk up with a Tennessee time. We go in with the first impression and have them one over. I spoke to Noreen about to buy ever called -- hired anybody that I did not like that they were the best person of the job. And the answer is yes. It is different -- difficult for most people because the Halo horns affect is so strong. You have somebody with the competency but it also comfortable with them and you are saying yes they are good at the job but I don't

think they are good member of the team they might not be the best member of the team. They could cause more problems. You see this in professional sports. You have people that are great but they get traded because they are a problem. Want to hire people that can improve your team. This is also a chance for you can show how much you want the job. The enthusiasm you can show for the job even if you don't have everything they need that you have the essentials and the enthusiasm. I have been in many interviews where they will interview five people and it gets down to two people that match up the best and the one with the most enthusiasm usually wins. I've had some scenarios and there was one with Max Messmer he is now president of the company. He wrote some books about giving people techniques to get hired. You don't want to try to push people into it by pretending to have another job offer in the middle of the interview. What you want to do is show that you are interested in the job and get that -- and that gets the point of leaning forward. I have interviewed people that are leaning back wax the days ago trying to put themselves at ease and the other people are thinking they are into -- interested in the job. In the advanced method of interviewing is smearing. When you're sitting across from somebody basically if they are leaning forward you are leaning forward a little bit. If they are leaning to the side you are leaning to the side. People don't realize it but all of a sudden like they're saying that this person is like me.

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Let's talk a little bit about preparation. If you have not done a lot of interviewing as I said sometimes I interviewed 40 or 50 people a week what you want to do is practice. Especially if somebody has not done a lot of interviewing. If you can sit down with them in practice questions will have links at the end of questions that you can pull up to take a look at. So if somebody is answering the question they can hear it, they know an answer that they want to give and they can present it rather than from shooting from the hip or if they hear a question incorrectly then they are giving me the information needed. I recommend researching. I mentioned last week that using Google cache that you can Google companies and see their mission statement and articles about them if they are increasing in size but anything positive so when you walk in you are prepared to know. Like Noreen said the city has a staff of about 20,000 employees and you know the size of it. You take a look at the job posting and if there's anything that you don't understand for an example think I used last week was labor for the airport in Houston. It's a job posting as open right now and it requires education equal to eight years of formal schooling no work experience required but on the preferences they have cleaning or housekeeping experience and the ability to understand and implement oral and written instructions and communicate effectively. That's a position that they will need for the airport. They will need those people because they usually promote from within. They have three airports for the city of Houston. The people moving up the ranks and retiring they had many positions in that area so you may want to look up something like that. After you do your research and

practice again. The more you practice the more at ease your client or friend will be when they get into to the interview. If you can practice one on one that's fine I used to deal with Texas workforce in the hind seminars recent practice with other people and do some networking. If you have other people to practice with like family members to get them comfortable that might be a way to do it. I'm offering anybody that's within a 5 Hour drive from my house if you want me to come over all be glad to meet.

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Did you say five hour?

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I will work from sunrise to sunset for everybody. Limited time offer. Let's get into the types of interviews. The interview is basically for your past performance an indicator of future needs. They have the best practice or behavioral situational questions. They will throw a scenario are you and you are supposed to be thinking on your feet how can I handle this. If you are talking about a starting position without a lot of experience or education most of your answers would be I would check with my supervisor and how they handle it. I would take a note to make sure I would handle it properly. A lot about the questions they are asking you is just to see how you handle a little bit of pressure and think outside the box. Those are more for your more advanced positions. You might get those once in a while on your introductory or starter positions but most of your questions will be open ended questions or yes or no. The challenge we have with the yes or no question is I usually use it to screen people in or out. One is did you lie on your application yes or no. The open-ended question is explaining in a sentence or two how have you handled this in the past or how would you handle this if you have not handled it. That could be anything from a few were cleaning and he ran out of supplies or your equipment down what would you do and that's where the practice would be generally get with my suit reviser -- supervisor and inform them what happened and they might have me start on another job duty or work in another area for that. The other one is probing and politicians. The challenge with that is that someday will answer the question and with the Halo and for -- Halo and horns effect is don't like somebody or and they don't answer correctly or the best answer that you are looking for the person who has a horns or the devil of it says okay that's not acceptable we will move on to the next one. The Halo effect and I have seen this a lot where the interview where we try to get the answer out of you and the kind of lead. It's not really fair but I have seen a lot. That's the advantage of coming in with a good attitude. That's when reason you want to go in there people liking you. Also your follow-up questions. We are preparing them in for an interview make sure they have one or two questions prepared memorized along that line so they can ask you toward the end of the interview and the way I usually and is a panel in his view is we got them is our questions except for this mission -- question that I wanted to ask everybody at the end. Then they give the interviewee the opportunity to ask questions. The Mike Stack to research. If you have done your research and you know that they

are spending and hiring a lot of people in the area your question might be something to the effect of I see in the news that XYZ company has acquired a new contract for -- or so they are advertising a lot for people. Are you planning on hiring a lot of people soon and you want them to answer yes and that it is uncomfortable with the answer and that some of the way to end.

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Do you have questions that would be good questions for people to have routinely when people are interviewing for a specific position and make it asked -- and they get asked that one question of whether or not there's a chance for career advancement in the company down the road so do you have questions that people might want to always have as a question for an interview.

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One of them could be I'm really nervous for this interview what I've read about your company is impressive and I'm wondering if there is anything that I might have answered that I need to clarify and that gives them a chance to go back to questions five or six and its where the person is on your side. The other standard question is how soon will you be making a decision. I'm in -- and how soon will you be notifying somebody -- hopefully me that I have the job. Half kidding but going in there that you are really -- showing that you are really interested in the job. A lot of times it will come out of an interview I think this is person really want the job. That's especially if this person seems to be shopping and they cut a lot of John's that they have applied for -- jobs that they have applied for and I'm trying to win them over because the certain cells get -- skill sets that are hard to find the graphic information specialist. We hired somebody it took us a year have to hire him and with his wife moved into town she realized Houston is where she wanted to leave him after that he only worked three months and moved back to his old town. It's something where take a look and there's enough sites the end the evening good to job interview questions and when you are coaching somebody put up the questions that they have and I think this is usually follow-up questions to interview. And which one or two do they want to have that they felt comfortable with. The standard ones I gave you are what's the next step to the process. You don't want to push too much for promotion because in many cases they are looking for somebody to fill this one specific job and you don't want them to think that you are in there just to get the job and then he will jump somewhere else. On the more advanced positions you could include that one or especially if you know they are increasing inside it -- size and needed more people to move up the chain but it's also one of those things where you say is there anything I can do, studies that I could do, materials I can read to better prepare myself for this job. And that might get into handling certain equipment or articles that they can read. Like I said in the janitorial or custodian area or if it was a labor position do I need to get special shoes or clothing or anything like that and a lot of time they will say no we supply the uniform but it shows that you are willing to step a little bit out of the box and do that

little bit extra. Any other questions? Feel free to send your questions to Noreen. Next thing that go to the job responsibilities. This is when you are taking a look at the job posting that I recommend a couple things you take with you. Take a copy of the job posting that you printed up so you have everything in front of you. One of the things that that will do is when you are sitting with your interest -- for your interview it gives you something to do rather than just worry. You are reading it and reviewing it it is right at the top of the mind. And your candidate is walking in there and it's fresh in my mind. What are the job duties and in a good posting it will be very clear. The other question that you can ask is I notice that you require job duties or certain duties are there any other ones that may not have been included or have been added that I would want to answer questions on. On the job responsibilities you have to show that you have accomplished this before. This is one thing we have a somebody has not worked before and the need experience an example would be if he were working at the animal shelter. You might not have paid experience since I was a child we had the responsibilities of taking care of those animals along that line. It is something where I have a passion for gardening armor parents have had a cash -- passion for carrying it down to me and it's something I enjoy doing. Especially if you are looking at a labor position or entry-level job a lot of people find out that it's not something that they like to do and in many cases your candidate or the friend you are helping is looking for anything they can do to show that they can work and they will be excited about the jobs they are getting paid for and it's the first child they have ever had. A lot of times even unpaid experience can be used with the Halo horns affect. I mentioned here what you can to with or without an accommodation basically that's a question that will be covered later. If you have a limitation where somebody asked and usually they want asked unless they are hammering the question on certain job duties where it might be lifted up to 80 pounds in the situation for things like that. One or two things. Even that is a problem I have had with prior people and the cause for turnover. They don't think they can do the job. They did prepare with the job interview with the other company to know something about the job. A little story I was going through -- for a promotion many interviews go along if there's a lot of questions. The interviewers may be running late so don't let that stress you out. In my case I was sitting in the lobby looking at the gentleman across me which I knew he had the same white shirt that I had on and the same red power time I had on and my shoes were shinier than his. In my mind --

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You know that your last example reminds me of one of the questions we had set aside from last week. It's a story about the person that was waiting in the lobby. And the job seeker along with the staff person and while they were waiting the same thing happened. It was longer than they anticipated and somebody in the lobby actually threw up.

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If the counselor is online with us today I won't be you up on it I went with the consumer to a job interview they don't want them to get too nervous. The smell and sound made this consumer dizzy and anxious. We had to leave she did not get a chance for an interview. I wish I could have called the employer and told them what should -- what was going on but she had not disclosed her disability so that would have been a problem. Any thoughts.

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The job is not going to be to deal with people who are throwing up. The consumer made the call and another thing is when they are leaving is apologize to the receptionist.. If you said this is making me sick and I don't want to throw up during the interview. Then call up later and apologize and say I could not do it. The interviewed somebody else the same day and reiterate that they apologize and I got sick in the lobby. I did not feel I was at my best which still -- would still like to be considered for future employment. That is for the potential employee. If for some reason the person you are canceling does not do well on the interview the best option would be to say I would in the future like to have opportunities to present people that we will persist. Most people understand that that something unusual. And that was one of the interview questions that people have been getting sick and throwing up to go of only had the and one job that I interviewed for. If you would like me to expand on it please send an email to Norine.

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If you take an interview and you are matched to the needs two things that you want to get across is that you are enthusiastic about the job and you can take a look at their mission statement and see that most custom laser into customer service or friendliness or whatever and it's a happy type message. [Indiscernible-static]. Do not throw up. I looked at the stage and I pulled it from a PowerPoint presentation on sales. Getting a job is a sales pitch. What you are trying to do is be the person or the product that they want to hire purchase. What you're looking at is what they do their products and services and where you match up to it. And what you bring to the table. That is what you are trying to do. You are always mention of to the choppers -- job description or the overall company and your valuation to them and like I said here you are getting a proposition that are trying to propose that you can do the job that they need to have felt. And everything you want to know is that you want the job. I've had another -- a number of people say that in the past number of years and that gets me to a number -- and other area that I wanted to highlight here. You want to realize who is the main decision-maker there. The challenge I had was as an HR person I would introduce myself and it would be the first person interviewed would be this is the division manager and this is the hiring authority and this is the one you are reporting two. There will be one person in them a lot of time still have a subject matter and sport would be somebody that is used to dealing with along that line. And here's somebody to be working with or somebody who is doing the job and I'm the HR person. What

you have to do is realize that you want to make eye contact with each of them but the one you really want to impress is the one that makes the final decision. HR is just support and the other soldier -- subject matter expert to support the one who will make the decision is the one you have to address eye contact with and talk and realize their questions are the most important. And the challenge I had is I would introduce myself and a public email to welcome the panel people would be looking at me more and I don't know if that's because I'm an imposing force or whatever and I'm trying to tell them no I'm not the one you have to impress you have to impress the hiring authority but that's something you might see in a panel interview. You want the job he always want to message back to what they are looking for and that's where the research and practice at the.

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If it's not clear if they don't have an HR person that will make that clear to the interviewee then is it appropriate to ask that he would be making a decision on the hiring.

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Two ways you can do that. One would be when you are going -- when you're sitting in the lobby. You have a copy of your resume and print up a copy of the application is submitted to them. This is part of the preparation stage because I have been in panels where at the last minute somebody was called in to fill in the somebody was sick that day or got called to an emergency and all of a sudden all the information might not be in front of them and the interviewers are feeling uncomfortable but when you walk in with that information it shows that you are well prepared and making them feel comfortable. The best person you want to be friends with is the receptionist. When you introduce yourself and you are waiting for the interview because you will be 15 minutes early to that interview. That is part of the preparation. When you are going to a place if you have not been there before go the day ahead of time and see where the parking lot is and if you were in the right wing of the building, if you need to have in my case a couple of the companies I worked for you have to have a picture ID to get in past security. The name of the person you are interviewing was and then reconfirm that with the receptionist. You are here to see Jane Doe or I got a call from Fred Smith about coming here to interview. Will I be interviewing with Fred or is that the person who set up the interview. An aisle seat all know you be interviewing with Jane. Or is there anybody else going to be in the interview and they might say one or two names. Write them down and that is where you are polite the receptionist and if you ask for the titles that way you have it in front of you and if it is a manager or supervisor and if you are feeling good with the receptionist might even be willing to ask of the three people which will be making the final decision. A lot of cases they won't give it to you but if they do say thank you very much I really appreciate the help. A lot of people have been nice and polite to my receptionist especially when dealing with customer service or if the position that with the public we also have a few people

rejected because they were making a pass at the receptionist.. You don't want her to say while he said he would take me out to lunch if he got the job. There are some definite do some definite downside when you're in the interview process if you have gotten those names in front of you always try to repeat their names back to the people you are talking to if you can. Don't give it up so and also making sure into this at the end of the interview were there any other questions to prepare them on the next step. It would be by the way can I get your business cards. In the old days everybody have business cards nowadays a lot of times if they don't have a business card with them think it a notepad out and say can I get your email address and get it clarified because that's what you will be using for your thank you letter and many cases. Within this with your message is a match their needs you want the job and what you are doing psyches of the competitors -- I sat across the guy -- what you are trying to do is say most the people coming in have no experience show that you are better than the minimal requirements. In many cases you have under preferences there was a no experience necessary but a preference will be a year experience in whatever field it is the it long -- lawn care or janitorial or a skilled person but you're right you are trying to do and you're competing with various -- people that are very similar to you. You are putting yourself at ease and interfacing with other people in the lobby. That helps kill time also. You need to show that you're the best match for the need to go again what you are doing is -- I keep referring back to the job posting the way you are trying to do is show that you are the best match one of the best answers I had a friend or coworker gave me so I don't know what they bring to the job at this is why I feel that I am the best match. And what transferable skills that you have. As I said earlier with the animal care you might not have been working with the animal clinic to work with the pound or whatever with the pet store but you have a passion for animals and it had them for years and what you are trying to do is show that you are the number one candidate for them. And what you can bring or do that they didn't. Usually looking at the description you are pretty much parallel with most of people applying for the job. Also --

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Rarely will they make you the job offer immediately on the spot. If you don't have a job offer scheduled to start the next day review and document the interview immediately when you walk out either in your car or at the bus stop or whatever. Review and document the interview immediately. If you know that things went well whatever went well and what could be improved. You can say I answered this question and really screwed you up. What you are going to do is send them a letter if you are hiring people how many people have actually sent you a thank you letter from the interview. The city totally apart from everybody else. During the intersection (-- or process go ahead and Google if you have any questions about the company you send in email or letter to each of the people that you interfered with and one of your follow-up questions referring back to where he said with a good question to ask is what is an

acceptable amount of time to phone them and some places say do not call us we will call you and if they are saying that follow that direction but in most cases when you have their card or their email address you can pull them up a call up the switchboard get the phone number for the person and probably about a week later if you have not heard from them touch base I was just touching base to see if there is anything else I can do any information I left out. I'm really interested in working with you. How many people have sent you thank you letters probably less than one out of 1000. You want to thank them for the meeting answer any questions that you need to clarify and what went well what did not go well and that way when it was fresh in your mind you can put that in the letter -- you review agreed-upon next steps the opportunity from an interview and references on online and make sure you show your excitement about the company and you are contributing to their success. Update your search database for different searches. You want to keep track of every job you have 54 because in many cases you might get a phone call a month or two months or six months later because the person that was hired rather than you failed or got promoted. And they are looking to fill that position again. Also when you are doing your search periodically. The other thing is now that we're doing most jobs online you're already an application here and you are trying to find and you are trying to find your password to get in if you have not documented that it frustrates you the next time you are applying but since you do have that in front of you on a database that helps you search for good. If you are helping other people help -- it would be helpful to have the names of the people that they are interviewed so as to have another friend our client or whatever that they are trying to assist in the job so they could interview for the next person

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The news sends me interviewing tips every week. One of the sources I used was interviews and successful formula then we get questions and comments. Who has something that I did not cover thoroughly.

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Ideas and thoughts in terms of some of the things he brought up. If you are offered the job right away what if you don't want to accept the job offer right away.

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I would want to have a reason for that and be ready for that reason if you are not ready to accept the job right away. If you do get one for example is a fast food restaurant they might need somebody tomorrow. However is available to work tomorrow. Hit say they are just wanting a warm body but if you aren't prepared to accept it right away have a good reason. It would be something to the effect of I was not expecting an offer I would like to discuss this with my spouse or whoever your significant other where it can make the hours if you are looking on that or there's a question on transportation but what you do want to do is play hard. If you are currently working -- most of the BP -- most of the people you will be dealing with will not be currently working.

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The best way to get a job is to have a job. I think you McDonald example might be a good example they might have a job already in which case a job offer would result in to the interference of Connecticut the current job notice.

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Do we need to give notice. You are torn right we need to get it -- give notice. I've had people say I can start tomorrow because all just quit going to my job. Now I have been ready to rescind job offers for somebody like that. If you need to give notice you definitely say I would like to give my two weeks notice to the company now they are saying we need to have somebody start the day after tomorrow and what your -- what you are interviewing for is the perfect job. In most cases when people -- want to say you are moving on the release immediately. You can ask the current employer with that situation would be.

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I have worked with a lot of organizations and especially the temp industry and once wanted to move on they did not want either at all because they were afraid he would hack into the computer or the usually at that point people to argue that because anything that happens after that point they are questioning whether it is the employer that just left. I have had people that were going from -- sometimes people just use me as a counter offer to go back to their current supervisor and say I have a job offer summerhouse and about an increase in money and then they turned me down later. In most cases that will not be the case with your beginner Johnson frontline jobs. Be prepared to accept right away otherwise say I appreciate it can I think about it overnight this is a big step for me and I want to make sure that I can commit fully to coming on board with the and whatever you need -- reason he needed wasn't I need to confirm a transportation or the hours available along that line or some hours that were not all around the bus schedule that you have. Or like I said if you have another job can you give me a day would that be acceptable for you. Don't say I need two weeks to think about it.

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For us if we are working with the consumer with a disability we would want them to know about balancing the new job offer with their current employment and being able to shame that to their employer. We got another question that had to do with halo effect is it a good idea to know enough about the people you are interviewing so you can enhance the halo. I guess that means if you know that they are an Aggie and you are an Aggie that you go ahead and wear your Aggie button or there's clubs and organizations that people might share that you know a person has an affinity for a certain sports -- is certain sports.

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The one thing you never risk is politics. Unless they work for the DNC or RNC be careful going in there you don't talk about politics or religion. Now if you know them

through a common association or club or something like that order that they are aware of the news that and the other one is that if you know anybody that works at the company for personal references along that line this goes back to last week where we set about have any references ready are prepared for people to talk about you and if you have anybody in common with that person or any of the people feel free to use that name for one of your clients referred me over. Customer that your company deals with interview so and so and they didn't get the job. Any references unlock not that you can match up and you give somebody in common usually find someone that -- something that you have in common with someone.

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Believe it or not we have now spent 60 -- 60 minutes together. The information of the interviewing and lots of tips we appreciate your time. To all of her listeners with you will be receiving an email with an evaluation for this presentation and when you respond to that evaluation we will be able to get that information and put your credit on to your portal. This presentation will also be going to on demand so it will be available if you want to look back on it are recommended to any other colleagues for credit as well. I think all of you for a wonderful 60 minutes those with Greg questions and hopefully we will be talking to all of you again. Have a good day.

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