



1 HANDSHAKE AT THE BEGINNING OF THE INTERVIEW

- 1.1 Be quick.
- 1.2 Be sure your hands and nails are clean and neat before the interview.
- 1.3 Do not squeeze your interviewer's hand too hard.
- 1.4 Dry your palm discreetly on your dress or trousers.
- 1.5 Lock your hand in your interviewer's hand and begin to gently squeeze it.
- 1.6 Look directly at your interviewer, but do not stare.
- 1.7 Run cold water on your wrists for 3 minutes right before the interview to prevent sweaty palms.
- 1.8 Step up to meet your interviewer.
- 1.9 Smile.

2 THE FIRST THREE MINUTES OF THE INTERVIEW

- 2.1 Arrive 15 minutes early to concentrate on how you will answer questions and calm yourself; find a place near your meeting to sit (but not in the actual location of the meeting).
- 2.2 Be sure to eat a good breakfast before your interview if in the morning.
- 2.3 Do not interrupt your interviewer.
- 2.4 Learn breathing techniques to calm yourself.
- 2.5 Limit your greeting to "Hello, how are you?" or "Hello, nice to meet you."
- 2.6 Practice how to sit without crossing your arms or legs and lean slightly forward.
- 2.7 Speak calmly.
- 2.8 Take the initiative by asking gentle opening questions (Why and How questions).
- 2.9 Thank the interviewer for seeing you.
- 2.10 Walk the last 500 yards (at least) to your interview to relax and calm yourself.
- 2.11 Smile.

3 YOUR FIRST IMPRESSION

- 3.1 Control your body movements and your posture.
- 3.2 Do not shuffle your feet when you walk.
- 3.3 Groom yourself well before interview (clothes, hair, hands, shoes, handbag, etc.).
- 3.4 Keep an appropriate distance between yourself and the interviewer.
- 3.5 Keep your posture straight ahead.
- 3.6 Keep yourself occupied before interview begins (read company literature if placed there).
- 3.7 Maintain eye contact.
- 3.8 Make it a point to discover the color of your interviewer's eyes.
- 3.9 Only say "Good Morning/Afternoon/Evening".
- 3.10 Put your chin down slightly to deepen your voice.
- 3.11 Smile.

4 DISCOVERING THE THREE KEY TASKS OF THE JOB

- 4.1 Ask for a job description, if they have one easily available.
- 4.2 Learn the tasks/responsibilities of the job before the interview.

5 USE OF INFORMATION GIVEN BY THE INTERVIEWER

- 5.1 Ask the interviewer to repeat what was said if you are uncertain (only once or twice).
- 5.2 Double-check the information given by the interviewer.
- 5.3 Prepare written material before the interview.
- 5.4 Repeat questions asked by the interviewer before answering (only once or twice).



6 VALUATION OF YOUR PAST EXPERIENCE

- 6.1 Be precise and concise when giving facts and figures.
- 6.2 Be prepared with 3 past experiences to show your success.
- 6.3 Connect your past field to the new field by linking the common elements.
- 6.4 Discuss only relevant and valid experience for the job.
- 6.5 Do not boast or exaggerate/do not have false humility.
- 6.6 Do not use "I" or "I have" too much in conversation.
- 6.7 Explain the positive of each past experience.
- 6.8 Select relevant examples from the past that substantiate what you say.

7 FORMER EMPLOYER(S)

- 7.1 Be discreet when talking of former employers.
- 7.2 If the information you give could be thought to be confidential, explain you are free to give it.
- 7.3 Give only positive or neutral opinions of former employers.
- 7.4 Say only "My employer was very effective".
- 7.5 Talk about the experience gained from the employer.
- 7.6 Try not to use names when describing difficult situations.

8 INTEREST IN THE JOB

- 8.1 Ask for the job description.
- 8.2 Ask short and simple questions to show your interest.
- 8.3 Ask to visit all of the premises where the job is located.
- 8.4 Be determined.
- 8.5 Before the interview, find out about the job responsibilities.
- 8.6 Briefly describe what you know about the company to your interviewer.
- 8.7 Demonstrate your interest by saying "I love" or "This pleases me" or "I enjoy".
- 8.8 Show interest in the company, department or interviewer.

9 APPROACHING THE SALARY ISSUE

- 9.1 Ask the interviewer for the salary range and repeat only the highest figure given and remain silent.
- 9.2 Do not disclose your current or last salary.
- 9.3 Find out if the company uses salary curves or surveys.
- 9.4 Find out if they have established a budget for the position and what it is.
- 9.5 Refrain from speaking too much during negotiations.
- 9.6 Indicate a range rather than a single figure.
- 9.7 Know what you want and can ask for during the salary negotiation.
- 9.8 Look directly into the interviewer's eyes.
- 9.9 Postpone salary discussions to the end of the interview.
- 9.10 Use silences as a negotiating strategy.

10 CONCISE COMMUNICATION

- 10.1 Answer questions with brief and concise answers.
- 10.2 Ask questions.
- 10.3 Listen carefully to your interviewer.
- 10.4 Prepare for your interview in great detail ahead of time.
- 10.5 Show your interest by asking questions in a brief and clear manner.
- 10.6 Visualize what you are going to say before speaking.



11 FLEXIBILITY

- 11.1 Anticipate three alternative courses the interview could take.
- 11.2 Know how to change gears quickly if the interviewer abruptly moves to another subject.
- 11.3 Listen to your interviewer.
- 11.4 Use the word "yes" often at the beginning of the interview.
- 11.5 Show how you are helpful and open.
- 11.6 Show your flexibility using examples from your past.

12 ENTHUSIASM

- 12.1 Always present the positive side of events.
- 12.2 Arrive rested and refreshed.
- 12.3 Ask questions about the job/tasks/priorities etc.
- 12.4 Befriend people who have good morale.
- 12.5 Do not lose your concentration or relax too much.
- 12.6 Express your interest with relevant comments.
- 12.7 Remain cheerful but natural.
- 12.8 Show your agreement with the interviewer by shaking your head or using short sentences.
- 12.9 Smile sincerely when looking at your interviewer.

13 DETERMINATION

- 13.1 Carefully prepare your questions and "sales pitch".
- 13.2 Carry a list with you containing 5 key points you want to cover during the interview.
- 13.3 Control your voice so that your enthusiasm is projected.
- 13.4 Convince yourself that you are the person for the job.
- 13.5 Define the exact type of job you seek.
- 13.6 Do not make concessions too early.
- 13.7 Have an attitude that projects your dynamism.
- 13.8 Project an image of an open and positive person.
- 13.9 Speak clearly.

14 EMPATHY AND SENSITIVITY

- 14.1 Ask questions to discover what is important in the job.
- 14.2 Let the interviewer fully explain his/her point of view; do not interrupt.
- 14.3 Repeat comments made by the interviewer to show you are thoughtful.
- 14.4 Show your interviewer you understand his/her comments.

15 TAKING THE INITIATIVE

- 15.1 Ask specific questions (you are often judged more by the questions you ask than the answers you give!).
- 15.2 Call before the interview to confirm time, directions, the likely length of the interview, etc.
- 15.3 Find out about your interviewer, if possible (the Internet is good source of information).
- 15.4 Make your interviewer talk.
- 15.5 Offer carefully considered opinions and suggestions (i.e.: "It seems that..." Or "we may...").
- 15.6 Send a thank you note after the interview (make sure to include "content").
- 15.7 Try from time to time to take control of the interview by asking questions.
- 15.8 Use the PIE method to prepare yourself with information so you can take the initiative in the interview.

16 POLITENESS



- 16.1 Avoid asking confrontational questions.
- 16.2 Control your feelings.
- 16.3 Develop your repartee.
- 16.4 Do not criticize.
- 16.5 Do not, for any reason, interrupt the interviewer.
- 16.6 Keep a reasonable distance between yourself and the interviewer.
- 16.7 Prove you are discreet by not disclosing confidential information.
- 16.8 Read between the lines to discern what is really being said/asked.
- 16.9 Refrain from smoking.
- 16.10 Say, "Hello, how are you?" after the handshake.
- 16.11 Show that you remember the name of your interviewer.
- 16.12 Sit only after being invited to do so.
- 16.13 Thank your interviewer for seeing you at the beginning and the end of the conversation.
- 16.14 Wait until your interviewer offers his/her hand.
- 16.15 Watch your language and avoid slang words or jargon.

17 ARTICULATION

- 17.1 Avoid lengthy dissertations.
- 17.2 Breathe in frequently to keep your voice from sounding tired.
- 17.3 Do not use jargon or overly familiar language.
- 17.4 Enunciate distinctly.
- 17.5 Keep sentences short.
- 17.6 Keep your voice modulated.
- 17.7 Know what you want to say before you speak.
- 17.8 Speak clearly so you can be heard.
- 17.9 Take a breath between sentences.
- 17.10 Warm up your voice before the interview (talk with other people or sing if alone).

18 CONTROLLING YOURSELF

- 18.1 Adapt your speaking rhythm and tone when changing subjects
- 18.2 Be articulate.
- 18.3 Inhale often.
- 18.4 Pause (1-2 seconds) between sentences.

19 BODY LANGUAGE

- 19.1 Change your position from time to time.
- 19.2 Do not smoke or chew gum.
- 19.3 Dress appropriately for the interview –match your clothes to the dress code for the job.
- 19.4 Hide your hands under the table if you have a tendency to wring/pick at them.
- 19.5 Hold your head up straight.
- 19.6 Keep your feet flat on the ground.
- 19.7 Look directly into the eyes of your interviewer.
- 19.8 Look rested and at ease.
- 19.9 Make sure your hands/nails are clean and neat.
- 19.10 Move your chair under the table/desk to avoid crossing your legs.
- 19.11 Remain looking forward and lean slightly toward your interviewer.
- 19.12 Take notes to avoid crossing your arms over your chest.



20 LISTENING

- 20.1 Ask for any question that is unclear to be repeated.
- 20.2 Avoid using "oh, yea, eh? You know".
- 20.3 Be attentive.
- 20.4 Keep your full attention on the conversation.
- 20.5 Begin your answers by repeating the last words of the interviewer.
- 20.6 Confirm your understanding
- 20.7 Do not get distracted by unforeseen incidents.
- 20.8 Identify, as soon as possible, what your interviewer really wants.
- 20.9 Prove your interest by asking questions or telling them spontaneously: "I am really interested by this job".
- 20.10 Remain focused on the interviewer.

21 % OF TIME SPENT SPEAKING/LISTENING

- 21.1 Allow a few seconds to pass before answering questions.
- 21.2 Ask questions to make the interviewer talk.
- 21.3 Avoid monopolizing the conversation.
- 21.4 Break down your answers into smaller parts allowing the interviewer to ask questions.
- 21.5 Inhale to relax.
- 21.6 Limit your answers in time to 20 seconds to 2 minutes.
- 21.7 Observe the interviewer closely for signs of boredom.
- 21.8 Practice answers to the most frequently asked questions so you can answer them quickly.
- 21.9 Prepare in writing the answers for questions you fear most.
- 21.10 Put the ball in the interviewer's court.
- 21.11 Use short sentences (12-20 words)

22 EYE CONTACT DURING THE INTERVIEW

- 22.1 Do not stare at the interviewer.
- 22.2 Gauge your interviewer's interest using 5 criteria you prepared in advance.
- 22.3 Keep your eyes cheerful.
- 22.4 Look at the interviewer's eyebrows if you are shy.
- 22.5 Make sure you look awake and interested at all times.
- 22.6 Remember your interviewer is a person too, with interests and problems like yourself.
- 22.7 Use your eyes to communicate.

23 SELF-CONFIDENCE

- 23.1 Avoid wringing your fingers together (take notes if need be).
- 23.2 Concentrate on looking at the interviewer so you do not appear distracted.
- 23.3 Go to the location of the interview in advance so you have the experience of having been there before.
- 23.4 Identify. Before the interview. Weaknesses of services/products of the company.
- 23.5 Inhale deeply to relax yourself before the interview starts.
- 23.6 Interview with many companies for practice, even those you don't feel excited about.
- 23.7 Practice your answers thoroughly so you can answer with ease.
- 23.8 Remember how you have overcome difficult situations in the past and feel confident.
- 23.9 Sit up straight.
- 23.10 Smile naturally whatever happens.
- 23.11 Tie your experience/results to the needs/tasks of the job.



24 PERSUASIVENESS

- 24.1 Be brief with your answers (limit your time from 20 seconds to 2 minutes).
- 24.2 Be consistent in your answers; avoid giving too much detail.
- 24.3 Don't tell your life story.
- 24.4 Prove you understand what your interviewer says by repeating it.
- 24.5 Rehearse before the interview what you want to say.
- 24.6 Visualize what you want to say and only develop one idea at a time.

25 HANDSHAKE AT THE END OF THE INTERVIEW

- 25.1 Dry your palm discreetly if it is moist.
- 25.2 Look your interviewer in the eyes.
- 25.3 Smile sincerely.

26 FOLLOW-UP AFTER THE INTERVIEW

- 26.1 Clarify who is to take the initiative for following-up.
- 26.2 Know how to end the conversation and take your leave.
- 26.3 Remember to send a thank you note.
- 26.4 Repeat your interest for the job.
- 26.5 Say, "Who of the two of us will make the next contact?" and establish a time frame.
- 26.6 Thank your interviewer for seeing you.
- 26.7 Write down who is responsible for what.