

# Informational Interview

You are interviewing someone in the career you are considering.

- **Why This is Helpful**

Informational interviews are a way for you to gauge your interest in different positions or fields. You can learn about different roles and get various opinions from multiple backgrounds. The people you speak with may become part of your professional network and offer support the future.

- **Use Your Network**

To find a professional to interview, utilize your network to find someone in your desired field. Friends, family, relatives, faculty, and Bryant Alumni are all good resources. Check out our Networking Tips packet for more information on this and how to reach out to a contact you have acquired.

- **Preparing Questions**

Similar to preparing for being interviewed yourself, research the company in order to create questions about the profession, industry, or company. Open-ended questions are significantly more effective than questions that result in a “yes” or “no” answer because you can learn more from them. You will be guiding the conversation. Ask questions that lead to further discussion and go in the direction that you want. Have a good amount of questions written beforehand, but feel free to stray from your plan if you feel the conversation would be more beneficial to you in a new direction. Sample questions can be found at the end of this packet.

# Phone Interview

You are being interviewed over a phone call.

- **Setting is Important**

Phone interviews should be scheduled like any other interview. If you are caught off guard by an employer calling you, it is appropriate to request that the interview takes place at a date and time that works for both of you. If you are using a cell phone, make sure you are somewhere with good cell service. Additionally, take the call somewhere free of distractions without loud background noise.

- **Present Yourself Well**

Not being able to talk face to face with the employer can be a challenge. You want to be sure you make a good impression, and the following factors can help improve the way the employer views you:

- |                                      |                         |
|--------------------------------------|-------------------------|
| ➤ Positive voice tone                | ➤ High energy           |
| ➤ Controlled breathing               | ➤ Good listening skills |
| ➤ Speaking slowly and professionally | ➤ Smiling when talking  |

# Virtual Interview

You are being interviewed through an online video platform.

- **Setting is Important**

Not unlike a phone interview, you want to take this interview in a place free from distraction and somewhere with a strong internet connection. Your background should be clutter-free, but does not need to be limited to a plain white wall. Try to use lamp lighting instead of just overhead lighting.

- **Additional Tips**

- Dress as you would for a face-to-face interview
- Look into the camera and not at the screen when talking
- Remember that there is a slight transmission delay with Skype, so ensure that your interviewer has finished speaking by pausing before you begin your answer.

## Test Interview

Tests are used to assess strengths, skills, and personality for a position. Common tests include:

<b>Personality Test</b>	Analyzes your answers to questions to see how your personality fits with a particular position.
<b>Ethics/Honesty Test</b>	Asks questions about how you would handle situations at work; may present ethical dilemmas and ask you to choose the best action.
<b>Computer/Technology Test</b>	You may need to demonstrate knowledge of programming or coding. May ask you to solve a hardware problem or create a solution using technology.
<b>Math Test</b>	Asks you to solve math problems to assess your skill level or see how you use logic.
<b>Office/Clerical Test</b>	May assess your clerical ability such as typing or using Excel or Access.

## Task Interview

Tasks are completed so that strengths, skills, and personality can be assessed. Tasks may include:

<b>Presenting</b>	You may be asked to create and deliver a brief presentation on a topic.
<b>Teaching</b>	You may be asked to teach a lesson to others in order to demonstrate your knowledge on a topic.
<b>Role Playing</b>	You may be asked to demonstrate how you would handle certain situations, such as a difficult customer or confused client. This can assess for a wide variety of skills
<b>Reviewing Documents</b>	You may need to review a document for errors or complete a writing sample to demonstrate attention to detail and/or excellent writing skills.
<b>Problem Solving</b>	You may be asked to solve a problem individually or within a group; assessed on collaboration, leadership, communication, and other problem solving skills and abilities.

## Case Interview

You are being asked to solve a problem or find the best solution to a situation.

- **Five Steps to Success**

- Ask questions to clarify the issue and make sure you fully understand it.
- Identify what you believe to be the underlying assumptions or facts of the situation.
- Summarize key elements causing the problem.
- State your recommendation and any pro's and con's.
- Outline initial next steps and any impacts of your recommendations.

- **Additional Tips**

Take notes, take your time, listen carefully, express your thoughts logically, and be sure you are being clear when explaining your solution to the employer.

## Panel Interview

You are being interviewed by a group of professionals.

- **Research Ahead of Time**  
Try to learn their names and titles beforehand so that you are more aware of who you are talking to.
- **Don't Leave Anyone Out**  
Include all members of the group with your eye contact when answering questions, and ask questions to most or all members to get a variety of feedback regarding the company and position. After the interview, send each member a *unique* thank you to show that you valued all of their individual time.

## Group Interview

You are being interviewed with other candidates pursuing the same position.

- **Be Aware**  
You are being assessed for skills such as teamwork and leadership. Be mindful of how you interact with the other interviewees.
- **Be Unique**  
Try not to repeat things said by other candidates.
- **Be Assertive**  
Don't let people talk over you, but make sure you're not being aggressive or too competitive.
- **Be Yourself**  
The interviewer wants to see if you would fit in at the company; show your personality.
- **Be Confident**  
Group interviews are not scary; don't be intimidated because there are other people there. They are in the exact same situation as you are.

## Interview Over a Meal

You are being interviewed in a social setting.

- **Review Dining Etiquette**  
Use the internet or other resources to brush up on things like where to place your napkin, how the place setting is organized, and what to do in case of a spill. Research which foods are/are not considered finger foods in American culture. This will put you at ease during the interview.
- **Maintain Professionalism**  
Don't get too comfortable and be polite to everyone you encounter. Keep conversation topics appropriate, avoiding political views, religion, or "off-color" humor. Remember that this is still an interview. The employer is assessing your behavior and you want to show that you will represent their company well.
- **It's Not About the Meal**  
You will be talking more than eating. Maybe have a light snack beforehand so you are less hungry and more focused on conversation. Take cues from your hosts and sit or remove your suit jacket only after they do. Don't order something that will be messy or difficult to handle. When the meal is over, thank your host and let them pay the bill. You are their guest. Make a professional exit and drive away; do not linger outside or in the parking lot.