

The interview, officially or unofficially, starts the moment you talk to a representative of a particular company you are applying at. Phone interviews are very important so make an impact with sophisticated energy.

Besides the questions below, here are some general tips:

- Communicate clearly and organizationally (rational flow, no rambling)
- Answer questions with a few points watching for too long or too brief answers
- Do not bash your current or former employer, be constructive in your criticism, if any
- Interview the interviewers, too (e.g. what is your management style, what type of person are you looking for?, etc.)
- Keep your idiosyncrasies to a minimum (e.g. winking, looking at wall when you're talking, playing with your clothes, etc.)
- Do not sound arrogant when 'selling' yourself, be modest
- Be a good listener and smile
- Let your personality shine through
- Make sure you are still working at a job (this is your leverage)
- Preferably, you're still at a job (some companies see it as a red flag if not)

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Every question pretty much asks for this flow:

Situation > Action > Result

Give examples, examples, and more relevant examples:

I. Work Background:

Responsibilities, likes/dislikes of position and why you're leaving

II. Building Trust: Interacting with others in a way that gives them confidence in one's intentions and those of the organization.

- Operates with integrity
- Discloses own positions
- Remains open to ideas
- Supports others

Qs:

1. Consider other's ideas
2. Working with others who are not ethical
3. Co-workers deserving of more credit than they received

III. Building Strategic Working Relationships: Developing and using collaborative relationships to facilitate the accomplishments of work goals.

- Seeks opportunities
- Clarifies the current situation
- Develops others' and own ideas
- Subordinates personal goals
- Facilitates agreement
- Uses Key Principles

Qs:

1. Waiting upon others to accomplish your goals
2. Others' work priorities conflicting with your own
3. Working out an agreement with peer

IV. Work Standards: Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

- Sets standards for excellence
- Ensures high quality
- Takes responsibility
- Encourages others to take responsibility

Qs:

1. Encourage others to take responsibility
2. Standards of success
3. Actions if dissatisfied with unit's performance

V. Motivational Fit: The extent to which job activities and responsibilities, the organization's mode of operation and values, and the community in which the individual will live and work are consistent with the type of environment that provides personal satisfaction; the degree to which the work itself is personally satisfying.

- Relationship building
- Commission
- Influencing others
- High involvement member
- Achievement
- Continuous learning
- Formal recognition
- Physical environment

Qs:

1. Difficult goals
2. Time you encourage others
3. Opportunity to give major input in your tasks and how to be done

VI. Tenacity: Staying with a position or plan of action until the desired objective is obtained or is no longer reasonably attainable.

- Persists in efforts
- Redirects focus

Qs:

1. Persisted for a long period of time
2. Wait on manager about your good idea
3. Repeated calling on customer for sale or even no sale possible

VII. Planning and Organizing: Establishing courses of action for self and others to ensure that work is completed efficiently.

- Prioritizes
- Determines tasks and resources
- Schedules
- Leverages resources
- Stays focused

Qs:

1. Your ability tracking others' schedules to coordinate a work
2. Example of coordinating others' schedules to accomplish project
3. Example of you managing project and responsible for assignments, schedules and milestones

VIII. Decision Making: Identifying and understanding issues, problems and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints and probably consequences.

- Identify issues, problems and opportunities
- Gathers info
- Interprets information
- Generates alternatives
- Chooses appropriate action
- Commits to action
- Involves others

Qs:

1. Toughest academic decision
2. Identify small problems before it becomes big
3. Types of info you used for career search

IX. Continuous Learning: Actively identifying new areas for learning; regularly creating and taking advantages of learning opportunities; using newly gained knowledge and skill on the job and learning their application.

- Targets learning needs
- Seeks learning activities
- Maximizes learning
- Applies knowledge or skill
- Takes risks in learning

Qs:

1. Most difficult task to learn on job
2. Example of learning something quickly and learning something that took time
3. Example of learning a new skill

X. Close

Qs:

1. Biggest challenge that you succeeded and one you failed in
2. Why should we hire you?

Finally, ask "Is there any reason why you wouldn't hire me for this job? (your closing opportunity).