The Office of Career Services is here to assist you throughout your academic career and beyond. Services offered include:

- Job and Internship Search Assistance
- Mock Interview Program
- Résumé, Cover Letter, Grad School Planning Assistance
- Optimal Résumé (Resume & Letter Builder, Video Resume, Resume GPS, Interview Prep, and Website Builder)
- The Bishop Network (alumni networking)
- LinkedIn OWU Alumni & Friends group
- BISHOPLink (online job/internship database)
- Going Global (country-specific career and employment resources for 30 countries & major U.S. cities)
- Career Fairs & Special Events
- Major and Career Advising

**About Career Services**

Information interviewing can be a useful networking technique because with each person you interview, you are adding to your network of contacts for future help with your job or internship search.

**WHERE TO START?**

**Identify someone** working in a job in which you’re interested.
**Call or e-mail** and ask to schedule a short appointment.
**Don’t ask for a job**; this is not a job interview.

The information interview could possibly lead into a job; at the very least, you’ve gained knowledge regarding a particular career field and added another contact to your network.

**Before you end the interview**, ask for two more names of people in similar jobs for your next contacts.

**Phone or e-mail?** An in-person meeting at your contact’s workplace works best; this allows you to get a feel for the environment. However, phone or e-mail can be used.

**SAMPLE INFORMATION INTERVIEW QUESTIONS:**

Why did you choose this field?
What do you like most/least about your job?
How did you decide this was what you wanted to do?
What skills are necessary?
What advice do you have for entering this field?
What is the best way to find job openings?
Could you discuss entry-level positions?
Who else would you suggest I contact?
**Interview Prep**

Being prepared for an interview is just as important as the interview itself.

**Self-Assessment**
- What skills and abilities do you possess? How do those skills and abilities align with the position description?
- What work or volunteer experiences have you enjoyed the most and why?
- What knowledge have you gained in the classroom that can be applied to a work situation?
- What type of work environment do you most prefer?

**Research** - employers expect you to arrive knowing background information about the organization.
- Make a list of basic information such as history, culture, names and titles of key contacts, products/services, diversity, mission, location and subsidiaries, and community involvement.
- Use internet and print resources including the company's website, LinkedIn, press releases, trade journals, business reports, newspapers, magazines, etc.
- Contact anyone you know who works for the employer, or knows someone else who does (talking to an employee who can give you first-hand information will prove to be valuable).
- Write a list of questions you can ask about the company and position during the interview.

**Practice** - review potential interview questions and responses, schedule a mock interview through Career Services, or have friends go over sample interview questions with you.

**Note The Non-Verbals**
- Mirror the interviewer’s body language.
  - Don’t mimic interviewer, but match his/her style.
- Keep good eye contact.
  - Maintain eye contact when interviewer speaks.
  - Looking down signals lack of confidence / deception.
- Hand gestures — keep them in the box.
- Lean forward slightly to listen intently.
- Respond to questions with similar volume and pace.
  - Always speak loud enough to appear confident.

**Common Interview Mistakes**
- Being unprepared — no research on company
- Lack of interest / enthusiasm
- Inappropriate attire — dress too casual
- Poor body language: slouching, fidgeting, etc.
- Lack of resume knowledge: cannot articulate value/skills
- Late for interviews; arrive early!
- Unprofessional — negative, inappropriate language
- Rambling answers
- Ringing or buzzing cell phones
- Poor listening — missing the point of the question; not letting interviewer finish the question
- Running away!!

*Be sure to avoid these common interview mistakes as they are often reasons for rejection.*

**The First Impression**

Did you know that most hiring decisions are made in the first 5 minutes of an interview?

- Give a firm handshake / warm smile.
- Share something in common.
- Present your 2-minute marketing message:
  - What skills do you bring?
  - Why are you interested in the position?
  - Why are you a good fit?
- Don’t be nervous!

**Be SMART - Responding to Interview Questions**

Answers should be 2-3 minutes long.

- **Situation + More**: Add context to your story
- **Actions**: Refer to specific actions taken
  - How did you overcome a challenge? Resolve an issue?
  - What was your decision-making process?
  - What was your role on the team?
- **Results**: Show a measurable outcome
  - Numbers-oriented (convey ROI)
  - If the outcome was poor, what did you learn?
- **Theme**: Link your story to a competency or question

**Listening can be even more critical than speaking!**

Don’t daydream · Be curious/ask questions · Don’t talk too much
Elevate the other person · Resist the urge to be right

**Sample Interview Questions**

You should practice responses to potential interview questions before an interview.

*Be sure to provide clear and concise answers with specific examples for each question.*

Tell me a little bit about yourself.
Why are you interested in working for this organization?
What are your major strengths/weaknesses?
Why have you chosen this major/field?
What are your short- and long-term career goals?
Describe how you dealt with a major problem.
What accomplishments have given you the most satisfaction?
Describe an experience in which you worked as part of a team?
Tell me about a time a professor or supervisor criticized your work.
Why are you interested in this position?
How would others describe you?
How many balloons would fit in this room?
How has your college experience prepared you for this position?
Where do you see yourself in three years?
What was the last book you read?
Why should I hire you?

*Note: Many questions are asked to test your skills and knowledge. Some questions are asked to determine your character and fit, while others are asked to determine how well you handle stress, think on your feet, or how well you have worked with others. Rehearsing potential responses to these questions will help you during the interview.*