Building Interview Skills

✓ Utilize the job description to ensure your résumé shows the required (and desired) skills for that specific position.
✓ Prepare for possible questions so you can respond with valuable answers. See Reflection Questions on next page.
✓ Practice, practice, practice.
✓ Career & Employment Services offers mock interviews for practice. Call us at 406-657-2168 or email us at careers@msubillings.edu to schedule a mock interview.

Prepare for Possible Questions

✓ Think back on previous jobs, experiences, practicums, and/or internships for scenario examples.
✓ Jot down accomplishments you are proud of and obstacles you overcame.
✓ Develop a ‘database’ of information that will be useful during interview scenarios in the future.
  ▪ Examples of successes
  ▪ Examples of times you experienced conflict and how you dealt with it
  ▪ Strengths and weaknesses

Be Prepared for the Interview

✓ Research the job and organization before the interview so you are familiar with the history, mission and services.
✓ Regardless of whether the interview is over the phone, virtually, or in person, be sure to dress appropriately for the profession, usually business casual.
  ▪ It's important to dress appropriately even for a phone interview because it helps to set the tone.
✓ If it's a virtual or phone interview, make sure technology works ahead of time.
✓ Likewise, make sure you are in an area that does not have a lot of background noise.
  ▪ Career & Employment Services has interview space available if you need a quiet location for a phone or virtual interview.
✓ If it's an in-person interview, chart how to get there ahead of time, know the parking situation and who you're meeting.
✓ Arrive on time.
✓ No chewing gum or strong cologne/perfume.
✓ If possible, have a bottle of water with you, especially if you develop dry mouth easily.
✓ Be professional, maintain eye contact, speak in a clear and confident manner, and avoid fidgeting.
✓ Greet your interviewer(s) with a handshake, if possible, and introduce yourself.
✓ Have a padfolio so you can readily reference a copy of the job description and have your résumé available.
✓ Ahead of time, write out answers to possible questions and have scenario examples ready.
  ▪ Prior to interview, write down a couple of questions to ask the interviewer(s).
  ▪ ALWAYS ask at least two (2) questions so the employer knows you are interested in the job!
  ▪ The padfolio is a great place to write down tidbits you learned about the organization while researching them and it shows the employer you're interested and invested!
  ▪ Use these notes as reminders but do not read directly from them, maintain eye contact with the interviewers, and be mindfully present during the interview.
  ▪ Career & Employment Services has padfolios available to students!
✓ When the interview concludes, thank the interviewer(s) for their time.
✓ Send a thank you note by email shortly after the interview.
# Interview Skills – Reflection Questions

<table>
<thead>
<tr>
<th>Accomplishments and Obstacles</th>
<th>Skills Used and Lessons Learned</th>
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<tbody>
<tr>
<td>1. What one thing are you proudest about from your previous work experience (job, internship, etc.)?</td>
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<td>2. In your previous role(s), what has been a noteworthy experience?</td>
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<td>3. Describe a difficult situation you encountered in a previous job or internship. What issues were involved? How did you address it? What was the outcome?</td>
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<td>4. What programs/events/processes/services have you planned/managed/coordinated/implemented in a previous position? Describe the details.</td>
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<td>5. How would you describe your ideal work environment?</td>
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<td>6. How would coworkers describe you?</td>
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<td>7. What can your supervisor expect from you?</td>
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