

LHH

Interviewing to Win

Participant Guide



Name:

Date:

Lee Hecht Harrison

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The 3 C's of interviewing

| Competence | |
|--|--|
| Interviewer Does this person have the skills to do my job? | Candidate Does this position make good use of my skills? |
| Compatibility | |
| Interviewer Does this person fit with our culture? | Candidate Do I work <u>best</u> in this kind of environment? |
| Chemistry | |
| Interviewer Can I relate to this person? Can I work with him/her? | Candidate Would I enjoy working with this manager/team? |

Types of interviews:

- ▶ Behavior-based
- ▶ Skype
- ▶ Screening
- ▶ Video
- ▶ Technical
- ▶ In-person
- ▶ Panel
- ▶ Phone

Activity: Successful interviewing

Directions: Huddle in your assigned group. Brainstorm tips for interview success for your assigned interview type. Chart your tips and review with the larger group.

Process for winning an interview

**Research the
interviewer**
and find
commonalities or
points of interest

Create rapport.
Remember:
People hire people
they like!

Remember
and use the
interviewer's name
throughout the
interview

**Create a
conversation!**

Your objective:
to make this
conversation the
best 30 - 60 minutes
of their day!

Notes

Prepare: Research

| Company Information | Position |
|---|----------|
| Product, industry and company info Position Salary: research the market, understand the job, ask for the salary range, salary.com, payscale.com, glassdoor, chatgpt | |

Notes

draw experiences from last 10-15 years
identify key competencies from
job description and use those to identify
your stories

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Activity: Prepare to SOAR

Directions: Reflect back on your career and pick one of your favorite projects, milestones, or work stories where you had a real impact. Maybe it's something you got a reputation for because of the effort or result or way you went about the work. Now, craft a SOAR story about this.



Situation – What was the situation? Your objective?

Obstacle/Problem – What obstacle did you need to overcome or problem to solve?

Action – What did you do? What skill did you use?

Result – How did it benefit the company? Meet the objective? Solve the problem? What if you hadn't taken that action—what was prevented? Quantify when possible.

Sample interview questions

1. Tell me about yourself
2. What are you looking for in a boss?
3. What do people you work with say about you?
4. What are you looking for in an employer?
5. What is it that you can bring to this job?
6. What do you not like to do?
7. Why did you leave your last company?
8. How would you orient yourself to our organization?
9. What do you value most?
10. What are three ways you will impact this business?
11. What is your greatest area of expertise?
12. What areas would you feel you could contribute in, would love to do but really don't have the direct experience in?
13. How would you respond if you were up against a deadline and a peer didn't get you the info you needed to complete your work?
14. What would your customers say about you?
15. What are your least favorite functions of this job that would challenge you the most?
16. What are the three highest attributes of a team player?
17. What are the biggest challenges you've worked on?
18. How would colleagues describe you?
19. Discuss an experience working for a tough manager.
20. Describe what you feel would be an ideal work environment.
21. Tell me about the toughest team or group you have had to work with? What made it tough? What did you do?
22. Tell me about a manager who was the most difficult person to work for. How did you handle this relationship?
23. Describe a time when you took steps to make sure an internal/external customer was satisfied.
24. What motivates you to do your best work?
25. Where do you see yourself in three to five years?
26. What do you do to counteract work-related stress?
27. Who has been a role model in your career?
28. What makes you better than all the other candidates?
29. What have you been doing since you left your last company?
30. What is your leadership style?

Ask the right questions

Ask questions in the following categories:

- ▶ Responsibilities of the position
- ▶ Resources available to accomplish responsibilities
- ▶ Level of authority
- ▶ Performance measurements
- ▶ Corporate culture

Activity: Prepare questions for the employer

Directions: Huddle in your assigned group. Brainstorm one question you might ask the following interviewers. Use behavior-based questions:

Business partner or internal client:

Peer or team member:

Hiring manager:

Interviewing details

What to bring:

- ▶ Several copies of your resume
- ▶ Reference list
- ▶ List of questions to ask
- ▶ Samples of your work, if appropriate
- ▶ The job description if one has been provided to you



When to arrive:

- ▶ Plan to arrive 10 to 15 minutes early
- ▶ The interview begins when you approach the building (in your car)!

What to wear:

- ▶ Determine the dress code prior to the interview (ask who scheduled the interview with you what is appropriate)
- ▶ When in doubt, dress one level up

Notes

Close strong

You know the process, you have done your preparation, now finish like a champion!

**Match your skills
to the company's needs**

**Express interest
in the position**

**Ask about next steps in
the interview process**

"Now that I know more about this position, I am confident my skills of (list your key skills for this role) will be of value to you. I'm very interested in this opportunity. What are the next steps?"

Notes

Debrief and follow up

Debrief

- ▶ What questions did you answer well?
- ▶ What questions do you wish you could do over?

Follow up

- ▶ Send thank you notes
- ▶ Highlight how your skills match the position and express your interest
- ▶ Email or US mail

Sample thank you letter

Dear Russ:

It was a pleasure to meet and talk with you yesterday. I appreciated the opportunity to learn more about this new role and its challenges and opportunities.

One significant outcome of our discussion is that I am very confident that my professional experience will prove extremely valuable in helping the new division meet their short and long term business goals. I know the territory and I have been successful in selling against the primary competitors in that market.

Although we did not specifically talk about it, my experience in cultivating the US market in my most recent role is easily transferable to the stated goals of increasing the exposure of the new product line. I am very interested in pursuing this position and would welcome the opportunity to move forward in the selection process.

Thank you for your time and interest.

Sincerely,

Interview practice

Activity: Practice responding to interview questions using a SOAR Story

Directions:

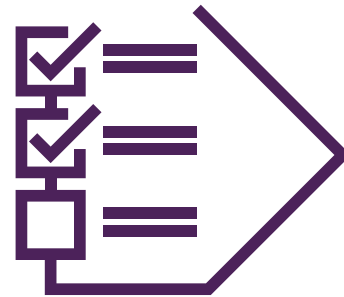
1. Assign roles within your group, and determine who will go first (interviewer, interviewee and observer)
2. Interviewee selects a question from the list created from earlier work.
3. Interviewer asks the question.
4. Interviewee responds using their SOAR story format.
5. Observer takes notes in space provided.
6. Once completed, interviewee shares one thing they liked about their response and one thing they want to improve for next time.
7. Observer adds feedback to the debrief.
8. Switch roles and repeat two more times.

Interviewee notes:

Observer notes:

Next steps

- ▶ Build your SOAR stories.
- ▶ Research companies.
- ▶ Prepare your questions for the interviewer.
- ▶ Prepare for challenge questions.
- ▶ Practice interviewing.



Key takeaways

Activity: Write out your action plan

Directions: List out your key takeaways for today and your immediate next steps to apply the learning from today's session to your action plan.

Key takeaways:

What will you begin applying to your action plan right away?

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About us

Lee Hecht Harrison helps companies simplify the complexity associated with transforming their leadership and workforce so they can accelerate results, with less risk. We do this by helping their employees navigate change, become better leaders, develop better careers, and transition into new jobs.

As the world's leading integrated Talent Development and Transition company, we have the local expertise, global infrastructure, and industry leading technology required to simplify the complexity associated with executing critical talent and workforce initiatives, reducing brand and operational risk. Teams in more than 60 countries around the world leverage our proven programs and global experience to deliver tailored solutions to clients that align talent with the needs of their business.