

Building Interview Skills

- ✓ Utilize the job description to ensure your résumé shows the required (and desired) skills for that specific position.
- ✓ Prepare for possible questions so you can respond with valuable answers. See Reflection Questions on next page.
- ✓ Practice, practice, practice.
- ✓ Career & Employment Services offers mock interviews for practice. Call us at 406-657-2168 or email us at careers@msubillings.edu to schedule a mock interview.

Prepare for Possible Questions

- ✓ Think back on previous jobs, experiences, practicums, and/or internships for scenario examples.
- ✓ Jot down accomplishments you are proud of and obstacles you overcame.
- ✓ Develop a 'database' of information that will be useful during interview scenarios in the future.
 - Examples of successes
 - Examples of times you experienced conflict and how you dealt with it
 - Strengths and weaknesses

Be Prepared for the Interview

- ✓ Research the job and organization before the interview so you are familiar with the history, mission and services.
- ✓ Regardless of whether the interview is over the phone, virtually, or in person, be sure to dress appropriately for the profession, usually business casual.
 - It's important to dress appropriately even for a phone interview because it helps to set the tone.
- ✓ If it's a virtual or phone interview, make sure technology works ahead of time.
- ✓ Likewise, make sure you are in an area that does not have a lot of background noise.
 - Career & Employment Services has interview space available if you need a quiet location for a phone or virtual interview.
- ✓ If it's an in-person interview, chart how to get there ahead of time, know the parking situation and who you're meeting.
- ✓ **Arrive on time.**
- ✓ No chewing gum or strong cologne/perfume.
- ✓ If possible, have a bottle of water with you, especially if you develop dry mouth easily.
- ✓ Be professional, maintain eye contact, speak in a clear and confident manner, and avoid fidgeting.
- ✓ Greet your interviewer(s) with a handshake, if possible, and introduce yourself.
- ✓ Have a padfolio so you can readily reference a copy of the job description and have your résumé available.
- ✓ Ahead of time, write out answers to possible questions and have scenario examples ready.
 - Prior to interview, write down a couple of questions to ask the interviewer(s).
 - ALWAYS ask at least two (2) questions so the employer knows you are interested in the job!
 - The padfolio is a great place to write down tidbits you learned about the organization while researching them and it shows the employer you're interested and invested!
 - Use these notes as reminders but do not read directly from them, maintain eye contact with the interviewers, and be mindfully present during the interview.
 - Career & Employment Services has padfolios available to students!
- ✓ When the interview concludes, thank the interviewer(s) for their time.
- ✓ Send a thank you note by email shortly after the interview.

Interview Skills – Reflection Questions

Accomplishments and Obstacles	Skills Used and Lessons Learned
1. What one thing are you proudest about from your previous work experience (job, internship, etc.)?	
2. In your previous role(s), what has been a noteworthy experience?	
3. Describe a difficult situation you encountered in a previous job or internship. What issues were involved? How did you address it? What was the outcome?	
4. What programs/events/processes/services have you planned/managed/coordinated/implemented in a previous position? Describe the details.	
5. How would you describe your ideal work environment?	
6. How would coworkers describe you?	
7. What can your supervisor expect from you?	

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