

Hamblin

EMPLOYMENT GROUP

Interviews



The Hamblin Guide to Interviews

The face-to-face interview is still the preferred selection method of most employers on the Island. In some cases employers will also use additional methods which can include skills tests, personality profiling, presentations and role play.

Some people will rise to the challenge and perform well at interview whilst other people can find it very daunting. The interview process should be an enjoyable experience and is your chance to shine and to demonstrate why an employer should offer you a job.

At Hamblin we are here to support and guide you and will ensure that prior to attending any interview we will give you as much information as possible. You may also benefit from one-to-one interview coaching and should speak to your Hamblin consultant who will be happy to assist you.

The purpose of this booklet is to help you plan for interviews so that you are able to relax and enjoy the interview process.

Your diary for Hamblin Interviews

Date	
Time	
Company	
Contact	
Job	

Date	
Time	
Company	
Contact	
Job	

Date	
Time	
Company	
Contact	
Job	

What you should do if you are unable to attend an interview

If a Hamblin consultant has arranged an interview with an Employer on your behalf and you are unable to keep that appointment it is essential that you notify your consultant. Failure to do so could jeopardise any future interviews through Hamblin. Please telephone **01624 620022** as soon as possible.



Types of Interviews

One-to-one

This is the most traditional of all interviews and involves a meeting with one person. In this type of interview you should focus on making eye contact and listen and respond once a question has been asked.

Series interview

In this type of interview you are likely to meet more than one person in an organisation. For example your first meeting may be with a Team Leader and on your second interview you may meet the Personnel Manager.

The problem with this type of interview is that you may be asked the same questions twice and feel like you are repeating yourself. This may be an attempt by an organisation to ensure you are telling the truth and that you are giving consistent answers.

Even if you feel like you are going over old ground stay enthusiastic.

Panel interview

In this situation there is more than one interviewer and this is usually made up of a panel of three or more people. As quickly as possible try to read the personalities of the people who are interviewing you. Remember to maintain eye contact with the person who asked you the question. Take time responding to questions and try and stay calm and not to feel pressurised.

Telephone Interview

This method is often used in a customer service role or when the candidate is not based on the Island.

It is important that you treat this interview the same as any other interview. If you arrange a call on your mobile make sure you are not in a busy shopping centre or out socialising with friends. Arrange for a quiet space to hold your conversation so that you can focus on what is being said to you. You have to listen even more carefully and convey energy in your voice.

Stress interview

This type of interview is extremely rare but can sometimes be used in sales roles. The interviewer will deliberately put you under pressure to see how you react.

The interviewer may be sarcastic or argumentative, or may keep you waiting. Don't take it personally but calmly answer each question.

Lunch or Dinner Interview

On occasion you may be invited to lunch to meet one or more people. The setting may be more casual, but remember it is a business meal and you are being watched carefully. Do not drink alcohol at any point in the interview process.

Preparation

Do your research!

Check the company out. The internet is a wonderful tool and can give you access to articles written about the company and to their website.

Ask friends and family. However, you may speak to someone who does not have a favourable impression about the company. Don't base your decision on someone else's experience. You could be missing out on a good opportunity. Go to the interview and form your own opinion and try not to let the view of someone else cloud your judgement.

Make you read through your CV

This sounds simple but it is amazing how many people we interview who don't know what is included on their own CV. Maybe you have asked someone else to type your CV or it is a while since you have read it. Remind yourself of your key achievements to date and be prepared to answer questions.

Don't rush

Give yourself plenty of time to get to the interview. Know where you are going and how difficult it may be to park. Remember first impressions count and if you are late it does not create a good impression.

First impressions count

Dress in a professional manner check your appearance in a mirror before you go for the interview.

Make sure you read the job description

Read through the Hamblin job description and if you are unsure on any aspect ask your Hamblin consultant.

It may be useful to take the job description to interview with you in case there are any questions you would like to ask the Employer.

During the Interview

Pay attention

Pay attention and don't let your mind wander. Be sure to give concise answers and do not waffle. If you let your mind wander you may forget what you have been asked in the first place.

Your speech

Often when excited or nervous people have a tendency to speak faster than usual. Don't umm or uhh if you need to think about what you are saying, a pause or silence works better than stumbling over your words. Remember to speak clearly and slowly.

Think of good speakers that you have experienced throughout your career and education and you will remember that the ones who were more focused on what they said were more engaging and for that reason you were more likely to listen to them.

Be positive

Don't apologise for your lack of experience instead concentrate on what you can do and show a willingness to learn new tasks.

During the Interview

No one else can sell you better than you can, so talk about your experiences.

There are times when all of us have worked in a job that we do not particularly like and we may have found stressful.

Regardless of where you work you will always learn new skills that will assist you in later life.

If you have any worries or stress in your current job leave them at the interview door. Without realising it your body language can give you away and the interviewer may sense that something is wrong.

Don't pretend you know

If you are asked something you are unsure about don't pretend that you know. If you don't understand ask, it shows you are paying attention. There is nothing worse than being unsure of what you have just been asked and making something up.



Body Language

A firm handshake is best, a limp handshake is a turn off for employers. If you tend to perspire under stress, try and run your hands under cold water before you go.

Don't slouch in your chair, whether in reception or the interview room. Slouching says "I don't care". Walk and sit up straight. If you're worried about your posture, sit naturally in front of a mirror at home and see how you look. Practice sitting in a more vertical position and make a mental note of how it feels, so you can replicate it in the interview.

Always maintain eye contact, but not in a menacing way. Be confident, and don't stare past your questioner or at the floor. Avoid glancing nervously around the room as this is the classic sign of someone with something to hide.

If there is more than one interviewer, make sure you look at each of them when answering questions, and keep your eyes on their face.

Watch what to do with your hands, observe yourself in a mirror or in the office window when you're on the phone. You will use some of the same gestures when you're talking. It's fine to gesture with your hands, but don't overdo it so you look like you're directing traffic.

Don't fidget and don't play around with your hair, pen, nails, chair, jiggle your knees, tap your leg or anything else. It drives people crazy and will distract them from what you're saying.

Be aware of how you are sitting, moving and the general impression you're giving out. So smile occasionally; it will make you all feel better.

Questioning Techniques

Employers in general tend to adopt two styles of interview questions.

The biographical interview is the most traditional method and tends to focus on what you have put on your application form or CV. The types of questions may include:

Biographical interview

Tell me about yourself?

What are your strengths?

What are your weaknesses?

Which five adjectives would you use to describe yourself?

Why are you leaving your current job?

Why have you applied to us?

What motivates you?

Where do you see yourself in five years / ten years?

What is your greatest achievement?

Do you prefer to work as part of a team or independently?

We have had applications from a number of highly qualified candidates, why should we hire you?

If I were to speak to your family / friends / boss, how would they describe you?

What is your management style?

What do you enjoy about your current role?

What do you dislike about your current role?

What type of boss do you prefer?

What is your current remuneration?

What are your salary expectations?

What is your biggest disappointment?

What other jobs have you applied for and at what stage in the recruitment process are you at?

Why did you choose this career?

Competency / Behavioural Interview

Behavioural or competency based interviewing as it is sometimes known is a relatively new style of interviewing that was developed in the 1970's by industrial psychologists. Currently, 30 percent of all organisations are using behavioural interviewing to some degree.



Questioning Techniques

Competency/ Behavioural interviews concentrate on your past experience. Employers believe that by understanding how you have performed in the past will be a good indicator as to how you will perform in the future. For example “tell me about a time when you where confronted with an unexpected problem”.

When someone asks you to draw upon a past experience it is not always easy to remember despite the fact you may have successfully resolved problems in the past. Often when you are asked to recall a specific incident your mind goes blank. What is even more frustrating is when you come out of the interview suddenly you can think of several examples.

The reason why this is seen as the more challenging style of interview is that often you carry out tasks daily without thinking about them.

The key to a successful competency based interview is to think of some examples from your home life, leisure activities or education if you are not able to apply it to work.

What will the interviewer be looking for?

The interviewer will have a number of pre-planned questions to ask you. For each of these questions they will ask you to draw on real life experience. They will know what desired behaviour they are looking for and will look for positive and negative indicators.

Be specific with your examples and take ownership for example use the word 'I' and not 'We'.

Preparing for competency-based Interviews

To prepare for competency-based interviews, first review the job description carefully and identify the skills and traits likely to be assessed. Next, identify the situations and experiences that you will refer to in the interview to demonstrate these skills and traits. Competency-focused, well-structured answers are extremely powerful and will impress the interviewer.

The **STAR** model will provide a structure to your answers:

Situation - describe a situation or problem that you have encountered

Task - describe the task that the situation required or your ideas for resolving the problem

Action - describe the action you took, obstacles that you had to overcome

Results - highlight outcomes achieved

Example of a Competency: Planning and Organising

Question: Describe a time when you have had to plan and organise your workload

Positive Answer: It is important in my current role to plan my day. The easiest way is to make a list of all the things I need to do and put them in order of priority. This makes it easier for me to cope with interruptions. I make sure that any tasks I don't complete are carried over to the following day and if necessary moved up the priority list, therefore ensuring that all my tasks are completed.

Negative Answer: I try to plan my workload every day but everything tends to be last minute. It really annoys me because it is not my fault and what makes it worse is that I get constant interruptions.



Example: Team work

Question: “Team work is very important in our organisation. What evidence do you have to prove that you are a good team player?”

Answer: “I have a number of examples I could share with you. In one instance, when I was working as an I.T. specialist at ABC Company, the sales team was pulling together a bid for a large piece of work and the analyst that normally helps them out with their IT person was on leave. I offered to help them and worked late every night for two weeks to ensure they had all the information they needed. They took on my suggestions regarding technology. As it turned out we won the bid and I was promoted as a result

Common Competencies

Each job will have its own set of competencies dependant upon the type, seniority and responsibility for people supervision. Competencies therefore can be categorised into broad groupings including analytical, motivational and leadership competencies. There are however a number of common competencies which are applicable to most roles. Typically these would include:

- Planning and Organisation
- Problem Solving
- Decision Making
- Use of Initiative
- Communication Ability
- Time Management
- Negotiation Skills
- Persuasiveness
- Teamwork
- Relationship Building

Questions for you to ask the Interviewer

At most interviews you will be given the chance to ask the employer questions after they have finished interviewing you. Try to concentrate on issues that are important to you and combine this with your interest in the company and the job.

Here is a useful list of things you may want to know.

- Why is this role available?
- What are the key challenges and objectives to be met?
- What are the common obstacles in reaching these objectives?
- How will you measure how successful I am in the job?
- What can I expect in terms of development and support?
- Where will my job fit in with the rest of the team?
- What are the best things about working for your company?
- What is the main thing that you expect from your employees?
- What is the turnover of staff like throughout the company?
- How would you describe the culture of the company?
- How would you describe the management style of my immediate report?

To show you are interested in the company you may also have prepared a question relevant to a current event or issue in the market place. For example, "I read in the newspaper that you have just merged with Brown & Son, how do you think this will affect the future industry?"

How well your interviewer reacts and answers your questions will tell you a lot more about the company. It is not just about whether you are a right fit for the company it is also important that you make sure they are the right fit for you.

Generally, it's not a good idea to ask about pay or benefits, as this can make you seem more interested in what the organisation can do for you, rather than what you can do for them. This should be left until second interview or to discuss with your Hamblin consultant.



Top ten things that Employers don't like during interview

1. Chewing gum during the interview
2. Not switching off your mobile telephone
3. Turning up late
4. Not knowing what job you are being interviewed for
5. Lack of eye contact
6. Not knowing anything about the company
7. Swearing or using slang words
8. Making derogatory comments about your current employer or work colleagues
9. A general lack of personal hygiene including bad breath and smoking directly before going in for an interview
10. Inflating your salary expectation

Offer of Employment

Any initial offer of employment will be made through Hamblin. We strongly advise that you do not have direct contact with the employer as this can lead to misunderstandings. If we do not have the details of your employment we cannot mediate between you and the employer and ensure that your interests are taken care of. By allowing Hamblin to act on your behalf we can address any concerns you may have.

When accepting a role there are many things to be considered the most important being that it is the right role for you. Often when you get a job offer you have a feeling of euphoria and once that has subsided reality starts to kick in.

Starting any new role can be daunting but remember that Hamblin would not have put you forward for the job in the first place if we did not feel you were suitable.

If you have any questions regarding your offer of employment contact your Hamblin consultant that is what we are here for.

Counter offer by your employer

If you are offered a new role it may be that your current employer makes what we call 'a counter offer'. This means that your employer makes an offer to increase your salary or benefits to keep you in the role.

It is important for you to sit down and review why you felt it necessary to look for a new job in the first place. If your reasons are just monetary then you may be happy with your increased offer and stay put. However, if you are experiencing stress or problems at work more money will not make these go away. Experience has shown Hamblin that if you stay for the wrong reasons it is highly likely you will start a new job search again within six months.

Written offer of employment

A number of employers on the Island have central HR offices based in the UK. This means that it can take up to three weeks for the written job offer to reach you. We strongly recommend at this point that you do not hand in your notice until this offer has been received or you are advised to do so by Hamblin..

If you require a work permit do not hand your notice in until your work permit has been approved.

Feedback

If you attend an interview arranged by a Hamblin consultant we will do our best to get feedback from our client.

Unfortunately this is not always possible as some companies have a 'no feedback' policy.

We appreciate that a lack of feedback can be frustrating. If you feel you need help with your future interviews please contact your Hamblin consultant.

Good Luck!

Hamblin

EMPLOYMENT GROUP

Hamblin Employment Group
Hamblin House • 35 Victoria Street
Douglas • Isle of Man • IM1 2LF

[t] 01624 620022

[f] 01624 677057

[e] recruit@hamblin.co.im

[w] www.hamblin.co.im



Permanent

Executive

Temporary

Training & Development

Interim Management