

T.RowePrice®
INVEST WITH CONFIDENCE



Interviewing 101

Lindsay Kallenbach

Agenda

- Behavioral Interviewing
 - STAR method
 - Tell me about yourself
 - How to prepare
 - Sample core competencies
 - Anticipating the questions
- Interview Etiquette
 - Virtual interviewing
 - In-person interviewing
 - Closing the interview
 - Follow up
 - What to do with a “no”



BEHAVIORAL INTERVIEWING

What is behavioral based interviewing?

Based on a theory that past performance is the best predictor of future performance

S/T

Situation or Task: What is the situation or task you would like to share?

A

Action: What actions did you take to make the situation better? What decisions did you make to resolve the problem?

R

Result: What were the results of your actions? How did you benefit your company or organization? What did you learn that will help you in the future?

Tell me about yourself



- Focus on your skills that are applicable to the job
- Keep it professional
- Know your audience
- Keep it positive
- Remember this is often your first impression and it matters

Preparing for the behavioral-based interview

Analyze the position for which you are being interviewed.

- Determine what skills and competencies are required

Evaluate and reflect upon your background.

- Identify your skills and experiences related to the required skills and experience.
- What sets you apart from other candidates

Create brief STAR stories prior to the interview.

- Demonstrates your teamwork abilities, initiative, planning, leadership, commitment, problem-solving skills or other competencies
- It can be difficult thinking of scenarios on your feet during the interview
- Use different stories for different questions
- Practice your stories, but be careful not to memorize
- Be specific in your stories and quantify wherever possible

Sample core competencies

<p>Achievement & Effort Establishes & accomplishes challenging goals or standards despite adversity, obstacles, & effort required.</p>	<p>Adaptability & Flexibility Changes or adjusts work or other actions quickly to effectively deal with ambiguity or changing demands or situations</p>	<p>Communication Expresses information to individuals or groups effectively for the audience; makes clear and convincing oral presentations; listens to others and responds appropriately</p>
<p>Customer Service Works with external customers to assess needs, provides information or assistance, resolves their problems, or satisfies their expectations</p>	<p>Dependability Ensures own actions and work are reliable, responsible, and dependable; fulfills commitments and obligations consistently</p>	<p>Initiative Guides self effectively; executes with little or no supervision</p>

Sample core competencies

<p>Integrity Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses ethical course of action</p>	<p>Monitoring & Improving Work Monitors and assesses performance of him or herself, other individuals, or organizations to make improvements or take corrective action</p>	<p>Problem Solving Identifies problems; determines accuracy and relevance of information; analyzes information effectively to generate and evaluate alternatives</p>
<p>Selling & Influencing Convinces others to consider and purchase products or to otherwise change their minds or actions</p>	<p>Teamwork Provides support, encouragement, and effort to assist in accomplishing team goals; helps teammates in their work</p>	<p>Technical Expertise Uses knowledge that is acquired through formal training or extensive on-the-job experience.</p>

Anticipating the Questions

Qualification listed in the job opening	Competency	How to prepare
Ability to take initiative and work independently with minimal supervision in a structured environment	Initiative	<ul style="list-style-type: none">• Think about a time you had multiple priorities and independently completed the task(s) with minimum supervision.• Tell the story by talking about the situation, your tasks, your actions and your result.
Ability to work effectively in a team environment	Teamwork	<ul style="list-style-type: none">• Think about a time when you have provided support, encouragement and effort to assist in accomplishing team goals and helping teammates in their work.
Excellent verbal, written, & interpersonal communication skills	Communication	<ul style="list-style-type: none">• Avoid use of verbal crutches such as ummm, cliché's, ahhh, like, and you know• Demonstrate effective listening skills• Practicing speaking out loud will help to avoid these pitfalls.



INTERVIEWING ETIQUETTE

Phone interviews

Be prepared

- Secure a quality space to interview
- Be aware of background sound/environment
- Re-read the job description

During the interview

- Keep in mind that the recruiter or hiring manager are making notes
- Be comfortable with silence
- Don't feel like you need to keep speaking to fill up the space
- Answer the question and then let your interviewer ask follow-up questions if needed
- Smile!



In-person/video interviews



Body Language

- Smile
- Be self aware of your body and hand gestures to limit distractions

Eye contact

- Don't look down or away when responding
- Is there more than one interviewer?

Communication Style

- Don't get too relaxed
- Establish a rapport

Closing the interview

Come Prepared with Questions

- Asking questions is your chance to collect important information about the job
- Gives you an opportunity to highlight key competencies
- Asking questions will give you the chance to determine your motivational fit (the task content of the job, the culture of the organization, the physical location of the workplace)
- Avoid questions that you can easily find on the internet
- Save the pay and benefit questions for later in the process and preferably with a recruit not a hiring manager.

Close the Interview

- Summarize your strengths and how they fit with the organization's needs
- Demonstrate your enthusiasm about the position or company
- Example: *“I was excited about this interview, so thanks for having me. I now also have a better idea of the position and your corporate values which makes me even more confident about my ability to perform well in this position. Going forward, is there anything else you need to know from me?”*

Follow-up

- How to get feedback from the interviewer?
- What are suggested follow-up routines?
- How long do you wait to follow up when you haven't heard back after an interview?



After the Interview – What to do with a “No”

- Accept rejection in a professional manner
- Go through the “grieving” process
- Stay positive – one “no” just gets you closer to a “yes”
- You almost always learn more about people’s character when they get a “no” versus when they’re hired
- Give it a few weeks before asking for feedback
- Stay in touch
- Keep looking
- Network even more

Connect With Us for Future Events and Openings





THANK YOU