



# Interviewing Techniques

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(Personnel Commission)

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## Leading up to the "Interview Techniques" presentation...

1. The Power of a Proactive Attitude on your Career 
2. Resume and Application Preparation 
3. Test Taking Strategies for Classified Jobs

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## Have you ever...

Failed an interview for a job you felt you were qualified to do?	Said something inappropriate you later regretted?
Passed, but barely, in an interview for a job you in which you felt well-qualified?	Forgot to mention some important information about your experience?
Felt you performed well, but not as well as you would like?	Said too much (rambled), losing interest of the Interviewers?

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## Session Objectives

This session is designed to improve your overall interview experience by reviewing the following:

- What you should do ***BEFORE*** the Interview
- How to Perform Your Best ***DURING*** the Interview
- What You Should Do ***AFTER*** the Interview

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# BEFORE THE INTERVIEW

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## Two Types of Interviews (LAUSD)

### PC Interview

- Usually the final part of the selection process
- Used strictly to assess competencies necessary to successfully perform the essential job functions
- Raters are NOT the final hiring authority
- Occurs BEFORE candidates are placed onto an eligibility list

### Departmental Interview

- Occurs AFTER candidates have placed onto an eligibility list (top 3 ranks)
- Used mainly to assess overall person-job "fit" within the department
- Raters ARE the final hiring authority

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## Personnel Commission (Classified) Interviews

Looking for evidence that YOU...

### DID the Job

*Work History and Accomplishments*

### CAN DO the Job

*Career Progression/Training/Education*

### WILL DO the Job

*Your delivery/presentation*

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## Prepare for your Interview by...

### Doing **RESEARCH**

- RESEARCH the organization/department
- RESEARCH the job/position
- RESEARCH yourself!



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## Researching the Organization/Department

What you OUGHTA know...

- What service/products does the organization/department provide?
- What is their mission, vision, and values?
- What are their goals and objectives?
- What is the culture?
- How many employees? What are the people like?

And this is important because...

- Determine your "fit" with them.
- Demonstrates interest in who they are and what they do, rather than "just wanting a job."
- Demonstrates initiative.

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### Researching the Job/Position

• The job bulletin/posting is an excellent way to gain valuable insight into the interview that you will be taking

#### **Typical Duties**

What you'll be doing in the job.  
Have you done this type of stuff before?

#### **KSAOs**

Do you meet the requirements?  
Check Entrance Qualifications...

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### Researching Yourself



- Become familiar with the content on your resume
  - Is it job-related?
- Know your accomplishments and weaknesses
  - Turning a weakness into a strength...

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### **PLEASE DO THIS!**

Keep a work journal where you list all of your projects, accomplishments, and significant contributions – it makes remembering easier! ©

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# Any Questions?!

No, we're not done yet. ☺

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## The 3 Rs of Research

- ◆ **RITE it**
  - Helps to formulate your ideas logically
- ◆ **Recite it**
  - Practice until your responses are concise, yet thorough
- ◆ **READ it**
  - How does it sound when expressed orally?
  - How does your message come across?



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# DURING THE INTERVIEW

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**In preparation, remember to... ☺**

Get a good night's sleep!



Eat a balanced breakfast!



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**And...**



Give yourself plenty of time to get ready; plan to arrive approximately 10 minutes early

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**Types of Interview Questions**

- General
- Technical
- Behavioral
- Situational



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**The BEST Approach –  
Answering Interview ?s**

**The SAR Method**

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**Situation**



Give a brief overview of the situation. Provide concise background information if necessary.

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**Action**

Give a detailed account of what you did using action words.



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## Results

Give a short summary of what happened because of your action. End on a positive note.



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## Additional Concerns

- **HONESTY** is and always will be the best policy
- Use as many **real-life examples** as possible; be **specific** when describing them
  - **Avoid vague, general responses**

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## AFTER THE INTERVIEW

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### What to do?!

<u>PC Interview</u>	<u>Departmental Interview</u>
<ul style="list-style-type: none"> <li>• At the end, Interview raters will ask you, "Is there anything else you'd like to briefly add regarding your job qualifications for this position?"</li> <li>• It is NOT necessary to ask them questions</li> <li>• Handing them your resume is NOT required (but it couldn't hurt)</li> <li>• Sending a follow-up e-mail is NOT necessary</li> </ul>	<p>Feel free to ask them job-related questions</p> <ul style="list-style-type: none"> <li>• If I were hired, what would be my top priority?</li> <li>• What improvements or changes do you hope the new candidate will bring to the position?</li> <li>• Why do you like working here?</li> <li>• When could I expect to hear back regarding this position?</li> </ul> <p>Send a follow-up e-mail as a "Thank you"</p> <ul style="list-style-type: none"> <li>• Highlight your qualifications/dialogue with interviewer</li> </ul>

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## Personal Reflection

### Assess your performance

- Things you did well
- Things you forgot
- Things you will do differently next time

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## Are YOU prepared?






- Keep an on-going journal that demonstrates your successful accomplishments  
Resume...
- Review them before each interview so that they are fresh in your mind
- Be positive
- Be friendly
- Be calm
- Be confident
- Be true
- Be yourself

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**Questions?**



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**Thanks! 😊**

This concludes  
***"Interviewing Techniques"***  
– a presentation by:

**Zach Jernberg**

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**CONGRATULATIONS!**



For more resources visit the LAUSD Personnel  
Commission's Organizational Excellence  
website at  
[www.oetraining.net](http://www.oetraining.net)

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