

INTERVIEW PREPARATION WORKSHOP

IT Expert System, Inc.



What will We Cover

- Interview Mediums
- Interview Types
- Background preparation and Research
- Tips and helpful suggestions
- Plan the interview
- Interview Techniques
- Interview Workshop
- Next steps
- Q&A



Are You Stuck in an Escalator?



- Getting stuck on an escalator and not seeing the OBVIOUS way out!
- Are you stuck in the "rat race of life?"
- Just get off the escalator!!
- Take action!!!



Interview Mediums

Phone Interview

- (Recruiter / HR)

Video

- Skype
- Google Hangout
- Face time
- WebEx
- Hiring Managers or group

Video Taped or Digital

- No live person on the other end
- Questions are posted and you tape your responses
- Ex: HireVue

In-Person or Face to Face

- Hiring manager
- Group interviewers

Interview Types

Behavioral or Situational based

- *1st Session (i.e. today's session talks more about this)*
- *SAR: Situation Action Reaction*
- *STAR: Situation Action Task, Responsibility*
- *MBI: MOTIVATIONAL-BASED INTERVIEWING*

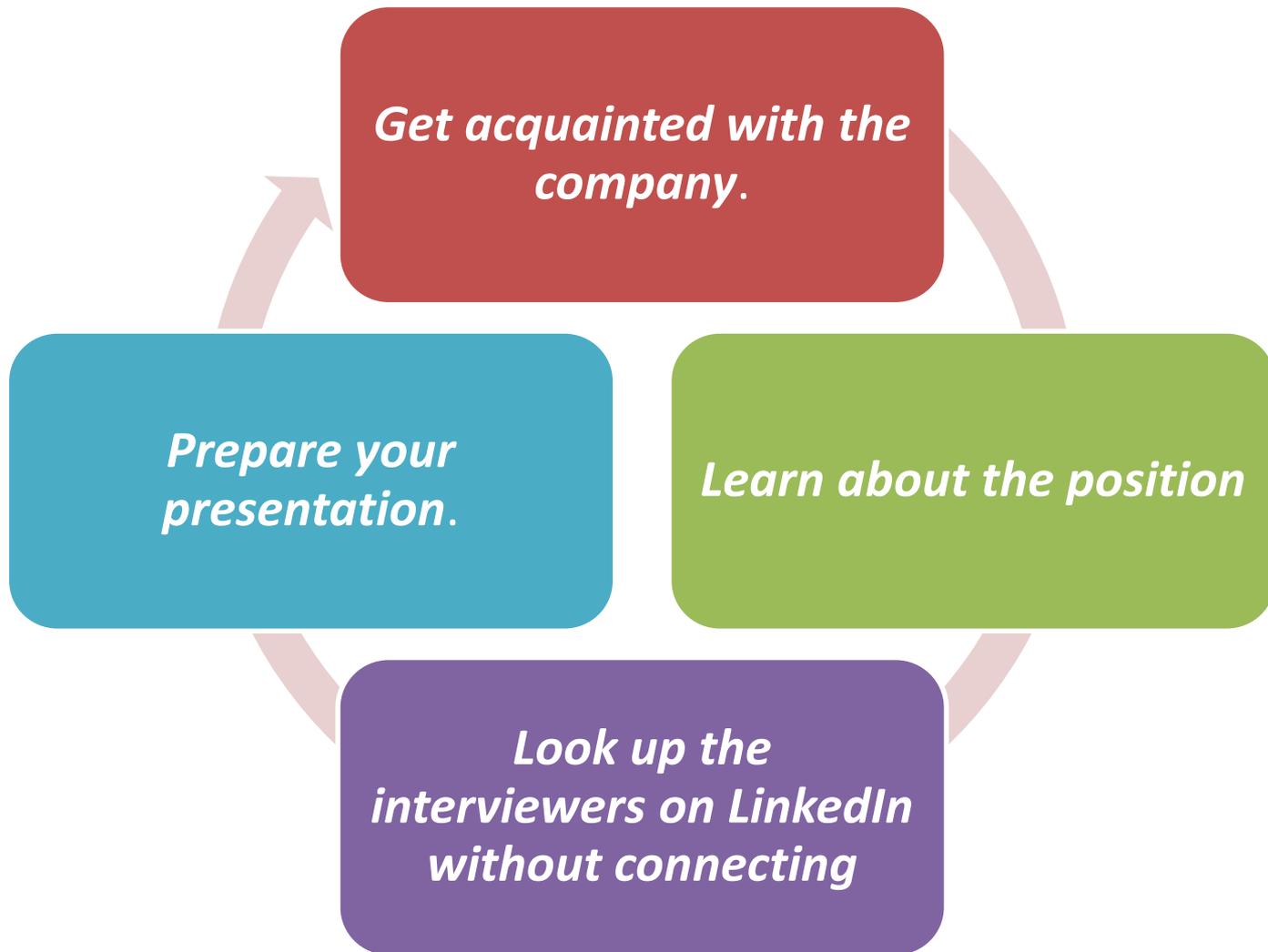
Technical Skills

- *Follow-Up Session (i.e. these sessions will focus on individual skill sets or work environment.*
- *Ex: PM roles for PM skill sets and methodologies, Developers, QA process etc.*

HR

- *Follow-Up Session (i.e. these sessions will concentrate on salary negotiations and other benefits)*

Interview Preparation



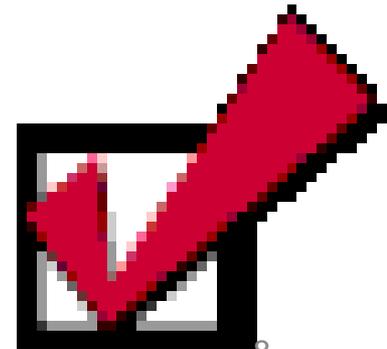
Kick Start Interview Process

- Map interview location time
- Give yourself 30 minutes for traffic, security check-in and others.
- Be sure to arrive 10 to 15 minutes prior to the start of the interview
- Greet the interviewer with a firm handshake
- Take deep breaths to calm and destress



During Interview...

- Maintain good eye contact and posture
- Speak clearly and articulate **clear, concise and complete** form
- Responses should be personal and authentic.
- Listen carefully and wait react
- When the job/position is being described to you TAKE NOTES
- Interviewing is a two-way process
- Never give “yes” or “no” answers. Use specific examples to make your case
- Practice “ahmms” elimination
- Don’t criticize past employers or co-workers



Use Business & Professional Vocabulary

- Reduce Cycle time
- Implemented
- Value to your company
- Show up at the bottom line of the company
- Bring or add value
- Reduce cost, saved money
- Improved process
- Improved team culture





STAR Technique



- **Situation** – describe the situation, problem, or issue that you encountered.
- **Task** – describe the tasks/responsibilities you took on and the dilemma you faced?
- **Action** – discuss the steps you actually took to effect a solution.
- **Result** – describe the positive results of your actions.

SAFW – Say a Few Words

S:

- Make an opening Statement

A:

- Amplify that statement

F:

- Provide a Few examples

W:

- Wrap it up

SAFW - Sample

- **INTERVIEW QUESTION:** Have you ever created a chocolate chip cookie recipe?
- Opening **Statement:** Yes, I have.
- **Amplify** that statement: From 2005-2008, that was my primary responsibility and I learned quite a bit during that time period about making chocolate chip cookies.
- Provide a **Few examples:** I created a Choco-Chocolate chip cookie recipe for Gourmet Markets Baked Delights. That one went on to become one of their best selling cookies. Prior to that, I designed a Macadamia White Chocolate Chip Cookie, for the One Horn Steak House chain, which actually won the prestigious Platinum Cookie Recipe award.
- **Wrap it up:** As a result of these experiences, I feel well qualified to create cookie recipes.
- And then—very important—keep quiet and wait for the next question.

What's an Onion question?

- An onion question is a question with multiple layers...just like, an onion!
- Tackle unprepared, It can make you cry.
- Put on your safety glasses...
- it's time to start peeling away layers!





Elevated Speech – 3 mints Max

❖ Can you tell me a little about yourself?

Expectations:

- Prepare approx. 2-3 minutes synopsis about yourself of why you are perfect for the job.
- Chance to make an immediate impact! Sales pitch!!
- No detailed account of your life story or employment history
- Respond with a quick summary of your qualifications, work history and future goals, current situation, career, and education
- Begin with 2 or 3 specific experiences or accomplishments
- Finish it up by talking about how your prior experiences have prepared you for this certain role.

Example:

I am a developer/ project manager / Q&A, who excels or is good at...this many years of experience...made a difference (quantify or qualify)..achieved or improvedI am sure my previous experience with this ... and that... will help me be a XYZ role or organization.

Five Years Plans

- ❖ Where do you see yourself in 3-5 years?
- ❖ What are your career goals for the next five years?

Expectations:

- You are a ship that is sailing and has its journey mapped out
- Interviewers is wanting you to display that you have really thought about your future, your ambition to really progressing in your selected industry.
- Emphasize that you want to grow with the business and that their aspirations match what you are looking to do over the next five years
- Show you are committed, ambitious, but have realistic goals.

Example 1:

That actually depends on how well I perform in my job and what career opportunities come my way. The bottom line is, that I want to have improved my skill sets and to continue making an on-going contribution to any company that I may be working for.

Example 2:

In 5 years, I plan to have improved my abilities and become the leader in my field. This means that I can contribute more to my employer and their company.

Example 3:

I'm looking to join a vibrant growing business whose aspirations match mine. Hopefully as the company grow, I can grow and progress with them....



Weakness That You Are Aware!!

❖ What are your greatest weakness?

Expectations:

- Never deny that you don't have weaknesses. Every one has them and if you refuse to admit, you come lacking in self awareness, arrogant, or untruthful.
- They should not reflect on your work and performance ethics of harm the organization.
- Show you are aware about your weaknesses and how you are working to overcome them. Training to develop your self.
- They key is to recognize that your weakness is the downside of a given strength
- Show how you have managed to turn your weakness into strengths to reduce impact of

Greatest Weakness Example



Example 1:

I have no patience when co-workers withhold vital information to ruin the success of the assignment.

I have tried to really maximize knowledge sharing by bringing coworkers together to make sure everyone is on the same page. Yet there have been times where people withheld information.

I have learned to privately speak with that person to understand why the information was withheld.

Example 2:

I am aware that at times I get too detail oriented with cross referencing metrics, which can consume time.

However, I have also detected reporting defects with actual True numbers.

I am learning to make judgements on what matters needs detail attention and what can be skimmed.



Conflict Management



- Please describe an example of how you resolved a conflict on the job. What did you do? What was the result? How do you deal with difficult personalities?
- Did you ever have a conflict with your boss? What was the conflict and how did you handle?

Expectations:

- How conflict is handled that is important. This shows how professional a person can be.
- Explain you are able to handle conflicts and different personalities.
- You recognize when a conflict is positive and when it's personal
- You always listen to the other person's point of view and make it win win.

Example:

I was managing a production request which had high visibility. The technician assigned on this project was talented and responsible for backend provisioning. I identified few errors that I needed him to verify. He ignored the request and blew up at me. I was taken aback by his response, but I remained calm. I acknowledged that there was pressure and explained again the reasoning and the importance of having the mistakes corrected. He relaxed a little when he saw that I wasn't attacking him. He told me that he was overwhelmed with cross functional requests. I asked him if there was any way I could help him come up with a solution. We agreed that it would help if his manger had a better understanding on what was on his plate. I followed up with his manager to emphasize how overloaded he was. The manager reassigned some projects and loosened up his pressure. After that the technician partnered cooperatively.





Positive Contribution

- Tell me a suggestion you have made that was implemented?
- Did you every do anything that made you stand out with your management?
- What was your greatest achievement?

Expectations:

- Identify a problem. Make recommendations and take actions that has a positive result for the company.
- Saved money or time, improve process, automate
- Helped avoid negative impact and truly made a contribution

Example:

I noticed that the default mobile plans for each users was international, which was costly. I researched with the vendor if the users can switch plans from international to national and visa versa and was told that it was possible. I recommended a policy for default to be nation and when travelling to be adjusted back and forth. As a result, the company saved \$35% more on mobile plans.





Mistakes And Learnings

- What happened the last time you made a major mistake and how did you deal with it? Or If you could change one thing about how things were done at your last role, what would that be?
- Was there a project that you ever failed and how did you deal with it?
- Tell me about a problem you have solved?

Expectations:

- Your examples should not be the once that could have a negative impact on the company or got you fired?
- Answer here should be specific and resourceful. The interviewer is listening for how you took responsibility for the mistake, how you approach your error, along with the steps to corrected it.
- Show you have the ability to solve the problems and that you have good decision making skills.
- Remember to always state that you understand where you first went wrong, and that you have learned from your experience. Provide an example.

Mistakes And Learning Examples



Example1:

I was under the pressure of meeting deployment numbers and I scheduled deep in December not realizing that many end users are on vacation around this time and they kept cancelling appointments.

As soon as I realized my error, I immediately suspended all deployments and doubled up in January to meet my numbers, but had to readjust and do a change management process.

I now double check all global calendar and verify with businesses for any conflicts, holidays, and deliverables.

Example2:

Deployment adoption for end user was shaky and did not allow them to fully adjust with the new change management.

Management wanted another deployment, which was back to back, but the new deployment would be a **cost saving incentive** for businesses, but would impact users with more changes.

Researched biggest end-users pains, like lack of WIFI coverage, IP Printing etc. 'Engaged Businesses with offering to fix the pain point and then requested them to allow pilot with new hires.

New hires did not have lot of backlog and were easy to convince adoption and it also proved to the stakeholders that the new changes were positive.

This allowed me to comply with the management request and in the interim support the business goal to save money.





End Interview Process

➤ Ask 1-2 Questions?

1. Example1:

What are the three qualities you are looking for in a candidate?

2. Example2 :

What are the challenging facets of the job?

3. Example 3:

What needs to be done in the first 6 months, in the first year?

➤ Avoid asking questions about salary and benefits.

➤ More Examples: <http://www.itexps.net/interview-preparation>

➤ Thank your interviewers



Close and Follow up



- ✓ Find out who makes next move and when
- ✓ Thank the interviewer for their time
- ✓ Evaluate your performance
- ✓ Send a thank you note within 24 hours
- ✓ Keep records of important dates and details for the follow-up



Questions and Answer

???



Next Steps

➤ Look out for follow up **technical and grouped interview sessions** for:

- Salary negotiations
- Agile PMs and general PM roles
- Developers
- QAs



➤ Visit IT Experts System www.itexps.com

➤ For Interview **Sample Questions/Mock Exams**, please visit <http://www.itexps.net/interview-preparation>



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ITEXPS is a progressive, full service IT organization providing effective, accurate, and quality training [QA, BigData, Database, Java Lin... Leadership, Business Strategy and Project M... We provide a wide range of services to our... and within budget. Our headquarters is located at Schaumburg, IL, USA, and offshore office in Gujarat, India.

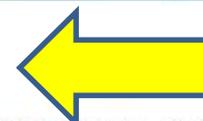
CREATE PROFILE

JOBS

APPLY FOR JOB

INTERVIEW PREPARATION

MOCK EXAMS



IT TRAINING
LEARN FROM CORE TO CORE

We offer a wide range of IT training. We customize the course content to meet our customer needs. Will help you in your career/role transition.



IT STAFFING
GET YOUR DREAM JOB

Our staff will help you to prepare a great resume, and find a job based on profile, will re-train you so you find a better opportunity.



IT SERVICES
BACK END TO FRONT END

We offer services: website design, architecture solution, software installation, server administration, business process improvement.



WEB DEVELOPMENT
BACK END WEB APPLICATIONS

You focus on your business, and we support your IT needs. We cover domain, hosting and administration for your Website.

