



“ Introduction

- Interviews are your chance to sell your skills and abilities. They also give you a chance to find out if the job and company are right for you.
- With each job interview, you are meeting new people, selling yourself and your skills, and often getting the third degree about what you know or don't know. And, you need to stay upbeat and enthusiastic through it all.
- The more time you take in advance to get ready, the more comfortable you'll feel during the actual interview.





Module II: Effective Communication

Topic 4: Interview Skills



Module II: Effective Communication

Interview Process



5 Stages Interview Process

1. Icebreaker

- First Impressions
- Be on time.
- Present yourself appropriately.
- Be yourself.
- Have a winning smile.
- Be open and confident.
- Use small talk.
- Be positive.
- Be courteous and attentive.





5 Stages Interview Process

2. Personal Qualifications and Interest in Position

- Abilities, Skills, and Work Experience
- Accomplishments and Activities





5 Stages Interview Process

2. Personal Qualifications and Interest in Position

- Goals
- SMART is an acronym which stands for:
 - **S**pecific
 - **M**easurable
 - **A**chievable
 - **R**ealistic
 - **T**imely





5 Stages Interview Process

2. Personal Qualifications and Interest in Position

- Short Term Goals

- **1. Gain a New Skill**

- No matter your current industry, there are hundreds of companies in the world looking for people with a variety of talents and abilities. The more diverse your skill set the better chance you'll have of impressing your current managers or potential employers.
- Make sure the new skills fall under professional development goals that are related to the field you are interested in. Identify things that will get you ahead of the competition and make it easier for you to move up the ranks.



5 Stages Interview Process



2. Personal Qualifications and Interest in Position

- Short Term Goals

2. Boost Your Networking Abilities

- The process of networking is about developing social and professional contacts with whom you can exchange insights and information.
- Start out by networking more often with people you already converse with on occasion. As you improve, you'll feel more confident in starting conversations with leaders and other influencers in your field.





5 Stages Interview Process

2. Personal Qualifications and Interest in Position

- Short Term Goals

• 3. Intern with a Large Company to Gain Experience

- It provides access to invaluable work experience, a look into the job market, and a large number of people end up being offered positions with the company.
- Whether you are a freshly graduated college student or someone who is looking to change fields, an internship may be the best way to get a close look inside your desire industry.





5 Stages Interview Process

2. Personal Qualifications and Interest in Position

- Short Term Goals

• 4. Improve Your Sales or Productivity Numbers

- Everyone has unique KPIs they are trying to achieve on a daily, weekly, or monthly basis.
- Identify any practices that aren't having a positive impact on your bottom line and remove them from the equation to make yourself more productive.





5 Stages Interview Process

2. Personal Qualifications and Interest in Position

- Short Term Goals

4. Improve Your Sales or Productivity Numbers

- As you develop good habits and aim your efforts in the right direction, you'll be surprised to find the numbers rise as well.
- Being more productive is often about working smarter rather than working harder, too. Look into whether tech solutions like machine learning and robotic process automation (RPA) could help you be more efficient.
- Oftentimes, all it takes is a manager seeing someone who is productive to their role for them to offer a pay increase or even a promotion.





5 Stages Interview Process

2. Personal Qualifications and Interest in Position

- Long Term Goals

5. Make a Career Switch

- Are you unhappy in your current job situation? Do you feel like you're in a dead-end role with no room to move up or grow?
- Enjoying your work and feeling passionate about what you do are two of the most common career goals.





5 Stages Interview Process

2. Personal Qualifications and Interest in Position

- Long Term Goals

6. Become an Expert in Your Field

- Nowadays it seems like everyone is claiming to be an expert in something or another.
- Who's gained enough knowledge and spent enough time in a particular field to be the most helpful in the “fact-finding, problem-solving, or understanding of a situation”.



5 Stages Interview Process



2. Personal Qualifications and Interest in Position

- Long Term Goals

7. Reach a Leadership Position

- Gain a general knowledge of everything you can learn in your industry.
- Own your failures and share the credit of your successes.
- Accept that there will always be someone who knows more than you do about certain subjects.
- Work harder than everyone else on the team, no matter your position.
- Adapt to changes as they arise.
- Establish strong communication traits.
- Learn how to effectively delegate tasks.



5 Stages Interview Process



2. Personal Qualifications and Interest in Position

- Long Term Goals

8. Win a Prestigious Award in Your Industry

- There are highly reputable awards handed out in nearly every industry you can think of.
- The job offers special distinctions or even a third-party company.



5 Stages Interview Process



2. Personal Qualifications and Interest in Position

When it comes to your professional development goals, take some time to decide what is next on your to-do list.

From there, identify the short-term and long-term steps you need to follow that will help you make it a reality.





Interview Process

3. Organization and Position

- Employer may test your knowledge of the company.
 - “Why do you want to work for this company?”*
 - “What do you know about this department?”*
- Other general questions regarding the company or the job.
 - “What is your geographic preference?”*
 - “Are you willing to relocate?”*





Interview Process

4. Candidate Questions

- Your chance to ask questions about job

“What type of on the job training do you provide?”

“What makes your company different from its competitors?”



Interview Process

5. Close and Follow-Up

- Find out who makes next move
- Thank the interview for their time
- Evaluate your performance
- Send a thank you note within 24 hours





STAR Technique

- Situation – describe the situation, problem, or issue that you encountered.
- Describe relevant work situations academic projects or volunteer work but depending on the amount of directly transferable experience you have.
- It's also imperative to talk about a specific instance rather than your general responsibilities.





STAR Technique

- Situation – describe the situation, problem, or issue that you encountered.
- !!You should spend the **least** amount of time on this part of your answer as interviewers are more concerned with the **actions** you took and **results** you got!!
- Share the right amount of relevant detail by identifying the **two** or **three** most important pieces of information necessary to give the interviewer enough context about the situation.





STAR Technique

- **Situation** – describe the situation, problem, or issue that you encountered.
- **Example:** *“In my last role as lead designer, there was a point in time when my team was short-staffed and facing a significant backlog of work. The account managers were setting unrealistic deadlines, which was causing stress for my team and affecting morale.”*





STAR Technique

- **T**ask – describe the tasks/responsibilities you took on to help solve the problem.
- This section requires a minimal amount of time similar to the situation component.
- Again, consider just one or two points that best illustrate the task you needed to complete.





STAR Technique

- **Task** – describe the tasks/responsibilities you took on to help solve the problem.
- **Example:** *“As a team leader, it was my role not only to ensure my team met our deadlines but also to communicate bandwidth to other departments and keep my team motivated.”*





STAR Technique

- **A**ction – discuss the steps you actually took to effect a solution.
- This part of your answer requires the most in-depth description as this is what largely indicates your fitness for a role.
- Identify and discuss a few of the most impactful steps you took to find success.





STAR Technique

- **A**ction – discuss the steps you actually took to effect a solution.
- It's a common pitfall to use the word “**we**” to describe how you achieved your goals during an interview.
- In any case, it's important to focus on what **you** did in the situation. It can be helpful to remember that the employer's intention is to hire **you** for the role rather than your team,
- So use “**I**” to highlight your particular contributions.





STAR Technique

- **Action** – discuss the steps you actually took to effect a solution.
- **Example:** *“I set up a formal creative request process including project timeline estimates to set better expectations. I scheduled weekly meetings with account managers to discuss my team’s bandwidth and share progress updates. I also kept my team informed of the new processes, so they could have some peace of mind knowing the issues were being addressed.”*





STAR Technique

- **Result** – describe the positive results of your actions.
- What was the outcome you reached through your actions?
- You should spend only slightly less time discussing the results than your actions.
- Decide what the two to three most impressive results were and talk about these.





STAR Technique

- **Result** – describe the positive results of your actions.
- Quantify your success or provide concrete examples of the effects of your efforts if possible. In addition, discuss what you learned, how you grew and why you're a stronger employee because of the experience.





STAR Technique

- **Result** – describe the positive results of your actions.
- **Example:** *“By providing more transparency into my team’s processes and setting better expectations with the account managers, we were able to re-prioritize the design team’s to-do list and complete everything in our backlog. I took these learnings, continued to apply this structure and as a result, in the following quarter, we shortened our average project timeline by two days. I also learned just how important it is to communicate clearly across teams.”*





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Thank you