

DISTINCTIVE INTERVIEWING



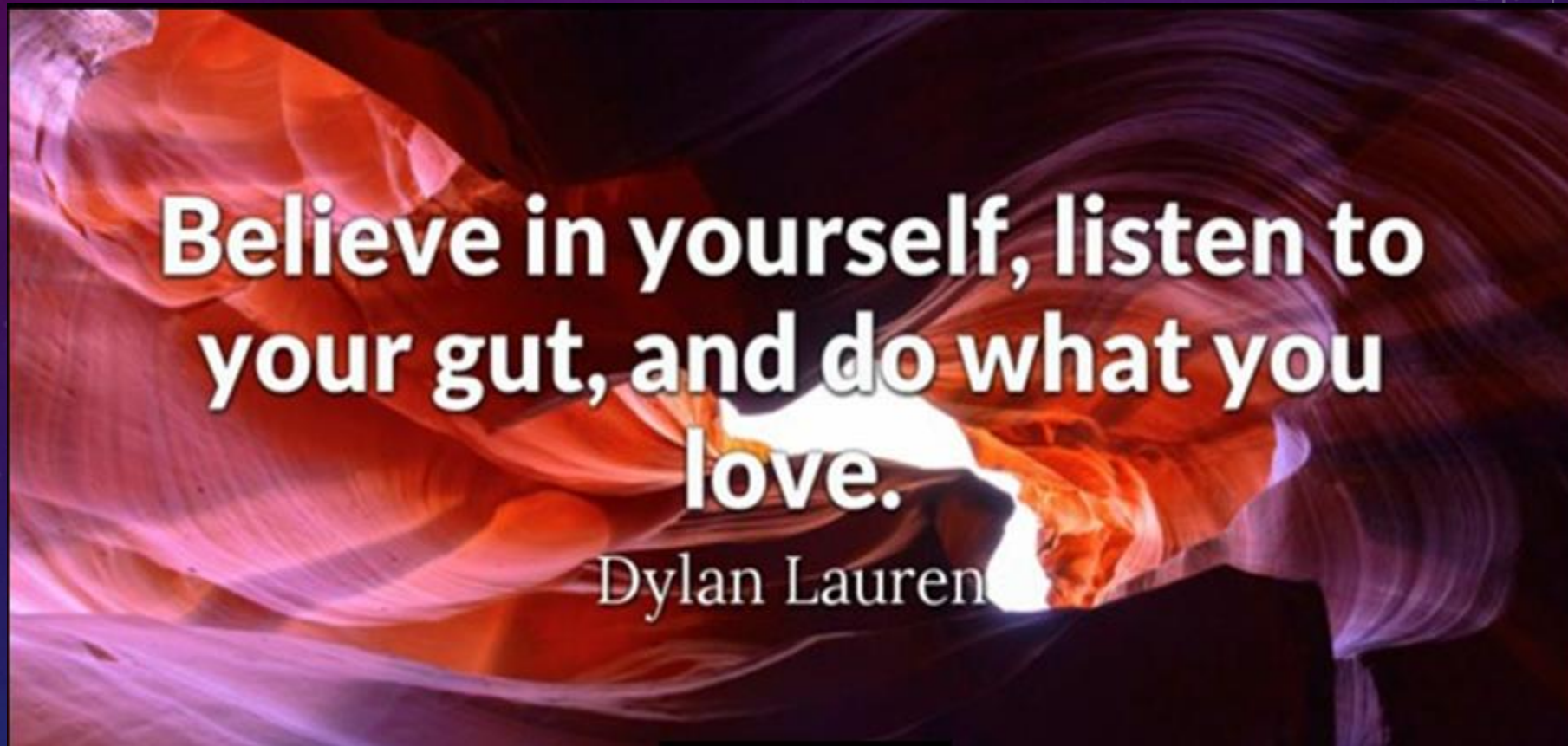
Walt Glass

Interview Success Coach

DISTINCTIVE INTERVIEWING



1. FOCUS ON WHAT YOU WANT TO DO AND ACHIEVE



**Believe in yourself, listen to
your gut, and do what you
love.**

Dylan Lauren

2. POSITIVE ATTITUDE AND ENTHUSIASM



“Most folks are about as happy as they make up their minds to be” Abraham Lincoln

2. POSITIVE ATTITUDE AND ENTHUSIASM

People rarely succeed unless they have fun in what they are doing. - Dale Carnegie



2. POSITIVE ATTITUDE AND ENTHUSIASM

I assess people by first impressions, so how you look and speak matters.

--- George Wright, USPS VP of IT Operations

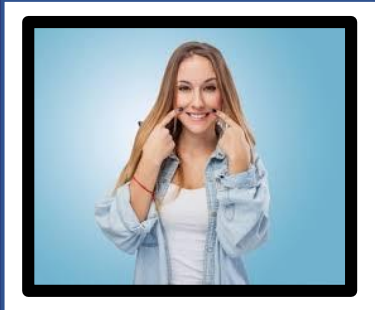
GREETING

Let's take a moment to pause and assess
how we feel right now.

Now pick a partner and introduce
yourselves to each other.

Feel any better?

GREETING



2. POSITIVE ATTITUDE AND ENTHUSIASM

I look for people who are passionate about what they are doing, who are excited about their experience and how it can come to play here. I am looking for someone who has energy. All those things indicate a person who want to get a job done.

--- George Wright, USPS VP of IT Operations

3. KNOWLEDGE



Knowledge is
Power

- **Company**
 - **Industry**
 - **Competition**
 - **Customers**
 - **Challenges**
 - **Processes/tools**
-
- **... and a man of knowledge increases power.
(Proverbs 24:5b, NASB)**

3. KNOWLEDGE

LinkedIn

Internet

referenceUSA[®]

WIKIPEDIA

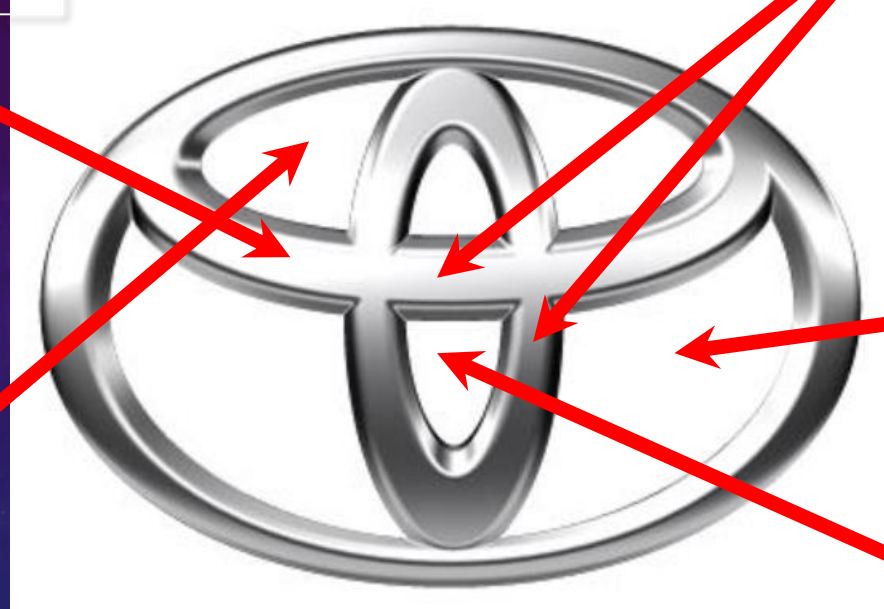
Social Media

DALLAS
BUSINESS JOURNAL

Knowledge Example – Toyota Logo

**Steering wheel
(Company)**

“T” for Toyota



**Infinite
values**

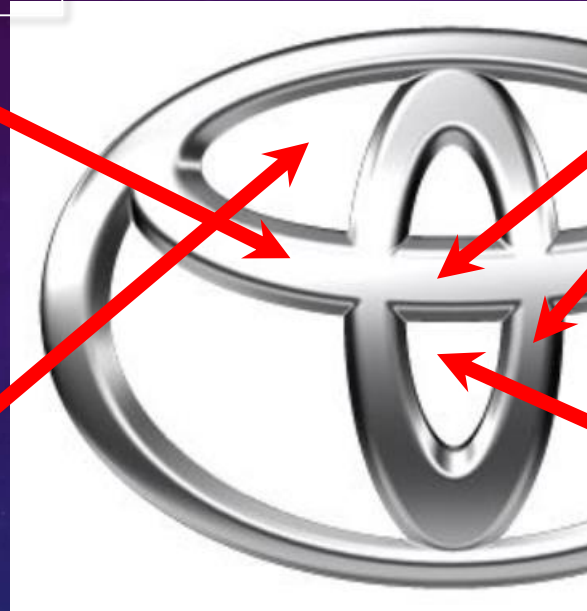
1. Superb quality
2. Value beyond expectation
3. Joy of driving
4. Innovation
5. Integrity in
 - a. Safety
 - b. The environment
 - c. Social responsibility

**Heart of the customer and heart of the company
overlapped to represent a mutually beneficial relationship**

Knowledge Example – Toyota Logo

**Steering wheel
(Company)**

“T” for Toyota



Infinite values

1. Superb quality
2. Value beyond expectation
3. Joy of driving
4. Innovation
5. Integrity in
 - a. Safety
 - b. The environment
 - c. Social responsibility

**Heart of the customer and heart of the company
overlapped to represent a mutually beneficial relationship**

3. KNOWLEDGE

If you are going to interview for any position, you better know something about the company and have some understanding about the objective of the position. Do everything that you can to find out how the company perceives the position so that you address what they are looking for during the interview.

--- George Wright, USPS VP of IT Operations

4. LISTENING/SPEAKING IN THEIR FRAME OF REFERENCE

When a candidate is asked a question, did they understand the question? If not, did they ask for clarification? When the question was asked, did they think about it and give an answer that was specific to the question?

It is important to me how well they listen and how well they respond in clear, concise terms..

--- George Wright, USPS VP of IT Operations

5. CONVERSATIONAL INTERVIEWING



A fool does not delight in understanding, but only in revealing his own mind. (Proverbs 18:2, NASB)

TRADITIONAL INTERVIEW MODEL

Conducted by the Interviewer



INTERVIEWER

Asks Questions →

← Answers Questions

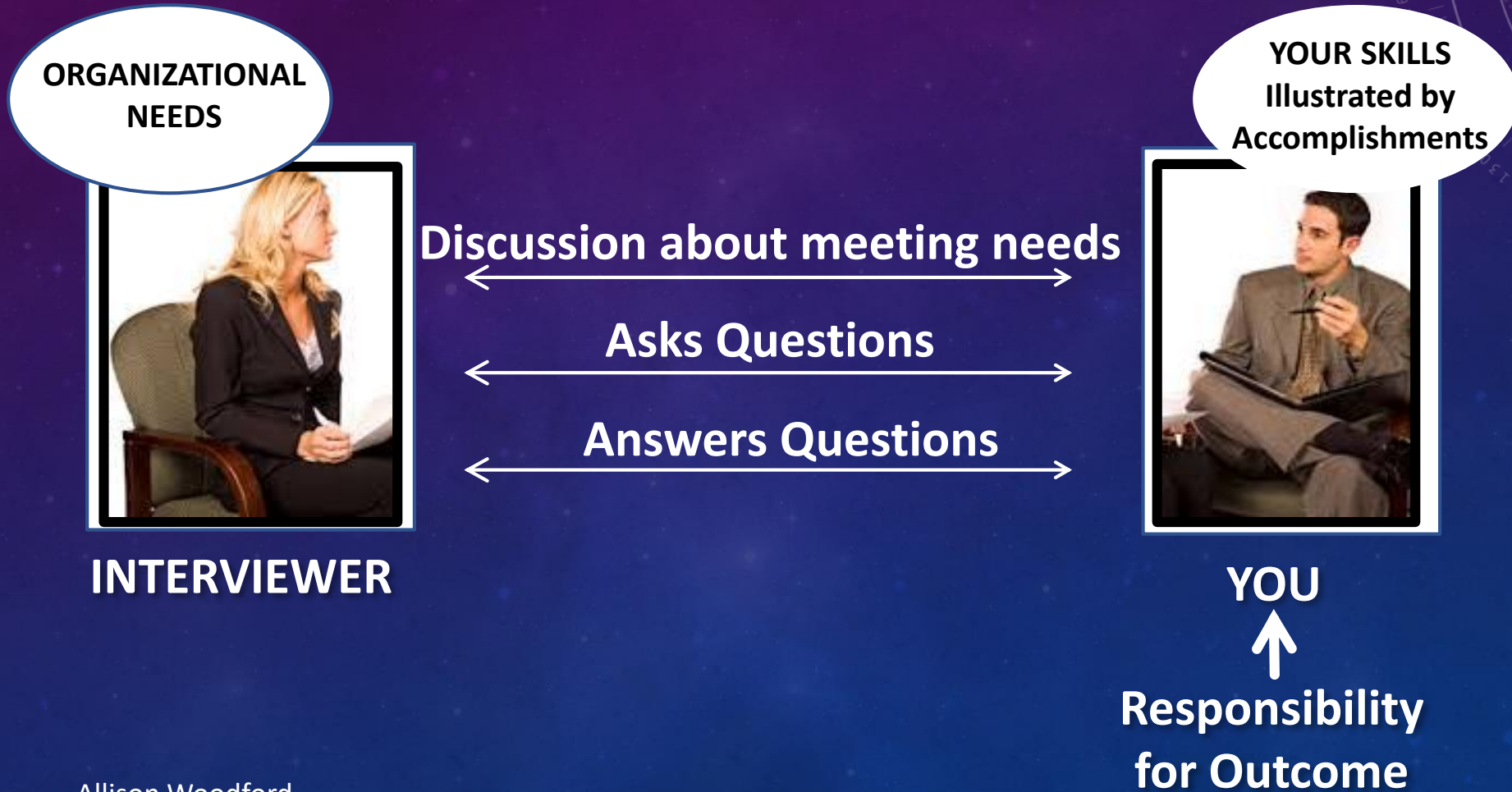


YOU

↑
**Responsibility
for Outcome**

STRATEGIC INTERVIEW MODEL

Conducted by You and the Interviewer



6. EXPERIENCE/VALUE RELEVANT TO THE JOB

**Experience
has value.**



**What you have done and can do
with it has greater value.
(STAR stories)**

BEHAVIORAL INTERVIEWING

Situation State the context of the event –
“When I was *Title* at *Company*...”

Task “The task/problem/challenge was...”

Action “So what I did was 1,2,3...”

Result “And as a result...” (\$,#,%,Value)

7. SOFT SKILLS RELEVANT TO THE JOB



**Soft skills
are the
selling
skills.**

7. SOFT SKILLS RELEVANT TO THE JOB

**Soft skills
have value.**



**What you have done and can do
with them have greater value.**

7. SOFT SKILLS RELEVANT TO THE JOB

I spend enough time to make sure that a candidate is technically qualified, then I flip over to the soft skills. I seldom get fooled by people's technical skills.

Someone on paper can have all the credentials, but if their communication style or personality do not mesh with the culture of the organization, you run into problems.

--- George Wright, USPS VP of IT Operations

7. SOFT SKILLS RELEVANT TO THE JOB

Walt Glass – StrengthsFinder 2.0 Results

BELIEF

POSITIVITY

RESPONSIBILITY

ARRANGER

COMMUNICATION

(BPRACtical)

7. SOFT SKILLS RELEVANT TO THE JOB

Walt Glass – StrengthsFinder 2.0 Results

RESPONSIBILITY

With responsibility I take ownership of what I say and do. Paired with integrity, trustworthiness and dependability you can rely on me. Doing things right the first time with quality is part of delivering my commitments.

7. SOFT SKILLS RELEVANT TO THE JOB

StrengthsFinder Themes?

- **Belief**
- **Connectedness**
- **Context**
- **Individualization**
- **Includer**
- **Input**
- **Significance**
- **Woo**

8. WHAT WE CAN DO FOR THEM

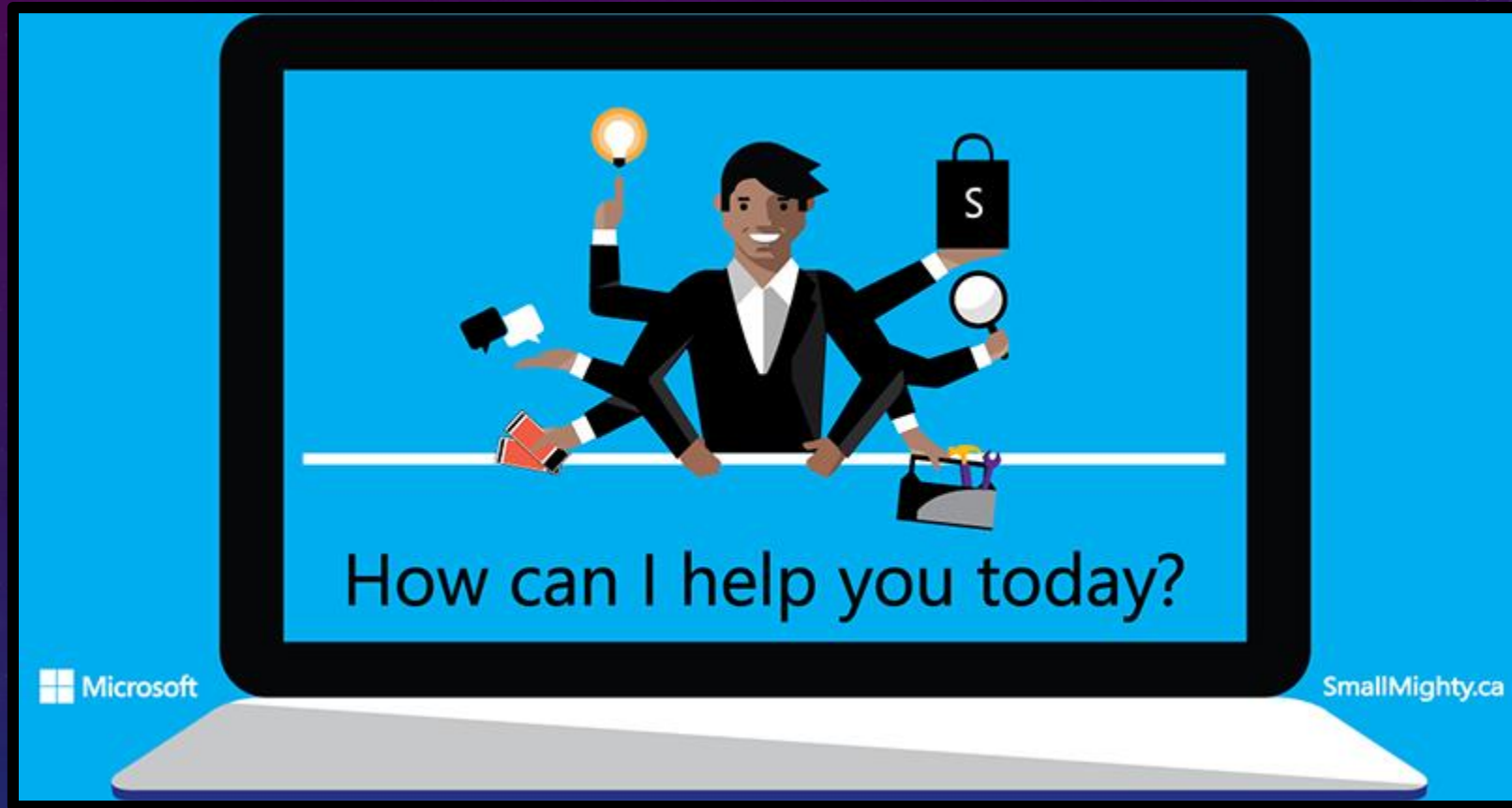
John F. Kennedy

1917–1963

*“Ask not what your country
can do for you,
ask what you can do
for your country.”*



8. WHAT WE CAN DO FOR THEM



9. QUESTIONS THAT YOU ASK



**KEEP
CALM
AND
ASK
QUESTIONS**

9. QUESTIONS THAT YOU ASK

I ask if the candidate has any questions for me. I ask this question because I want to see how insightful they are and learn what is important to them.

--- George Wright, USPS VP of IT Operations

A WORD ABOUT QUESTIONS

A 50/50 Mix (written and prioritized):

- 50% “Generic” questions about the job, people, boss, culture, expectations, etc.*
- 50% “Company specific” questions regarding information discovered via company research.

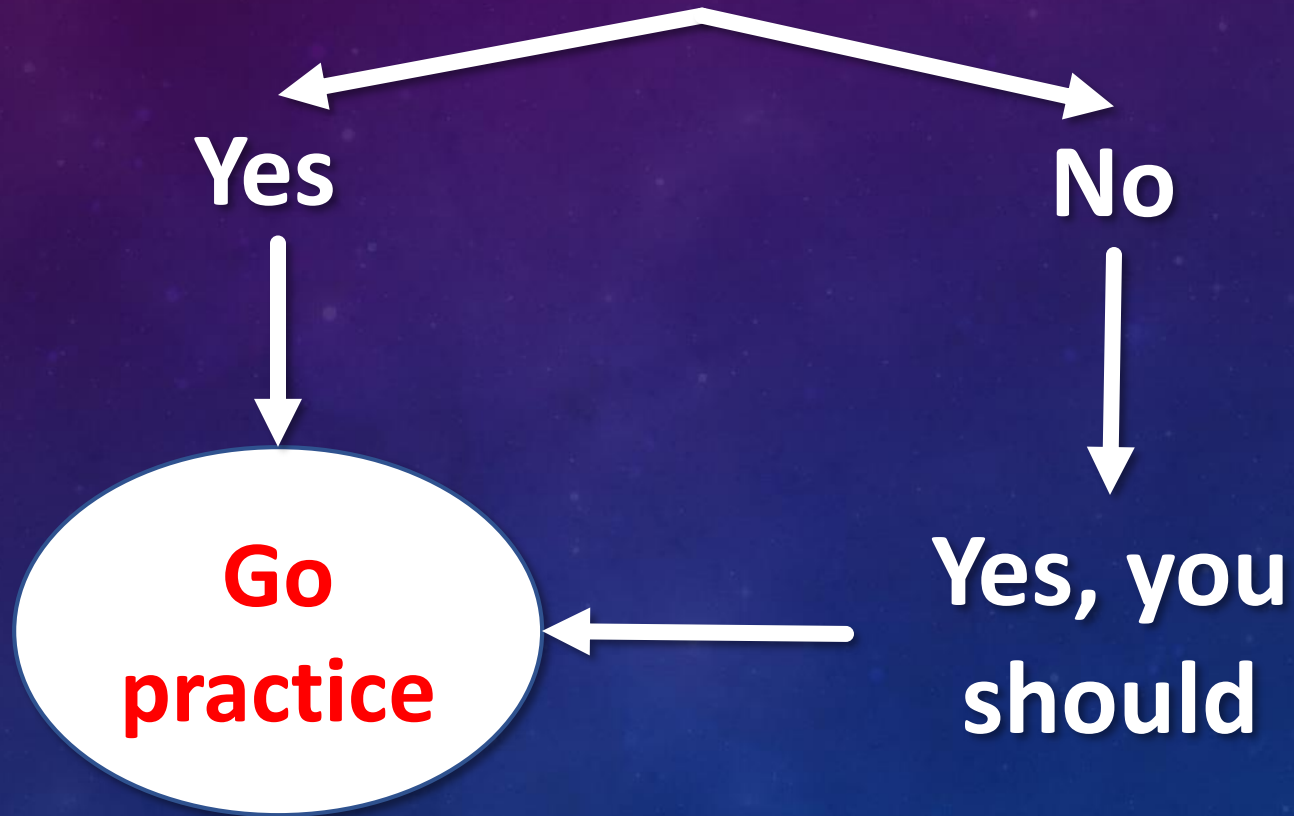
*Search: [200-questions-job-candidates-may-ask-your-company/](https://www.workforce.com)
(workforce.com)

10. PRACTICE



10. PRACTICE

Should I practice today?



DISTINCTIVE INTERVIEWING

- 1. Focus on what you want to do and achieve**
- 2. Positive Attitude, Enthusiasm**
- 3. Knowledge: Company, clients, industry, competition**
- 4. Listening/Speaking in their frame of reference**
- 5. Conversational Interviewing**
- 6. Experience/Achievements relevant to the job (STAR stories)**
- 7. Soft skills/Achievements relevant to the job**
- 8. What you can do for them**
- 9. Questions that you ask**
- 10. Practice**

DISTINCTIVE INTERVIEWING

Bonus!

HOW CAN WE BE LIKEABLE?

1. Smile
2. Smile
3. Smile
4. Smile
5. Smile
6. Smile
7. Smile
8. Smile
9. Smile
10. Smile



SMILING

- 1. Makes Us Attractive**
- 2. Relieves Stress**
- 3. Elevates Our Mood**
- 4. Boosts Our Immune System**
- 5. Lowers Our Blood Pressure**
- 6. Makes Us Feel Good**
- 7. Makes Us Look Younger**
- 8. Makes Us Seem Successful**
- 9. Helps Us Stay Positive**
- 10. Is Contagious**

HOW WE CAN BE LIKEABLE

- 1. Smile**
- 2. Display positive emotions**
- 3. Emphasize shared values**
- 4. Compliment them**
- 5. Display a sense of humor**
- 6. Reveal flaws now and then**
- 7. Be warm (noncompetitive/friendly)**
- 8. Let them talk about themselves**
- 9. See others how they want to be seen**
- 10. Do we like them?**

DISTINCTIVE INTERVIEWING

