

LEVEL UP

**ACING THE
INTERVIEW**

**April 20, 2022
10AM-11AM**



RECHARGE

Transferrable Skills

Skills to Highlight in your next interview:

- Written and verbal communication
 - Computer skills – general familiarity with the internet, a Windows environment, and well known software such as the Microsoft Office products
 - Problem solving ability
 - Ability to change and adapt to change
 - Ability to learn new skills
 - Customer Service experience
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Transferrable Skills

Skills to Highlight in your next interview:

- Management/Supervisory experience
 - Empathy– being able to demonstrate compassion and fairness
 - Initiative– finding problems and solving them before they become problems.
 - Collaboration- willingness to work inside and outside the department
 - Professionalism– arriving to work on time, listening to alternative viewpoints
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Prescreening Interviews

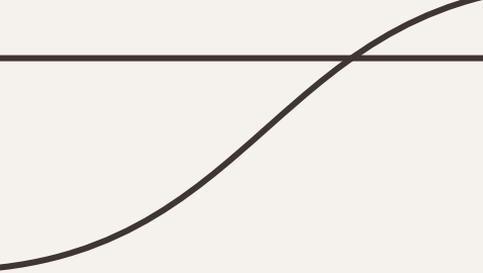
The first step in narrowing down the pool of candidates

Questions designed to assess specific criteria

- General questions
- Background experience

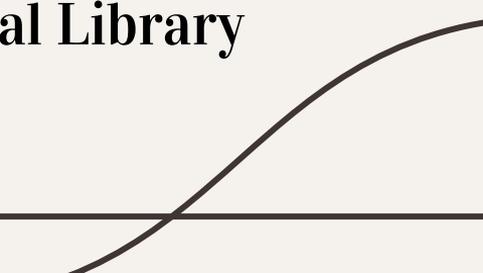
Writing samples - assess written communication skills

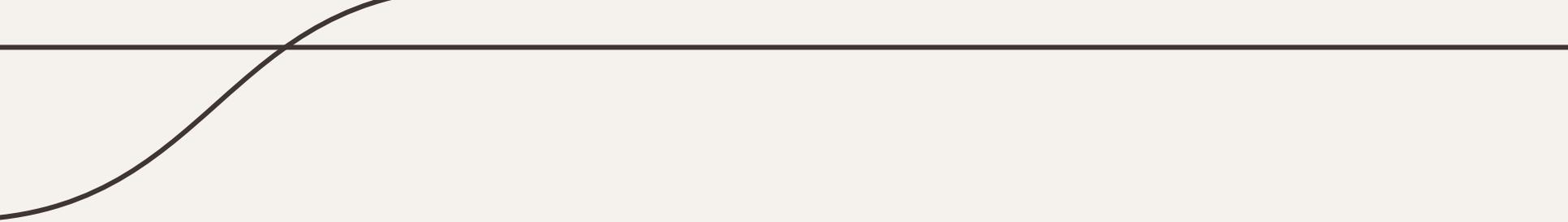
Phone Interviews - assess verbal communication skills



Interview Tips

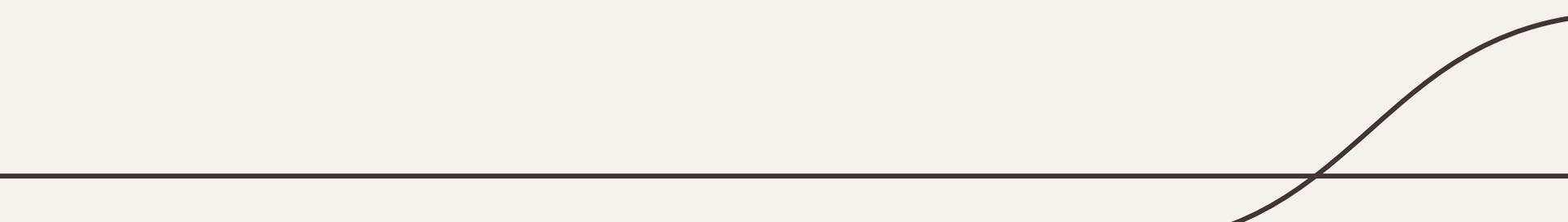
**Presenter: Brittany Coleman
Arlington Heights Memorial Library**





Job Interviews

Common mistakes before or during a job interview?



Types of Interviews

Behavioral Interviews

Case Interviews

Competency Based Interviews

Panel Interviews

Behavioral

Describe a time when you saw a problem and took the initiative to correct it rather than waiting for someone else to do it.

Case

Your client is Coca-Cola, and their profits have been declining in recent years. Can you help find the root-cause of the profit decline and turn the situation around?

Competency Based

Tell us about a situation where your communication skills made a difference to a situation.

Panel

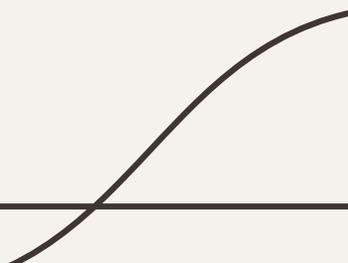
How would a colleague describe you?

Pre-Interview Tips

Research the company

- Website
- Events/programs
- Financial statements
- Board reports
- Strategic plan
- Operating budget
- Social media
- Newsletters

Job description

- Reread the job description
 - Make a list of the skills, experience, and qualifications you have
 - Write down specific examples or quantifiable metrics
 - Pay attention to the verbiage (e.g. **coordinates, maintains, etc.**)
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Margaux, Youth Librarian

Margaux has applied for an Outreach Librarian position and has been called for an interview.

Responsibilities and required skills:

- Coordinates preschool outreach activities.
 - Maintains knowledge of youth services to include literature, media, emerging technologies, and programming.
 - Theories of child and adolescent learning, and brain development
 - Correct business English, including spelling, grammar and punctuation.
 - Working effectively with individuals from various socioeconomic, ethnic and cultural backgrounds.
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Tell us a story...not just any story

- Problem-solving
 - **Initiative**
 - Teamwork
 - Decisiveness
 - Conflict-resolution
- Coordinates preschool outreach activities



Star Model

Situation

Set the scene and context.

Task

Define the challenge.

Action

Explain what steps were taken to overcome the challenge and why.

Result

Highlight the positive outcome and how your personal action made an impact.

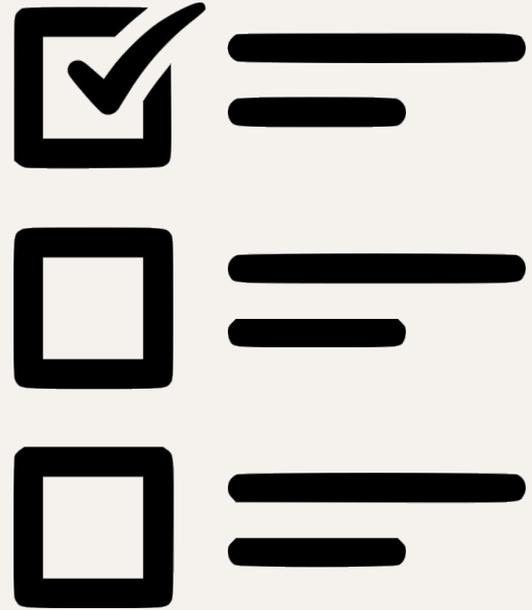
How to approach the weakness question?

Answering the question:

“Although I always **met** my deadlines, I **used** to have a problem with procrastination, and I’d end up working really long days as a deadline approached. I decided that I needed to **deal with the issue**, so I **took classes** on project management and time management. I learned how to organize my days and attack bigger projects in manageable chunks. **Now, I put together a plan as soon as I get a new assignment, and I often beat my deadlines.**”

Interview Tasks

- The Presentation
- The Skills test
- The Written assignment
- The Group exercise



Whoa!

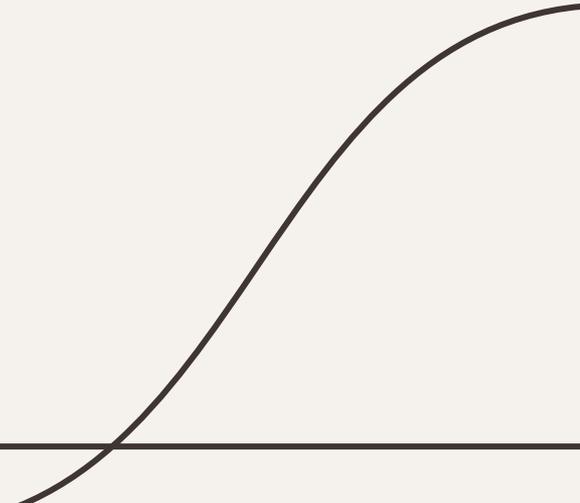
What should you not do at the interview?

Interview Tips

- **Answer** only what was asked
 - Be **prepared** with examples of your work
 - **Plan** your interview attire the night before
 - Do not speak negatively about your previous employers
 - Prepare smart questions (e.g. next steps, typical work day, my role and how can I help)
 - **Send** a personalized thank you letter after the interview
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Virtual Interview Tips

- Test your technology
- Wear professional attire
- Limit distractions
- Use professional body language
- Be authentic



118

average number of people who apply for a single job

45-90

the length of time a face-to-face interview usually takes

47%

of the candidates failed the job interview because they did not do their research



Contact me

Brittany Coleman, MLIS

Email: bcoleman@ahml.info



LinkedIn: [brittanycolemanmlis](https://www.linkedin.com/in/brittanycolemanmlis)

Thank you for attending!

Resources

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