



## The Goal of the interview is to create a meeting of the minds

### Objective

- Explain how your background and experience qualifies you for the position. Utilise your present and past working experience to illustrate your abilities by using a spread of different examples to support your answer. Remember to “tell the story” of what you did, and how you did it.

### Pre-Interview (your homework before you arrive)

- Confirm with your recruitment consultant the time of the interview
- Research the company, the panel to have a full picture of their positions and backgrounds
- Look up directions if you are unsure of where you are going
- Confirm parking arrangements
- Know who to ask for on arrival
- Prepare your own questions – this is not a one sided interview – leave knowing what YOU need to know
- Switch off your cell phone on arrival

### The Interview

- Walk into the interview knowing what information you want to communicate. Align your past and current experiences in the interview and ensure you paint a picture of your knowledge and success.
- Remember: Firm handshake. Eye contact
- Display positive verbal and non-verbal communication (see the notes on the pages that follow)
- Use professional language – avoid slang and bad language and jokes. Not everybody will find your sense of humour amusing.
- Listen – ensure you understand what is being asked of you
- Elaborate when required
- Take the initiative and share information that may not have been raised during the interview
- If you are keen on the opportunity – let them know

### Post Interview

- Call your recruitment consultant the moment you have a chance. Give feedback while the interview is still fresh in your mind

### Additional Tips

- If you need to fill in forms – do not specify current salary – state negotiable (your recruitment consultant will do the negotiations)
- Make your best impression – be well rested and thoroughly prepared. This will ease the anxiety!



<b>Pre-Interview</b>	<b>Researching the Company, Position and Interviewer</b>  Get extensive information about the company, position and interviewer prior to the meeting. Remember to take a business folder to keep notes during the meeting. Please note information below:
<b>Company Information:</b>	Research their website, latest articles on the company, their products, size of the company, department size, and financial results, international connections, to which group or holding company they belong to, their market share, culture, mission statement and values.
<b>Location:</b>	Plan your travelling time to arrive 10 - 15 minutes prior to your appointment time. Know the address and exact location. Get a map or use GPS coordinates for clear directions. Make sure you are informed of where to park and which floor to go to.
<b>Interviewer:</b>	Know the name(s) and business title(s) of the person or panel you will be meeting with. Look them up on LinkedIn to gain invaluable insights into their work histories.
<b>Position:</b>	Familiarise yourself with the job description or details of the position including responsibilities, reporting lines and key performance areas. Ensure that you prepare pertinent business questions. Please discuss your preparation and any further information you need with your recruitment consultant
<b>What can you offer?</b>	
	The first impression lasts, so make it your best. Most employers believe that people who look as if they care about themselves are more likely to care about their job. Your goal should be to come across in the best possible light - professional in the way you dress, in your gestures, facial expressions and in your communication.
<b>Dress Code</b>	Ensure that your appearance is neat and tidy. A suit with smart shoes is the best form of dress for both men and women. Your most professional colours are black, dark blue or charcoal with a light coloured shirt or blouse and for men a professional tie.
<b>Ladies</b>	Being professional is important. Avoid short skirts, daring necklines and bare shoulders. Ensure that you are impeccably well groomed as follows: light make-up, well groomed hair and nails, deodorant / light perfume, conservative use of jewellery and remember to put your handbag down beside you.
<b>Men</b>	Avoid wearing jewellery, floral print shirts, white socks and overly bold ties. Nails are short and clean, hair is neatly groomed, and facial hair is neat and tidy, deodorant / light aftershave.
<b>Etiquette:</b>	<p>You should always greet the interviewer by their first name (unless otherwise indicated) with a smile, a firm handshake and good eye contact.</p> <p>Wait until you are offered a chair before you sit down. Refrain from smoking and chewing gum until you have left the premises. You may accept a non- alcoholic beverage if offered as it does relax the atmosphere. Ensure you use professional language at all times and do not swear or use slang.</p> <p>Use a person's name throughout the interview as it is the best way to build rapport. <i>Non-verbal Communication:</i> Sit upright and relax, avoid crossing your arms and maintain strong eye contact. Display a positive disposition throughout.</p> <p><i>Verbal Communication:</i> Speak clearly and concisely. Think carefully before responding and ensure that your answer shows logic, enthusiasm and initiative. If you are attending a panel interview, always direct the answer towards the person asking the question whilst maintaining good eye contact with the rest of the panel members.</p>



<b>The Interview</b>	
<b>Questions from the Interviewer</b>	<p>When asked “yes” or “no” questions, back your answer with pertinent examples and reasons - volunteer information, whilst being concise, and steer clear of taking control of the discussion.</p> <p>If you are asked for a certain skill or experience that you don’t have, turn this into a positive e.g. “I don’t have experience in SAP Software, however I have extensive knowledge of another – similar - ERP system,” or “I don’t, however I am very eager to learn about this”.</p> <p>Anticipate likely questions and rehearse responses beforehand. Always be honest – you don’t want to find yourself completely out of your depth 6 months later, also your answer may well be checked with your references.</p> <p>Feel free to role play your responses to the questions below with your Recruitment Consultant.</p>
<b>You as a person</b>	<p><b>What are your interests? How do you spend your free time?</b> Mention hobbies, sports, reading material, family time etc.</p> <p><b>What are your qualifications?</b> Even though this is mentioned on the CV, the interviewer might be trying to make conversation. Steer clear from using the phrase: “It’s in my CV”.</p> <p><b>Why did you decide to study this qualification?</b> Explain how your qualification has or will aid you in your career aspirations.</p> <p><b>What are your work related strengths?</b> Prior to any interview, have a list prepared of your greatest strengths and a specific example which illustrates each attribute. Show how your skills will benefit the company. Valued traits include: achiever, intelligence, positivity, good communicator, dedication and confidence.</p> <p><b>What are your weaknesses?</b> Design the answer to make it something that can be overcome and will not jeopardise you in the offered position. Instead of using the word “weakness”, rather refer to a “developmental area”.</p> <p><b>Tell me about yourself</b> Begin by describing yourself in a work situation. Prepare a summary of your work experience, career achievements, educational background and accomplishments or transferable skills relevant to the opportunity.</p>
<b>You “at work”</b>	<p><b>Why should I hire you?</b> This is an opportunity to sell yourself as best you can. Your answer should be short and to the point. The employer is looking for evidence that you can do the job.</p> <p><b>Do you mind working overtime?</b> Indicate your willingness to work overtime when required. Obtain information from the interviewer on their expectations regarding this.</p> <p><b>Why do you want to leave your current company?</b> Refrain from using negative reasons. Align your response with your career aspirations.</p> <p><b>Why have you changed jobs so frequently?</b> The client is seeking assurance that you will be making a long-term commitment to their company. Provide valid reasons for each move in your career.</p> <p><b>Why do you want to work here?</b> Researching the company is key. Reply using the company's attributes as you see them. Indicate your belief that this can provide you with a favourable working environment and that such an atmosphere would encourage your best work.</p>



	<p><b>What are your biggest accomplishments?</b> Respond only with work related answers and your specific contribution. Use structured examples evidencing measurable achievements such as cost and time savings.</p> <p><b>What have you done that shows initiative?</b> It is important to highlight what makes you stand out. Focus on ideas you initiated that had a favourable impact on your organisation.</p>
<p><b>Your Career Aspirations</b></p>	<p><b>Where do you see yourself in 3 to 5 years' time? (yes we know.... And yes this is still asked)</b> Highlight the skills you would like to acquire in this period and ask what opportunities exist within the company.</p> <p><b>What salary are you worth, and why?</b> It is usually premature to discuss this in the first interview. If asked, avoid giving specifics about your salary requirements. If you are nervous about this question – please reach out to your recruitment consultant – easier to talk it through beforehand on how to handle this one!</p> <p><b>What type of position are you interested in?</b> Draw attention to your skills and area(s) of expertise and combine those with your passion.</p>
<p><b>Other questions to prepare for - remember to give work related examples</b></p>	<ul style="list-style-type: none"> <li>• When were you most satisfied in your job?</li> <li>• What motivates you in a job and in your personal life?</li> <li>• How do you handle criticism and conflict?</li> <li>• This organisation is very different to your current employer - how do you think you are going to fit in?</li> <li>• Why have you changed position / company so many times?</li> <li>• What kind of people do you find it difficult to work with?</li> <li>• Give me an example of when you have had to face a conflict of interest at work.</li> <li>• Do you prefer to work alone or in a group? Why?</li> <li>• What is the most difficult situation you have faced and how did you approach it?</li> <li>• Give me an example of when you have felt anger at work. How did you cope and did you still do a good job?</li> <li>• How do you measure your own performance?</li> <li>• What changes in the workplace have caused you difficulty and why?</li> <li>• Give me an example of when you have been out of your depth.</li> <li>• How do you organise or plan?</li> <li>• What are three things your manager would say about you?</li> <li>• How does your job fit in to your department and company?</li> </ul>
<p><b>Personality / Culture Fit</b></p>	<p><b>Honesty</b> Experienced interviewers will pick up on any untruthfulness.</p> <p><b>Competent / Capable</b> The employer seeks a consistent excellence and an ability to work independently.</p> <p><b>Confidence</b> Differentiate yourself as a candidate to be taken seriously. Show that you are assertive without arrogance.</p> <p><b>Enthusiasm</b> Show interest by asking for more information about the company and the position.</p> <p><b>Going the Extra Mile</b> Express willingness to be flexible in work schedule and responsibilities.</p> <p><b>Accountability</b> Show that you take responsibility seriously and are determined to complete tasks timeously.</p>



	<p><b>Relationships</b> Speak positively about previous, current and potential employers. Express your intention towards a long-term commitment with the employer.</p> <p><b>Team Work</b> Emphasise your ability to get along with people and be a good team player.</p> <p><b>Willingness to Learn</b> Express your desire for on-going learning and knowledge sharing.</p> <p><b>Adaptability</b> Portray a positive attitude towards change. Show recognition of, and respect for, people's diversity and individuality.</p> <p><b>Positive Attitude</b> It's all about attitude. Display a positive mind-set at all times during the interview, regardless of current economic, political and job market conditions.</p>
<p><b>The End Of The Interview</b></p>	<p>If the prospective employer offers you the position during the meeting, do not feel under pressure to give an immediate answer.</p> <p>Last impressions are almost as important as first impressions. The way you leave the interview may be the way you are remembered. Indicate your interest in the opportunity. Thank the interviewer(s) for their time and give a firm handshake before leaving.</p> <p>Phone your Recruitment Consultant as soon as you can to give feedback as this will enable him / her to have an in-depth discussion with the company whilst maintaining the level of professionalism that you would like to project.</p>