

INTERVIEW TECHNIQUES

An interview can be nerve-wracking, but you can make it work for you if you are well prepared and organised. To help you prepare for an interview, following are some points that will assist you to ensure that you can meet the employers' expectations, and hopefully leave a positive impression!

1. Dress to suit the type of job you are applying for (tidy and clean)
2. Arrive at the interview 10 minutes early – never late!
3. Project a friendly and professional image
4. Resumes should be kept up-to-date, and referees should be informed of any positions you are applying for - if possible, choose referees that are associated with the position you are applying for
5. Research (prior to the interview) the organisation you are applying to work with, and the position itself - this will also give you extra confidence (eg visit their website)
6. When meeting the person interviewing you, shake their hand firmly, have good eye contact, smile and talk with a friendly voice
7. See each interview question as an opportunity to talk about:
 - your skills
 - your strengths
 - your flexibility
 - your reliability
 - your willingness to help others
 - your punctuality
 - why you want this position
8. Be positive with responses to questions - don't be negative or give negative answers
9. During the interview, **listen** and answer the questions clearly and directly - don't ramble, interrupt and say "I don't know"
10. Consider your own list of questions – you are interviewing them too, to decide if you would enjoy working with this organisation. Some examples are:
 - Why is the position available?
 - What training will I be given?
 - Will there be promotional opportunities available?
 - Is there opportunity to work overtime?
11. Avoid discussing money (ie wage or salary) until later in the interview, or until they offer you the position. Keep in mind that money is not everything – be familiar with the Award relevant to this position so that you know what you are entitled to

Key Points:

- Be friendly and courteous to staff on arrival
- First impressions are important and can last
- A tour of the premises may form part of the interview – expect this
- Close the interview with reinforcement of how much you would like the position and how your skills will benefit the organisation
- Finish with a handshake, smile, and thank them for their time