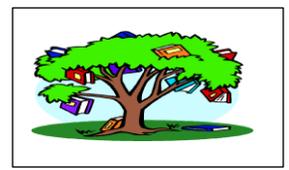


# Toward Better Literacy: Reference Outlines



## Interviewing

Whether for a job placement, consultation, or info gathering, an interview is a time to show interpersonal skill while being ready for questions that you can predict and having the confidence to answer questions that you can't predict. Tell the truth, but there is no need to share everything.

### Procedure:

- Get to know the company and industry that you are targeting. Research reports and news stories, and find something positive and interesting to mention.
- Establish a contact through networking. Ask friends and family about people who know, or know people who know. American business is about people- and being sociable.
- Send a resume and letter. This is what gets an interview.
- If they schedule you an interview, be prepared for some questions.

### Sample Questions:

- What goals do you have?
- What led you to this field?
- Are you a team player, and what shows this?
- How do you handle stressful situations and difficult people?
- What can people say about how you have been reliable?
- How do you make decisions?
- How do you feel with deadlines?

### Protocol:

- Dress and groom well.
- Firm handshake and smile.
- Keep standing until invited to sit.
- Sit upright and give eye contact (not a stare, though)
- Be careful to exclude restless words (umm, uh)
- Answer succinctly after a short reflection
- When ending, show gratitude and ask what the next step for you is.

### Follow up

- Send a handwritten note of thanks on good stationery.
- Keep a record of your interviews in a journal with notes on how things proceeded. This will give you a feel of what to expect and how to improve.
- Regardless of if you are offered a position, keep the door open.