



## Interview Tutorial

### **Introduction**

Someone once said, "When you are asked to attend an interview you can consider you have the job. You also have an hour to talk yourself out of it!!"

Unfortunately most people do talk themselves out of a job rather than into one when they attend an interview. This is mainly because they don't really understand the interview process, and end up approaching it in completely the wrong way.

This tutorial aims to get rid of the some of the myths surrounding interviews, provide some useful advice on how to approach the process correctly and ultimately help you to enjoy the whole experience.

It will help you prepare properly beforehand, and show you how to sell yourself effectively during the interview.



## **Myths**

First lets dispel some the myths that have built up around interviews.

The first myth is that: The longer the interview, the better your chances

While a long interview could mean the interviewer is getting lots of relevant information from you, it could also mean that you bored them to sleep!

The second myth is that: The best candidate always gets the job

This just isn't true. Interviews are not an exact science. The interviewer's decision is based on the candidate's performance in the interview. It's not based on their performance in the job, as they haven't started yet!

And the final myth is: Interviewers always know what they are looking for

Interviewers are human beings just like everyone else. Often they're as anxious as the person being interviewed. So they can change their decisions and be influenced just as easily as anyone else.

## **Plan ahead**

Here are some of the key rules you should follow if you want to have a successful interview.

Preparation is vitally important. It will build your confidence, demonstrate to the employer that you are keen, and ensure you are ready to answer any questions when asked.

When preparing for your interview, you should do some homework on the company, as well as the job itself. Knowledge of the company shows the interviewer that you're not just after any job, but that you really want to work for them.

You should check your personal appearance, make sure your hair is neat and tidy, your shoes are clean and comfortable and your perfume or aftershave isn't too overpowering. Remember, first impressions count and opinions are formed very early on in the interview process, so don't miss your opportunity to impress.

Being late for an interview is a sure-fire way of creating a bad first impression. Always aim to be at least 10 minutes early, and make sure you have realistic travel plans.

For example: Do you really know how long it will take to get there? Have you considered possible problems with traffic or public transport? What's the exact location of the venue? And are there any parking facilities?

## **In the interview**

OK, you've done your research, arrived on time and are feeling good. How do you make sure things go well, and you remain feeling good till the end of the interview.

As we've already said, first impressions are very important, so shake hands with your interviewer in a confident, rather than aggressive, way.

Sit down when you're invited, and try not to choose the interviewer's chair - this could prove to be ever so slightly embarrassing!

Sit up straight, don't slouch and ensure you maintain good eye contact throughout. Interviewers will notice if you avoid looking at them and could interpret this as a negative sign.

When questioned, listen carefully, ask for clarification if you are not certain and make sure your answer is relevant. Don't just try to tell the interviewer what you think they want to hear, be honest and give full answers clearly and free from waffle.

Never lie in an interview or exaggerate the truth. Instead, try to highlight exactly how right you are for the job without sounding arrogant or boastful. Nobody likes people who are bigheaded.

Ask questions when you're given the opportunity. And if all the questions you had prepared have already been answered, simply say so. Don't try to make something up on the spot.

At the end of your interview, always thank the interviewer for their time, smile and shake their hands.

## **Mistakes to avoid**

So now that you know what you should do at an interview, let's cover some things you definitely shouldn't.

Don't smoke. You run the risk of being seen and you will certainly be smelt.

Never criticise your previous employers or colleagues. It's such a negative thing to do and reflects badly on you.

Avoid talking about personal or domestic matters, unless you are specifically asked. Even if your interview has gone well and you feel relaxed with the interviewer, you must remain professional at all times.

Never argue with an interviewer. It's fine to debate your point, but put your side across and accept their opinion, making sure you avoid any conflict.

Finally, if possible, always wait until you have a job offer before discussing your salary expectations. This puts you in much stronger position to negotiate.

## **Next steps**

Remember, you can improve your preparation and get the most out of your next interview by taking one of the many training courses on the Call Centre Connect website. Simply sign up and go to our course pages for more information.

All that is left to do is to wish you the very best of luck in your interview.