



## INTERVIEW GUIDE



## INTRODUCTION

The job interview is one of the most crucial steps in your career search process. It is the organization’s opportunity to determine mutual fit. This guide will highlight UCR Alumni Career interview best practices and then take you through step-by-step instructions to mastering your interview.

## BEST PRACTICES

There are three crucial questions you need to be able to answer to successfully interview:

1. Why you? (Know Yourself)
2. Why this position? (Know the position as well as possible from the job description and online research)
3. Why this organization? (Know the company and the industry)

## STEP BY STEP

### PRE-INTERVIEW

RESEARCH ORGANIZATION	EXAMPLE/RESOURCES
<p><b>POSITIONING</b></p> <p>Research will allow you to position yourself in terms of your future employer’s needs, not simply in terms of what <i>you</i> want from the job. Become familiar with the following:</p>	<ul style="list-style-type: none"> <li>• The job description</li> <li>• The company website- specifically ‘About Us’ tab. If possible try to find out about challenges, new initiatives or programs.</li> <li>• If publicly traded, financial statements and other information might give you a perspective on overall goals, business philosophy, etc.</li> </ul>

### INTERVIEW

QUESTIONS	EXAMPLE/RESOURCES
<p><b>TELL ME ABOUT YOURSELF</b></p> <p><b>TO ANSWER INCLUDE THE FOLLOWING COMPONENTS</b></p> <ul style="list-style-type: none"> <li>• Professional identity and areas of expertise</li> <li>• Most recent position</li> <li>• Key achievement with # scope or result</li> <li>• Degrees, job titles, relevant skills</li> <li>• Passion for role</li> </ul>	<p><i>“I’m a _____, with expertise in _____, _____, and _____.</i>  <i>Most recently with _____, in _____ role.</i>  <i>I’m proud of the fact that I _____</i>  <i>A little on my background _____</i>  <i>Really excited for opportunity to _____”</i></p>

<p><b>FRAME YOUR TRANSITIONS</b></p> <p>Hiring Managers are most interested in transitions. If you lost a job due to downsizing or are a career switcher make sure your response addresses the following:</p> <ul style="list-style-type: none"> <li>• Make peace with yourself</li> <li>• Depersonalize your response (never speak poorly of previous employers or supervisors, a commonly repeated interview error)</li> <li>• Add a moving on statement</li> </ul>	<p><i>A career switcher</i></p> <p><i>“I started my career in finance so I could apply my analytical skills with my interest in investment and trading. I loved the fast and dynamic pace of X. However, I missed the more consistent operational aspects of business management. I thought operations efficiency in the financial sector would allow me to maintain my interest in pricing, costing and financial modeling but allow me to apply this expertise in the banking sector in a slightly more consistent manner. That is why I joined X (current employer) two years ago. I’m very excited to continue my interest in financial operations by working for X (Prospective Employer) and believe I have much to offer in streamlining your financial systems and operations (moving on statement)”</i></p>
<p><b>WHY THIS POSITION/ORGANIZATION/INDUSTRY?</b></p> <ul style="list-style-type: none"> <li>• Assertion</li> <li>• Proof</li> <li>• Tieback</li> </ul>	<p><i>Why do you want to work in healthcare operations improvement?</i></p> <p><i>Assertion: I have been interested in operations improvement and healthcare ever since I was a child.</i></p> <p><i>Proof: I still remember trying to speed up patient intake processes as I watched my mom volunteer as a nurse at a major church conference. I love figuring out the best and most efficient way to do things, and provide the best service. My Lean Six Sigma Black Belt certification project at the Riverside University Hospital (RHS) was a highlight for me that combined my analytical strength and my values in seeing how improved medical services changed people’s lives and health for the better.</i></p> <p><i>Tieback: Finally, I understand that the Patient Protection and Affordable Care Act, as well as the aging US population, are affecting major change in the healthcare industry, in response, I understand RHS has some new operations initiatives in the works (including your Emergency Room Initiative and Grand Rounds) and I would be very excited to contribute to their success through my Lean Six Sigma expertise.”</i></p>
<p><b>BEHAVIORAL QUESTIONS- MASTER 3 TO 4 STORIES</b></p> <ul style="list-style-type: none"> <li>• Carefully match up job requirements in the job description with one of 4 stories.</li> <li>• Utilize the Context-Action-Result framework to craft each of your 4 stories</li> </ul>	<p><b>Job Requirement</b></p> <p>Quantitative Analysis -1  Project Management- 3  Cross Functional Lead- 2 and 4</p> <p><b>Story 1</b>  <i>The order entry processes at a large auto parts manufacturing company where I worked as a consultant was up to ten days late in shipment dates (Context). Through assessing large amounts of data and conducting advanced root cause analysis (hypothesis testing, graphical and regression analysis, pivot tables) and solution generation techniques (FMEA, structured innovation, designed experiments, trials) I uncovered a sub-optimization flaw. I reengineered sales and order entry (Action), saving the company \$678, 000 per year (Result).</i></p>
<p><b>CASE OR TECHNICAL QUESTIONS</b></p>	

Engineering, IT or Business Consulting and other industries may require preparation of case or technical questions. The interviewer is assessing your thinking process and delivery.	Case in Point- M. P Cosentino (Business Consulting)
<b>PREPARE YOUR QUESTIONS (FOR EMPLOYER)</b>	<b>EXAMPLE</b>
<p>Most interviews conclude with interviewer asking you if you have any questions. Do not overlook this in interview preparation. Consider questions from the following three areas:</p> <p><b>STRATEGIC</b></p> <p><b>JOB SPECIFIC</b></p> <p><b>WRAP-UP</b></p>	<p><i>From your perspective, what are the most important trends (or challenges) affecting the company?</i></p> <p><i>With these trends and challenges in mind, what are the implications for this team?</i></p> <p><i>What are the key accomplishments you'd like to see in this role over the next year?</i></p> <p><i>Is there anything else I can clarify for you regarding my candidacy?</i></p>

## POST INTERVIEW

<b>THANK YOU NOTE</b>	<b>EXAMPLE/RESOURCES</b>
<ul style="list-style-type: none"> <li>• Send thank you emails to your interviewer/s within 24 hours following the interview (phone, informational or final round).</li> <li>• Stick with email to be assured your note arrives in a timely manner.</li> <li>• Send separate emails if interviewed by a panel.</li> <li>• Thank the interviewer.</li> <li>• Reference one key exchange in the interview.</li> <li>• Reiterate your interest in the position and commitment to contribute to the organization's success.</li> </ul>	<p>(Make sure to customize and tailor to interview, position and specific organization)</p> <p><i>Dear Mr. Bear,</i></p> <p><i>Thank you for taking the time to meet with me earlier today. It was a genuine pleasure to speak about your needs at X (company name) and how I might contribute. I also really enjoyed discussing the challenges facing the X industry. I believe I could make a genuine contribution to the success of the team (name of team) and organization (name organization). Feel free to reach me at any time if you have further questions and thank you again,</i></p> <p><i>Scotty Highlander</i></p>
<b>FEEDBACK</b>	<b>EXAMPLE/RESOURCES</b>
<p>We recommend not asking for feedback from interviewers. Many companies have a 'no feedback' policy' due to legal implications. If you must ask for feedback following the interview remember:</p> <ul style="list-style-type: none"> <li>• Be constructive- accept you didn't get an offer and ask how you might improve or if the interviewer has feedback or specific advice.</li> <li>• Never ask why you did not get the job directly or argue a point about your candidacy.</li> </ul>	