

Making Everything Easier!™

4th Edition

Job Interviews

FOR

DUMMIES®

Learn to:

- Master web-based interview screening services
- Keep your credibility when applying for several jobs at once
- Manage your social media presence to make a good impression

Joyce Lain Kennedy
Nationally syndicated careers columnist



Making Everything Easier!™

4th Edition

Job Interviews

FOR

DUMMIES®

Learn to:

- Master web-based interview screening services
- Keep your credibility when applying for several jobs at once
- Manage your social media presence to make a good impression

Joyce Lain Kennedy
Nationally syndicated careers columnist



Job Interviews For Dummies[®], 4th Edition

Visit

www.dummies.com/cheatsheet/jobinterviews
to view this book's cheat sheet.

Table of Contents

[Introduction](#)

[What Exactly Is a ShowStopper in Job Interviewing?](#)

[About This Book](#)

[Conventions Used in This Book](#)

[Terms Used in This Book](#)

[Foolish Assumptions](#)

[How This Book Is Organized](#)

[Part I: And the Interview Winner Is . . . You!](#)

[Part II: Backstage Researching and Rehearsing](#)

[Part III: Actors' Studio: Casting Your Character](#)

[Part IV: Lights, Camera, Talk! Answering Questions](#)

[Part V: The Part of Tens](#)

[Icons Used in This Book](#)

[Where to Go from Here](#)

Part I: And the Interview Winner is ... You!

Chapter 1: Job Interviews Are Show Biz. Seriously!

Interviewing As Theater

Why “be yourself” can be poor advice

Why “be natural” can be poor advice

New Faces, New Factors in Interviewing

Curtain going up on tech trends

Expect new kinds of interviewers

Overcome job-hopping objection

Cut out the loyalty oath

Learn new lines for small-business jobs

Get ready for the global job interview

Polish your storytelling skills

Focus on fitting in

Seven Concepts to Make You a Star

Go all out in planning ahead

Distinguish screening from selection interviews

Verify early what they want and show how you deliver

Connect all your qualifications with a job’s requirements

Memorize short-form sales statements about yourself

Win two thumbs up from the hiring manager, and you’re in!

Try not to talk money until you know they want you

Take Home an Oscar from Any Interview

Play the likeability card

Style your body language

Be a treat: Act upbeat

Start your interview on the right foot

Remember that you have a speaking part

Revisit the dramatic pause

Agree to take pre-employment tests

Flesh out your story beyond a college degree

Bring a pen and notebook with you

Keep your ears up and your eyes open

Building Lifetime Confidence

Chapter 2: Tryouts: Getting Past Screening Interviews

Two Basic Steps in Job Interviewing

Hot News about Screening Interviews

Learning Your Lines for Screening Questions

Short Script of Screening Styles

Sounding Qualified on the Phone

Stock your back-stage office with essentials

Make phone appointments

Project your winning image

[Acing Automated Phone Screens](#)
[Pushing the Right Buttons: Computer Screens](#)
[Screening Survival Skills Are Now a Must-Have](#)

[Chapter 3: 21st-Century Video Interview](#)

[Casting Calls for Video Shoots](#)

[Working with third-party vendors](#)
[Chatting through Skype](#)
[Videoconferencing services](#)

[Determining Video's Upside and Downside](#)
[Rock the Video Job Interview](#)

[Getting ready to video interview](#)
[During the interview](#)

[Not the Same Thing — Video Interview vs. Video Resume](#)
[Weighing In on Video Resumes](#)

[Checking out the objections](#)
[Seeking exceptions](#)
[Viewing the bottom line](#)

[Keep Smiling: You're on Camera](#)

[Chapter 4: Interviewing on the Global Stage](#)

[A Changing Face of Global Interviewing](#)
[Looking at Remaining Cultural Norms](#)

[Interviewing across Cultures](#)
[Tracking Down Country Research](#)

[International websites](#)
[International social networking](#)

[Preparing for the Global Job Interview](#)

[Chapter 5: A Chorus Line of Interviews by Type](#)

[Mastering Interviews by Objective](#)

[Screening interview](#)
[Selection interview](#)
[Combination interview](#)
[Promotion interview](#)
[Recruiter courtesy interview](#)
[Recruiter general screening interview](#)
[Recruiter search interview](#)
[Second interview](#)

[Mastering Interviews by Interviewer](#)

[One-to-one interview](#)
[Group interview](#)
[Serial interview](#)

[Mastering Interviews by Technique](#)

[Behavior-based interview](#)
[Directive interview](#)
[Nondirective interview](#)
[Stress interview](#)

Mastering Interviews at Remote Locations

Mealtime interview

On-campus interview

Job fair interview

What's Playing on the Interview Scene?

Part II: Backstage Researching and Rehearsing

Chapter 6: Research Is Your Ticket Inside

Investigate Like a Quiz-Show Winner

Here's What Online Search Tells Us

Asking Questions about Potential Employers

Size and growth patterns

Direction and planning

Products or services

Competitive profile

Culture and reputation

Company financials

Ready, Aim, Fact-Find

Preparation Rocks!

Chapter 7: Your Close-Up: Personality Tests

Personality Testing Means Business

What You May Not Know about Personality Tests

Asking questions before the test

Anyone can write a personality test, but is it validated?

Finding out what a test measures

Most popular general traits

Who's most likely to use tests

Your civil rights in testing

Peeking into privacy issues

Making the Grade on Job Tests

Visualize yourself fitting in

Watch for combination tests

Beware of absolutes

Choose answers suggesting positive traits

Avoid answers suggesting negative traits

Be alert to replayed questions

Anticipate integrity test questions

Take practice personality tests

Sample Personality Questions

Concerned That You Didn't Do Well?

Keep On Keeping On

Chapter 8: Showing You the Money

Decoding Recruiters and Their Talking Points

Tactics meant to sell low offers

Recruiter comebacks when you stick up for yourself

New thinking for new times

Discovering Market Pay Rates

Finding salary information online
Handling salary boxes in online applications

Negotiating in the Moment

Giving and taking at the right times
Understanding why salary questions come early

Stalling Money Talk with Smart Replies
Downplaying a Low Salary History
Considering More Factors That Affect Job Pay
Getting Your Worth's Money

Find a home in the range
Plot your salary history carefully
Stonewalled? Try to upgrade the job
Use dramatic silence
Turn to words of last resort
No flexibility? Make creative suggestions

Using the Magic of Market Value

Chapter 9: Costuming Yourself for a Starring Role

You Are What You Wear
Starting Well to End Well
Minding the Three Commandments of Style

Dress to fit the job and the job's culture
Think of interviewing attire as a costume
"Look the part, and the part plays itself"

Changing with the Times: Dress Codes

Surveys spotlight more casual wardrobe

Body art is drawing new fans

Oh pantyhose, oh pantyhose, wherefore art thou pantyhose?

Selecting from the Basic Types of Interview Wardrobes

Remaining conservative

Cruising business casual

Working in casual wear

Selecting creative fashion

Guessing at Tomorrow's Styles

Chapter 10: Beat Stage Fright with the R-Word: Rehearse

Refocusing Attitude Can Calm Nerves

Three steps to fright-free interviewing

More techniques to stop stressing out

Practicing with a Video Recorder

Unlock the Power of Body Language

Stage Directions for All Players

Anticipating Interview Trapdoors

Disruptions

Silent treatment

Take One . . . Take Two . . . Take Three . . .

Chapter 11: Looking Good with Questions You Ask

Asking Selling Questions before the Offer

Asking Self-Interest Questions after the Offer

Drawing Out Hidden Objections

Asking Certain Questions Very Carefully

Ending Suspense by Asking the Right Question

Chapter 12: Closing the Show

Making a Strategic Exit

Your parting sales pitch

Leaving the door open

How Hard Should You Sell?

Follow Up or Fall Behind

Letters

E-mail

Other digital media

Telephone calls

Reminding your references

Pre-Employment Contracts Promise Protection for Everyone

Last Chance to Back Out

Your After-Interview Checklist

Onward and Upward

Part III: Actors' Studio: Casting Your Character

Chapter 13: Opening Acts for Younger Talent

So What's the Problem?

Beating a Bad Rap on Work Ethic

Tips for Millennials

Scripts for Millennials

Good Times and Your Future

Chapter 14: Selling Scripts for Career Switchers

Remembering Career Change Basics

Eyeing the Best Career-Change Tips

Leveraging Crossover Skills for Change

Say What? Say This When You're in Change Mode

Steer Clear of Snap Judgments

Chapter 15: Star Turns for Prime-Timers

Understanding How Employers See the Age Issue

Showing That You Improve with Age

Age and job performance

Age and money

Age and attitude

Outing Elephants: Address Age Issues

Overcoming the Overqualified Label

Mastering Top Tips for Prime-Timers

Keeping Your Career Fit

Part IV: Lights, Camera, Talk! Answering Questions

Chapter 16: What Can You Tell Me About Yourself?

But First, Who Are You — Really?

The problem with multiple identities
Examples of online multifaceted identities

Putting Out Identity Fires

Untangle a same-name mix-up
Project Renaissance-quality talent

Doing Your Best in an Online Job Market Answering a Very Broad Question about Yourself

Shade your answers to pack a punch
Narrow the question

Writing Your Marketing Pitch
Crafting Personal Commercials
Raising the Curtain on Specific Questions about You
Mastering More to Tell about Yourself

Chapter 17: What Do You Know about This Job and Our Company?

Understanding Job, Company, Industry — and How They All Fit Together
The Questions

Chapter 18: What Are Your Skills and Competencies?

Recognizing Questions about Your Skills
Answering Questions about Your Skills
The Questions

Chapter 19: How Does Your Experience Help Us?

Making Your Experience Relevant
The Questions

Chapter 20: What Education Do You Have?

Right Degree, Wrong Degree, No Degree?
Making the Best with What You Have

Talking around an education obstacle
Heading back to school

Boomers: High on Adaptability
The Questions

Millennials: High on Education, Low on Experience
The Questions

Chapter 21: What about Your Special Situation?

Pulling Back the Curtain
When You've Long Been in the Same Job
When You've Served Prison Time
When You're Shoved out the Door
When Sexual Orientation Is up for Discussion

Attitudes are a mixed bag
Be clear about your prospects
Recognize when it's time to disclose

When You've Worked Everywhere
When Gaps Drill Holes in Your History
When You're Demoted a Notch
When People in Recovery Interview
When Women Are Put on the Spot
When Disabilities Are Revealed

Chapter 22: How Should You Answer a Questionable Question?

Noting Questionable Questions
Defining Illegal Questions
Defining Inappropriate Questions
Think First, Answer Second
Redirect Inappropriate Questions
Rehearsing Dickey Questions

Part V: The Part of Tens

Chapter 23: Ten Tips to Avoid Rotten Reviews

Bring Storytelling into Prime Time
Go in Knowing Your Lines
Leave the Begging to Others
Share the Stage with Dignity
Remember How a Star Is Born
Avoid Ad Libbing Ad Infinitum
Keep in Mind the Interviewer Is Not Your New Best Friend

Know That Faulty Assumptions Equal Faulty Interviewing

Keep Emotions out of the Interview

Ask Questions That Show You Care Where You Go

Chapter 24: Ten Tricky Questions to Watch Out For

Spot Purpose Behind Each Question

Why've you been out of work so long?

How many others were laid off? Why you?

If employed, how do you manage time for interviews?

How did you prepare for this interview?

Do you know anyone who works for us?

Where would you really like to work?

Doing what?

What bugs you about coworkers or bosses?

Can you describe how you solved a work/school problem?

Can you describe a work/school instance in which you messed up?

How does this position compare with others you're applying for? Are you under consideration by other employers now?

If you won the lottery, would you still work?

When You're Uncertain

Chapter 25: Tens of Lines on the Cutting Room Floor

From the Time Machine: News You Can't Use

Appendix: Questions by Career Fields and Industries

Accountants and bookkeepers

Receptionists

Administrative assistants and secretaries

Aircraft pilots

Teachers

Engineers and engineering technicians

Financial analysts and sales agents

Hotel and restaurant personnel

Cooks and food prep workers

Software engineers, programmers, and other IT specialists

Police officers

Attorneys

Paralegals

Managers (in general)

Marketing managers

Nurses

Retail salespersons, department managers, and store managers

Salespersons (in general)

Cheat Sheet

***Job Interviews For Dummies[®], 4th
Edition***

by Joyce Lain Kennedy



WILEY

John Wiley & Sons, Inc.

Job Interviews For Dummies[®], 4th Edition

Published by
John Wiley & Sons, Inc.
111 River St.
Hoboken, NJ 07030-5774

www.wiley.com

Copyright © 2012 by John Wiley & Sons, Inc.

Published simultaneously in Canada

No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning or otherwise, except as permitted under Sections 107 or 108 of the 1976 United States Copyright Act, without the prior written permission of the Publisher. Requests to the Publisher for permission should be addressed to the Permissions Department, John Wiley & Sons, Inc., 111 River Street, Hoboken, NJ 07030, (201) 748-6011, fax (201) 748-6008, or online at <http://www.wiley.com/go/permissions>.

Trademarks: Wiley, the Wiley logo, For Dummies, the Dummies Man logo, A Reference for the Rest of Us!, The Dummies Way, Dummies Daily, The Fun and Easy Way, Dummies.com, Making Everything Easier, and related trade dress are trademarks or registered trademarks of John Wiley & Sons, Inc., and/or its affiliates in the United States and other countries, and may not be used without written permission. All other trademarks are the property of their respective owners. John Wiley & Sons, Inc., is not associated with any product or vendor mentioned in this book.

Limit of Liability/Disclaimer of Warranty: The publisher and the author make no representations or warranties with respect to the accuracy or completeness of the contents of this work and specifically disclaim all warranties, including without limitation warranties of fitness for a particular purpose. No warranty may be created or extended by sales or promotional materials. The advice and strategies contained herein may not be suitable for every situation. This work is sold with the understanding that the publisher is not engaged in rendering legal, accounting, or other professional services. If professional assistance is required, the services of a competent professional person should be sought. Neither the publisher nor the author shall be liable for damages arising herefrom. The fact that an organization or Website is referred to in this work as a citation and/or a potential source of further information does not mean that the author or the publisher endorses the information the organization or Website may provide or recommendations it may make. Further, readers should be aware that Internet Websites listed in this work may have changed or disappeared between when this work was written and when it is read.

For general information on our other products and services, please contact our Customer Care Department within the U.S. at 877-762-2974, outside the U.S. at 317-572-3993, or fax 317-572-4002.

For technical support, please visit www.wiley.com/techsupport.

Wiley also publishes its books in a variety of electronic formats and by print-on-demand. Not all content that is available in standard print versions of this book may appear or be packaged in all book formats. If you have purchased a version of this book that did not include media that is referenced by or accompanies a standard print version, you may request this media by visiting <http://booksupport.wiley.com>. For more information about Wiley products, visit us at www.wiley.com.

Library of Congress Control Number: 2011942771

ISBN 978-1-118-11290-8 (pbk); ISBN 978-1-118-22418-2 (ebk); ISBN
978-1-118-23748-9 (ebk); ISBN 978-1-118-24207-0 (ebk)

Manufactured in the United States of America

10 9 8 7 6 5 4 3 2 1



About the Author

Joyce Lain Kennedy is America's first nationally syndicated careers columnist. Her twice-weekly column, "Careers Now," appears in newspapers and on websites across the land. In her four decades of advising readers — newbies, prime-timers, and those in between — Joyce has received millions of letters inquiring about career moves and job searches, and has answered countless numbers of them in print.

Joyce is the author of seven career books, including *Joyce Lain Kennedy's Career Book* (McGraw-Hill), *Electronic Job Search Revolution*, *Electronic Resume Revolution*, and *Hook Up, Get Hired! The Internet Job Search Revolution* (the last three published by John Wiley & Sons). *Job Interviews For Dummies* is one of a trio of award-winning job market books published under John Wiley & Son's wildly popular *For Dummies* branded imprint. The others are *Resumes For Dummies* and *Cover Letters For Dummies*.

Writing from Carlsbad, California, a San Diego suburb, the country's best-known careers columnist is a graduate of Washington University in St. Louis. Contact Joyce at jlk@sunfeatures.com.

About the Technical Advisor

James M. Lemke has earned a reputation as a leader in talent strategies and processes. He is Director of Affiliate Human

Resources Systems Development for Finca International, a global nonprofit financial services organization.

Jim has held executive positions with Opportunity International, Wachovia Bank, TRW, UCLA, Walt Disney Imagineering, and Raytheon. Previously, Jim spent 15 years as a human resources consultant and hiring authority. His client list included Real Networks, Southern California Metropolitan Water District, Northrop Grumman, Southwest Airlines, Jet Propulsion Laboratory, United Arab Emirates University, and the White House.

Jim resides in Buckeye, Arizona. Contact him at jamesmlemke@gmail.com.

Author's Acknowledgments

The richness of helpful information you find within these pages is due to my luck in sourcing many respected minds in the employment space. Contributors to whom I am especially indebted are individually credited in chapter pages. Applause to one and all.

Additionally, thanks a billion to the following individuals who worked long and hard to make this book happen:

James M. Lemke, above-the-title technical advising star and executive world traveler, who is indispensable to the quality of every book I write.

Lindsay Sandman Lefevere, For Dummies executive editor, who is godmother for this book and quite a few others.

Linda Brandon, top editor at the top of her game, who attentively shepherded this book through a myriad of publishing hoops, always making valuable suggestions.

Melanie Astaire Witt, writer and editor, who provided inordinate expertise to produce this book's first appendix of interview questions by career fields and industries.

Yevgeniy "Yev" Churinov, computer whiz and social networking guru, who contributed both technological clarity and practical production assistance to this work.

Krista Hansing, copyeditor of the first rank, who used her sharp eyes, sound judgment, and commitment to the project to

make this a far better book.

Gail Ross, literary agent-attorney and longtime friend, who continues to help me make the right publishing moves.

Publisher's Acknowledgments

We're proud of this book; please send us your comments at <http://dummies.custhelp.com>. For other comments, please contact our Customer Care Department within the U.S. at 877-762-2974, outside the U.S. at 317-572-3993, or fax 317-572-4002.

Some of the people who helped bring this book to market include the following:

Acquisitions, Editorial, and Vertical Websites

Project Editor: Linda Brandon (*Previous Edition: Traci Cumbay*)

Acquisitions Editor: Lindsay Lefevere

Copy Editor: Krista Hansing

Assistant Editor: David Lutton

Editorial Program Coordinator: Joe Niesen

Technical Editor: James M. Lemke

Editorial Managers: Jennifer Ehrlich, Carmen Krikorian

Editorial Assistant: Alexa Koschier

Art Coordinator: Alicia B. South

Cover Photo: © iStockphoto.com / FMNG

Cartoons: Rich Tennant (www.the5thwave.com)

Composition Services

Project Coordinator: Kristie Rees

Layout and Graphics: Andrea Hornberger, Laura Westhuis

Proofreaders: Jessica Kramer, Toni Settle

Indexer: Ty Koontz

Publishing and Editorial for Consumer Dummies

Kathleen Nebenhaus, Vice President and Executive
Publisher

Kristin Ferguson-Wagstaffe, Product Development Director

Ensley Eikenburg, Associate Publisher, Travel

Kelly Regan, Editorial Director, Travel

Publishing for Technology Dummies

Andy Cummings, Vice President and Publisher

Composition Services

Debbie Stailey, Director of Composition Services

Introduction

If you'd rather fight off an alien invasion than be grilled in an interview, take heart — you've come to the right guidebook. With the help of dozens of interviewing authorities, I make your interviewing challenge easy, successful, and even fun (steal a peek at the last chapter).

I share with you lots of new things in this fourth edition of *Job Interviews For Dummies*, ranging from the cosmic shift sparked by the rise of social media that changes what privacy means, to increasingly popular video interviewing that changes how communication occurs.

What hasn't changed is the fundamental role in the employment process played by job interviews — those crucial meetings that seal the deal on who gets hired and who gets left on the outside looking in.



Job interviews are a slice of performance art. They're staged theatrical sketches rather than X-rays of life histories. That's why theater and drama are the themes of this book, and I hope you have some enjoyable moments with the show-biz motif.

So on with the show! With the help of this guidebook, you, too, can be a ShowStopper.

What Exactly Is a ShowStopper in Job Interviewing?

In the drama of job interviewing, a ShowStopper performance is one that wins so much enthusiastic, prolonged applause that the show is temporarily interrupted until the audience quiets down.

A ShowStopper meeting causes the interviewer to mentally shout, “Bravo! More!” Your stunning impact quickly translates to a preliminary decision in your favor. If follow-up interviews, testing, and reference checking support that reaction, a job offer is on its way to you. The employer may continue to see other candidates to round out the interview process, but in reality, no one else stands a chance of landing the job after you figuratively stop the show.

Job Interviews For Dummies is packed with the essentials of performing ShowStopper interviews:

- ✔ Strategies and techniques
- ✔ Sample dialogue and research tips
- ✔ The best answers to make-or-break questions

About This Book

A guidebook of contemporary interview arts, *Job Interviews For Dummies* contains the distilled wisdom of hundreds of leading interview experts whose brains I’ve been privileged to pick for