INTERVIEWING GUIDE
WHAT TO DO BEFORE, DURING, AND AFTER

Employers interview candidates to determine who will be the best fit for the role. It is also an opportunity for candidates to learn more about the job and organization. The goal of an interview is to get a job offer. Therefore, it is important to prepare and practice for this chance to make a lasting impression.

BEFORE THE INTERVIEW

Research
- Check out the organization’s website and LinkedIn page to identify recent news, research, strategic planning, marketing, or other company information.
- Identify competitors and analyze the industry.
- It may also be useful to research the person(s) interviewing you. You may discover their research, common interests, or other points of discussion for the interview.

Know yourself
- Review your resume and cover letter – the interview may be weeks after you submitted the application.
- Think about your career goals and how this opportunity connects to those goals. Be sure that you can clearly articulate why you want this role.
- Be able to provide concrete examples of the skills, experiences, and accomplishments that make you qualified for the role.

Practice
- Review the job description to identify the qualifications and skills that the employer is seeking – they will ask questions about these skills.
- Go online to find sample questions and resources:
  - Glassdoor.com has thousands of user submitted interview questions searchable by company and position.
  - Vault provides information about top companies and Career Guides on dozens of industries. Log-in to Handshake (gwu.joinhandshake.com) and search for Vault in the Resources section for access.
  - Use Interview Stream to do a self-guided mock interview or review an interview tutorial: http://gwu.interviewstream.com/home/
- Attend a workshop or sign up for a mock interview with a staff member. Log-in to Handshake to view the schedule.

TYPES OF INTERVIEWS

Behavioral
This type of interview consists of questions to determine how the candidate behaved in the past as a way to predict future behavior. Answers to behavioral questions should be specific and clearly demonstrate relevant abilities. The information in this guide has strategies for responding to common behavioral questions.
Case Style
Case style interviews consist of questions to assess a candidate’s analytical thinking and problem-solving ability. These scenario-based questions are modeled after real business issues. For more information about case style interviews and preparation tips, review the Vault Guide to the Case Interview (access through Handshake).

Phone/Video
These are typically screening or first-round interviews that are generally shorter than an in-person interview. When conducting a phone or video interview there are some additional things to keep in mind:

- Try to use a landline or Ethernet connection as mobile phones and Wi-Fi may drop out during the call. Get familiar with the features of the video tool (Skype, Zoom, etc.) so that you can avoid technical difficulties.
- Find a quiet room where you will not be interrupted and arrive 10 minutes early. For video calls, choose a space that has good lighting and doesn’t have a distracting background.
- Print out hard copies of your resume, cover letter, and the job description to refer to while on the call. Also write down the number of the interviewer in case you get disconnected.
- For video calls, dress for an in-person interview. Keep in mind that some clothing details may not look good on screen.
- Write down and use the name of the interviewer(s) to help create a more personal connection.
- Pause a second or two longer than you normally would before answering a question to make sure the interviewer has stopped speaking.
- At the end of the interview, mention that you would appreciate the opportunity to meet in person. This is not too forward and will convey your interest and enthusiasm.

ATTIRE
Business professional attire is typically the dress expected for interviews while business casual attire is what you are more likely to wear day-to-day on the job. Dressing appropriately for the interview shows the employer that you are taking the opportunity seriously. There may be times when more informal dress is appropriate, however it is best to err on the conservative side if you are unsure. Check with a career services staff member or the recruiter if you have questions about what to wear.

**Business Professional**
- Suit jacket with matching pants, dress, or skirt in neutral colors (black, navy blue, grey)
- Dress shirt with collar and tie
- Dress shoes or comfortable heels (closed toe)

**Business Casual**
- Khakis or dress pants
- Casual skirt or dress
- Collared shirt or blouse
- Dress shoes, loafers, or flats (closed toe)

**Tips**
- Style hair neatly (brushed/trimmed) and away from the face if possible
- Choose modest accessories that do not distract
- Press or iron your clothes
- Bring a portfolio or plain folder to hold extra copies of your resume, a pen, and paper for notes
- Avoid heavy fragrances (cologne or perfume)
- Do not wear heels above 3 inches or shoes that are difficult to walk in
- Reconsider clothing that is too tight, low cut, or uncomfortable to move in
DURING THE INTERVIEW

Arriving
- Plan to arrive at least 15 minutes before the interview is supposed to start. Look up the location ahead of time and determine how you will arrive. Allow yourself plenty of time get there and include time for delays.
- From the moment you enter the building be polite and courteous to each person you meet – the receptionist to the CEO. You never know who may play a role in deciding who gets a job offer.
- Turn off your cell phone, throw out any food or drinks you may have brought with you, and ask if there is a place to store bulky items (coats, backpacks).

Body Language
- Always address each employer with a firm handshake, looking them in the eye, and introduce yourself using your first and last name.
- Make sure to sit up straight, maintain good eye contact with the employer, and give the appearance of being engaged in the conversation.
- If you tend to fidget, clasp your hands together in your lap or plant both feet firmly on the ground.
- A warm smile goes a long way!

Be Engaged
- Listen to the interviewer. Make sure that you answer the actual question being asked and have confidence in your answer.
- Don’t be afraid of a little silence – take your time to provide thoughtful responses.
- Ask questions so the interview can feel more like a conversation rather than an interrogation.
- Ask your interviewer for their business card so that you can email them a thank you letter.

ANSWER THE QUESTIONS

The key to doing well in an interview is to incorporate elements of storytelling – catch the listener’s attention with a relevant story that also demonstrates your strengths. If your answers are too long, confusing, or unrelated to the question, you will lose their interest. Be thoughtful about how you structure your answers so that you can clearly communicate the qualities the interviewer is seeking.

Tell Me About Yourself/Talk Us Through Your Resume
The purpose of this question is to remind the interviewer of your background and help them understand how your experiences fit into a cohesive narrative. Do not just list off all of the things you have done. Instead, give a brief summary that **highlights and connects** the relevant aspects of your education, research, skills, and personality.

Why Do You Want This Job?
It may seem redundant for an employer to ask this question, but they are trying to assess the candidate’s level of engagement. You can make your answer stronger by providing specific reasons you are interested in the industry, company, and job. Incorporate what you learned from the research you did on the organization.

Strengths & Weaknesses
Questions regarding strengths and weaknesses are to assess a candidate’s level of self-awareness. Share honestly about your abilities in order to communicate maturity and confidence. If you are having trouble thinking of qualities, ask a friend who knows you well or refer back to previous work evaluations.
- **Strengths** – Prepare a list of 5 strengths and a brief example of each. Look at the job posting to determine what skills and qualities are relevant.
- **Weakness** – Think of 1 or 2 areas for improvement that you feel comfortable sharing and an example of how you are trying to improve in that area. Do not avoid answering the question; employers want to hire genuine people, not perfectionists!

**Behavioral Questions**
The purpose of these questions is to learn about your past experiences and determine how you reacted to certain situations. You can give a strong answer by connecting your past to the role you are interviewing for. Whenever you are asked to provide an example of particular skill (e.g., teamwork) use the **STAR** method to structure your answer.

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SITUATION – What was going on? Give a brief description of the situation in order to provide context for your story: timeframe, location, key people involved.

Last semester, I worked on a research team of four students to submit a proposal for the SEAS R&D Showcase. The goal was to use technology to address an environmental need caused by climate change.

TASK – What was the specific task or challenge? Keep your answer focused by identifying the specific task you are responding to.

Each team was required to submit a video and poster presentation with a demonstration. We decided to assign each person a different part to prepare, and I volunteered to work on the video.

ACTION – What did you do? Provide statements about the actions you took to address the challenge. Focus on what your actual role was, don’t refer to a generic solution or what someone else might do.

I suggested that we draft an outline of the important parts of the project so that it would be consistent across the video, poster, and presentation. I created a Google Document with the video script where everyone could make comments and I made a schedule for recording so that everyone could participate.

RESULT – What was the outcome? Don’t forget to provide a concrete outcome that resulted from your actions. Consider both quantitative and qualitative results and try to give a result that reflects well on you.

Although everyone had busy schedules we were able to use our meeting time efficiently to address questions and prepare for the presentation. The judges commented that our presentation was well organized, and we received second place in the competition.
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**SAMPLE QUESTIONS**

- **Achievements**
  - Give an example of a goal you reached and tell me how you achieved it.
  - What is your greatest accomplishment?
  - Have you gone above and beyond the call of duty? If so, how?

- **Time Management**
  - When you worked on multiple projects how did you prioritize?
  - Tell me about a time you worked effectively under pressure or a tight deadline.
  - Have you been in a situation where you didn't have enough work to do?
Problem Solving
- Give an example of an occasion when you used logic to solve a problem.
- Describe a time you took initiative to respond to a challenge.
- Have you ever made a mistake? How did you handle it?
- Tell me about a time you had to adjust your plans or change them all together.

Decision Making
- Did you ever make a risky decision? Why? How did you handle it?
- Did you ever postpone making a decision? Why?
- Tell me about a time when you had to make an unpopular decision.

Teamwork
- Have you had to convince a team to work on a project they weren't thrilled about? How did you do it?
- Give an example of how you've worked on a team.
- Share an example of how you were able to motivate employees or co-workers.

Communication
- Have you handled a difficult situation with a co-worker? How?
- Do you listen? Give an example of when you did or when you didn't listen.
- Have you handled a difficult situation with a client? How?
- What do you do if you disagree with your boss?

QUESTIONS TO ASK EMPLOYERS
- Are there any new products (or services) in the development stage?
- Is your company involved in the community?
- What do you and/or your employees like best about working for this company?
- How would you describe the management style in this organization?
- What are some of the first assignments I might expect?
- What is the typical career path for someone in this position?
- Describe a typical day on the job.
- How often are performance reviews given? How is performance measured?
- What are some of the qualities you are looking for in the ideal candidate?
- What characteristics do successful employees in this company share?
- What are the opportunities for professional growth?
- How would you describe the organization’s culture?

AFTER THE INTERVIEW

Next Steps
Before you leave, ask your interviewer for their business card so that you can email them a thank you letter. Also ask about next steps. Will there be any follow up interviews? What’s the timeline for a final decision?

Reflect
After leaving the interview, jot down some notes about what was discussed. Include any questions that you have about the job or organization that you may want to follow up on later. Also note if there were any questions that you felt unprepared for or found especially challenging. These may be questions to practice for future interviews.

Thank You Letter
Within 24 hours of your interview send a brief thank you letter via email. Make sure the language is formal and reaffirms your interest in the job by including something you discussed during the interview. Avoid using a generic letter.