

Interviewing 101

Transcript

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Lisa Winston: Hello, everyone! My name is Lisa Winston. I'm the career specialist with the Technology and Health Division here at Mount San Antonio College. I'm excited to be with you all virtually today, to talk about the interviewing process. This is kind of our introduction presentation on the interviewing process. So, interviewing one on one. I will share more about the advanced interviewing techniques presentation at the end of the webinar.

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Lisa Winston: So for all my presentations, I always give out 2 kind of guidelines to kind of ground rules when we're approaching the presentation number one is to approach the topic with curiosity. Interviewing for some people can be a very scary thing. I'm not trying to minimize that

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Lisa Winston: that scariness, that worry that you might have going into the interview process of anything. I want to approach that with curiosity, and look at it through a lens of what can we do to make you less less nervous, less worried? Let's be curious about you, your work history, and who you are. So you can really become the expert on yourself and approach that topic with a lot of interest and curiosity.

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Lisa Winston: and hopefully get excited about the interview process. By the time all is said and done.

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Lisa Winston: Number 2 is, I assume, good of you. This applies a little more when we're in person interacting back and forth. But it still applies to the

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Lisa Winston: presentation here. If you have any questions about this presentation, if you need to send me an email afterwards, and you need clarification. Or if you want to come, meet with me and talk about something. I always want you to understand that I assume good of any questions that you might have. I'm never going to assume that something is an unintelligent question, a dumb question. People say that in almost every presentation I have.

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Lisa Winston: they'll raise their hand and say, Oh, this is a kind of a dumb question. I don't ever think that way. And I don't want you to think that way. The interview process is something that is up to a lot of interpretation. There's a lot of nuance a lot of details about it. So please ever, never assume that your question is not a good question. I'm always going to assume good of whatever question that you have.

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Lisa Winston: So a little bit about the interview process. Let's see, I'm trying to see if I can.

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Lisa Winston: Okay.

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Lisa Winston: I think that might make it a little bit better. Yeah. So a little bit about the interview process. So this is kind of the cycle of the interviewing process. So the job is posted. You're at the application phase at the beginning. You're getting your resume and your cover letter information ready. I have information and presentations on those topics on the Career resources website, which I'll show in a little bit.

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Lisa Winston: and then you get your interview pro offer, and then you head in for your interview. So this is at the phase that we'll be talking about during this presentation. The interview process.

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Lisa Winston: So

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Lisa Winston: the number one thing that I always like to start with. Is you made it here to this interview offer process because they liked what they saw about you during this application process. They liked your resume. They liked your cover letter. They liked the information that they read about you. They maybe already checked your references, and

they liked that if they haven't already. They liked what they saw in that overall application about you, and they just want to know more about you

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Lisa Winston: so hopefully that kind of eases some of the anxiety, some of the stress a little bit, because you've already made it through a big chunk of a hard part of the process, which is the application part.

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Lisa Winston: So I'm going to give a general interview. Sorry, a general overview about the types of interviews that you might encounter during the interview process. This is not all inclusive, but this is a pretty good overview of the types of interviews that you might encounter.

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Lisa Winston: So number one, we're gonna go over the format, so it might be a 1 on one interview it might be a panel with multiple people interviewing you.

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Lisa Winston: It might be a group interview where you're with other candidates. And the people overseeing the interview process are observing that group interview process.

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Lisa Winston: It might be technical or skills based where they have some sort of assessment that they would like you to take.

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Lisa Winston: or it may be an AI generated interview. This is something we're seeing more and more where companies are utilizing AI to actually conduct the interview process. And I'll pause right here, because throughout the presentation I want to know that you'll see some QR codes. These are all resources linked on the career services website for technology and health. So I'm going to pause and show that real quick.

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Lisa Winston: Okay? So when you go to the Mount San Antonio college technology and health website. So that's mountsak.edu slash.

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Lisa Winston: dash, I guess. Tech dash health.

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Lisa Winston: You'll go under resources and career resources.

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Lisa Winston: Here I have an abundance of resources for students within the technology and health division. These are kind of some general resources to help you throughout the

career process, the career education, and the career websites that might be helpful for you as well as the mountie career. Hub

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Lisa Winston: and then, as we go into the more detailed process. These are all for your job application process. So the resumes, your resume checklist is on there. We also have cover, letter, guide references. Guide how to use AI on your job applications, the types of resumes that you might encounter.

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Lisa Winston: And then this is where we're heading into for this presentation. The interviewing section. So that resource that I showed a second ago was interviewing with AI software. So here it is, right here at the end of the list. These are some tips for you as you head into the process. If you are interviewing with an AI software.

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Lisa Winston: or if you're interviewing on zoom.

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Lisa Winston: I have resources on how to interview on zoom tips, on zoom interviews.

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Lisa Winston: I also have other resources that I'm going to show throughout this presentation. So when I reference those, those are all on the career resources, portion of the tech and health

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Lisa Winston: web page under resources and career resources.

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Lisa Winston: From there I have some job tips and job boards. And I'll also show this job cycle tips by program.

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Lisa Winston: This has tips for your interview process by the program that you are in within technology and health.

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Lisa Winston: And I'll go into that in a little more detail later. Actually.

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Lisa Winston: So I'm going to pause one more time and resume the presentation.

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Lisa Winston: Okay, bring up our screen share again. Okay, so

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Lisa Winston: the next section that we'll talk about is the timing of your interviews. So your interviews could be multiple round. This could take several weeks or months.

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Lisa Winston: They may just be one day interview so that could be a half day, a full day multiple days.

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Lisa Winston: or it could just be a 1 h long. Interview process. These are the most common that we see. These are the most common formats and timing that we see in interviews that doesn't mean there might not be other types that you encounter.

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Lisa Winston: and then the setting. It might be a more formal setting, or it might be an informal setting, and that resource I have here is a resource on how to navigate informal interviews versus formal interviews. If you'd like to utilize that QR code or visit the website that I showed a minute ago.

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Lisa Winston: so overall the biggest thing that I hope you take from this presentation the antidote to anxiety. When you approach the interview process is preparing for those interviews, practicing

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Lisa Winston: and researching. So what I mean by researching is 1st and foremost research yourself that might sound a little weird. What does that mean? Research myself? Review your own application materials that you submitted.

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Lisa Winston: Note any anecdotes or stories from your work history, and how they apply to the common questions that we'll talk about.

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Lisa Winston: And then next, you're going to research the company and the people at that company familiarize yourself with that company's mission values. Recent news stories that they've been involved in industry trends, that they're involved in the employees especially who is going to be working with you at that company. Look up their organization chart, if it is available, publicly learn as much as you can about that company.

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Lisa Winston: and then connect it with yourself and your experiences to show how you can contribute to that company

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Lisa Winston: practice, practice, practice. So practice answering common questions utilize the star method which we will talk about in a minute.

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Lisa Winston: do simulated, or what's called mock interviews, and I have a resource there for the mock interview process.

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Lisa Winston: and then research that position, description itself, review it thoroughly, make notes connecting the dots between your experiences and that job description.

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Lisa Winston: and know how it will benefit you to work at that company, but also know how you can benefit them.

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Lisa Winston: Sometimes people either do too much

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Lisa Winston: of one or the other during the interview process. They share too much of how they could benefit the company, but not how it fits into their overall career development process.

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Lisa Winston: or they'll show the opposite. They'll talk all about how it can benefit them, but nothing about how they might benefit the company. You want to have a good balance of both of those throughout your interview process.

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Lisa Winston: So typically, when this presentation is given in person, we would do a practice activity for researching an organization or a person. So the way that we're going to do this is if this is presented in a classroom setting, I'm going to share the different organizations that I have on the screen, and everybody's going to get together in small groups, depending on which organization you would like to research.

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Lisa Winston: And you're going to look into each of these companies and learn more about them. If you're doing this individually, feel free to pause the presentation and look a little bit more into whichever company stands out the most to you that you have the most interest in. I will note these are not specific to technology and health that was done intentionally. We're not used to researching this way. Typically, we are not used to researching companies and learning about their mission and values and purpose

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Lisa Winston: purposefully selected companies that are familiar to all of us, familiar to what we see every day out in the world, to kind of demystify that part of the process first, st and just go with things that are very familiar to us. So we can say, Oh, I'm familiar with that brand or that company. Let me think about this company, and how I see that playing out in everyday things that I see them doing.

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Lisa Winston: And then, whenever we've exited this presentation, you can take your own time to apply that research process to companies that you may be looking for jobs with.

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Lisa Winston: So the 1st one I have is a person. So if you want to research the honest company, CEO,

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Lisa Winston: the next option I have is a company Coca-cola.

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Lisa Winston: The next option is should be familiar to you. Mount San Antonio College. Yes, your college has missions and values and goals, and 4 year plans, etc, that are put out publicly for you to read.

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Lisa Winston: Then we have the CEO of Costco.

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Lisa Winston: and then we have maybe another familiar sports team for you all in the area, the Los Angeles Lakers. So you pick one of these companies and you'll utilize the resources that are available to you on the Internet, on LinkedIn, on news articles. And just briefly, everybody get in a group and share what you can learn about that person from your research

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Lisa Winston: if they're an organization. What did you learn about the people in that organization.

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Lisa Winston: If there's

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Lisa Winston: values and missions and goals that they put out publicly, what are those, and then connect it with what, in your own personal work, history might connect to that company.

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Lisa Winston: So if you're in a group, if you're in a classroom setting, I recommend everybody grouping up together and silently researching for about 5 min, and then for the next 5 min. After that everybody share in your group what you learned about the company and see what overlap you all found, and if you have extra time at the end.

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Lisa Winston: everybody can come together as a large group and share what they learned about their company with the larger group.

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Lisa Winston: So I'm going to pause right now. So you have the opportunity to do that

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Lisa Winston: so hopefully, you all had some good time to learn about some of these companies. And to do kind of that practice of what it looks like to research a company or an individual, and to learn more about them, and the next steps would be outside of this presentation. As I said, to practice that with a company that you might be interested in.

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Lisa Winston: So next, we're going to talk about answering some of the common questions that come up during the interview process.

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Lisa Winston: So one common question that might come up is, why do you want to work here? And this is where I'm connecting this with that previous slide, right? This is where your research will come in. Show your knowledge about the company, express how your goals align with their mission and goals, and beyond that also connect, how their company aligns with your personal goals and your next steps.

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Lisa Winston: they might ask, Tell us about yourself, and we're gonna actually talk about this in a little bit detail in the next slide. This is called your opening statement. So you're gonna focus on your professional background key skills and what you can bring to the role again, we'll go into this in more detail, because I know this is a very common anxiety, inducing question, for people

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Lisa Winston: describe a challenge that you face at work. So in the next slide. After we talk about the opening statement, I'll talk about these. These are called behavioral questions. For these you utilize the star method. To answer these questions, these focus on your past actions, your experiences, and then those are utilized to help predict how you might appear in this role at this company.

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Lisa Winston: So these questions typically start with, tell me about a time, but not always sometimes. And we'll talk about it a little bit. These questions won't directly ask you to talk about a time, but they will want you to give an example of a time.

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Lisa Winston: More questions. That are very common, and how to answer them can be found on the website as well. I will say this is not an all inclusive list, right? Every company is going to have different things that they might want to ask you. I wish I could prepare you for every question that might possibly come up, but what I can prepare you for is to be ready when you're going into that interview process for whatever might come your way. And that's what we'll talk about in the rest of this presentation.

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Lisa Winston: So opening statements, they may ask, can you tell me about yourself? They may say, what brings you here today? Or they may even say what interests you about this position.

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Lisa Winston: So you're going to follow this path to answer these questions. You're going to clearly state your name with confidence. Why would you state your name when they've already verified who you are when you're already there, when they've already gotten your application, because they want you to pronounce it the way that you would like your name pronounced, and they want to hear that with confidence, and because it will help you stick in their mind. You've said your name with confidence. They know who you are, and it sets the tone for the rest of the interview.

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Lisa Winston: Then you're going to briefly summarize your relevant work, experience, or education for that role, give a little of your background

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Lisa Winston: and then state your career goals. And ultimately, why you're applying to this position.

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Lisa Winston: State what you hope to achieve in the role or contribute to that company.

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Lisa Winston: This is typically called either an opening statement or an elevator pitch. The reason it's called an elevator pitch is because it should be really quick and concise. Aka, the amount of time that you might share with someone on an elevator.

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Lisa Winston: So if this presentation is taking place in a classroom, I will pause. So you all can take a minute to jot down what you might say, and then practice with just one partner. Whoever is sitting next to you in the classroom, and then, after that, provide feedback to one another on your opening statements.

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Lisa Winston: I'll also pause just in case you are doing this at home, and would like to second to practice this activity

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Lisa Winston: hopefully, you all have some time to share your opening statements with one another. I will be moving on to the next slide, but keep practicing those. Keep improving them as you go.

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Lisa Winston: So the star method is the next type of interview question that we are going to talk about the next approach for behavioral questions that you might approach in the interview process. So the star method, what does that stand for?

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Lisa Winston: It stands for situation.

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Lisa Winston: So you're going to start by describing the situation where you experienced a scenario and the chance to excel in the skill set that is being asked or displayed of the self characteristics. And the question, that's a lot of words. Right? So essentially, you're going to explain the situation where you experience something similar to what they're asking about in that question. That's the simple way to say that

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Lisa Winston: you're going to talk about the task at hand. What was the task before you describe what the challenge was, or what you identified as being the hurdle in that situation.

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Lisa Winston: And then you're going to go into the action. What actions did you personally take to address or improve the situation?

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Lisa Winston: And then the result? What results were happening of the act

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Lisa Winston: as a result of the actions that you took. Sorry? These aren't always going to be drastic results. Right? You you maybe didn't necessarily save the company from a complete downfall. It doesn't always have to be something gigantic that you did, or some big project, big or small, what was the outcome or impact of the critical thinking and actions that you took as you based the scenario that they're asking about

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Lisa Winston: what future lessons did this situation bring for you? And if it didn't go well, what would you do differently next time?

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Lisa Winston: It doesn't have to be something that you're describing that went perfectly of anything. It shows them that you've really reflected on past experiences. If you share a little bit about what you reflected on with it. And a lot of our employers these days are saying, yes, we want to hear that reflection. We want to hear where people are going in and really thinking about their experiences and reflecting on what they could have done. Better.

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Lisa Winston: So again, with all of these, you want to be direct, clear and concise. Your answer should be one and a half to Max 2 min long. That doesn't mean timing yourself in the interview process. Right? This is part of that preparation that we talked about practice interviewing, common behavioral interview questions.

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Lisa Winston: These might be, tell me about a time when you were encountered. Conflict, etc. Tell me about a time when you worked well with a team.

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Lisa Winston: Tell me about a time when you faced a challenge with a customer. It depends on your industry. But it doesn't mean that you time yourself live in the interview. You want to practice these questions and practice taking the approach to these questions so you can pre prepare for giving direct, quick answers.

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Lisa Winston: That's a resource on start interviewing that QR code right there. So if you'd like to visit that QR code. Or, again, this is the website. I have information in more detail on the start interview process

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Lisa Winston: on the website. If you'd like more information about it, or having a little bit of of trouble understanding, or if you just like a handy handout to help you through the process.

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Lisa Winston: So again, if we were giving this presentation in person, we would do this in person. But I'm happy if you all pause the presentation. If you're in a classroom setting, or if you are at home by yourself watching this presentation, you're going to take a moment to practice the star method. So you're going to describe a time where you had to handle a conflict at work. It doesn't have to be at work. It could also be in your classroom setting. It could be a personal conflict that you encountered with someone, a classmate, etc.

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Lisa Winston: You're gonna take a minute to individually brainstorm and write down your star approach. Explain what the situation was that you encountered.

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Lisa Winston: Explain what task you realize needed to be done or undertaken to solve that situation.

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00:22:27.730 --> 00:22:31.460

Lisa Winston: and then what actions you took to address that task.

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Lisa Winston: What results came forward after your approach to take those actions?

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Lisa Winston: And then, after you've taken some time to brainstorm by yourself, partner up and do a small mock interview with just one question. One person asked the other question, and then switch

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Lisa Winston: and then provide feedback to one another on your answer.

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Lisa Winston: Do you understand what the scenario was that that person described to you? What could you decipher about your interviewee? The person that answered the question from their answer. Did your partner frame the situation positively? And did it sound rehearsed? We always want to sound authentic and engaging, and like we're answering this question for the 1st time.

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00:23:17.410 --> 00:23:34.370

Lisa Winston: and of course we always want to sound like we learn something positive, or frame the situation positively, or we had positive feelings about the person ultimately that we were encountering that conflict with. We don't want to come off overtly negative during the interview process.

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00:23:37.820 --> 00:23:54.919

Lisa Winston: I'm gonna go back a second. I also want to just clarify. Even if you don't have positive feelings for that situation, you don't necessarily need to frame it as overly positive. If that's not authentic to what you feel, but you do want to frame positively what you learned from that conflict.

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00:23:54.990 --> 00:24:12.369

Lisa Winston: What you learn from that that encounter with that individual, or what? Ultimately you changed about your behaviors. We don't have to be an authentically positive all the time, and during the interview process. But we don't want to come off again. Overtly negative.

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Lisa Winston: Okay, so next, I'm gonna talk a little bit about bringing your a game during the interview process. So 1st and foremost

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Lisa Winston: formal business attire is generally best for any interview that you're going to. Some industries may say, Oh, smart, casual is more appropriate for us, or oh, we. We really don't do the suit and tie thing. You could kind of take that on a case by case basis. Overall overdress is always going to be better than being underdressed.

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Lisa Winston: If you have a suit, and you can take off the jacket. That's fine, or you know, if you have a blazer of some sort, and you find yourself feeling overdressed. You can take off the blazer. But overall, it's okay to be overdressed. We'd rather that than underdressed.

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Lisa Winston: You can always consult your colleagues, your professors, and and me your career specialists for industry standards, and I can assist you with what to wear to the interview process. And I have a guide and a resource there for dressing, for the interview process

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Lisa Winston: during the interview always utilize both nonverbal and verbal cues to show engagement.

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Lisa Winston: so nonverbal cues, strong eye contact, open body language, not having crossed arms. Providing a firm handshake. If that's kind of indicated when you go to meet someone having good posture during the interview, and then showing active listening via your facial expressions.

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Lisa Winston: and then verbal. You always want to utilize varied and engaged tones. When you're talking to someone, not a flat, not a monotone. You want to avoid filler words as much as you possibly can. The ums the as the you knows, and then active, responding so actively, responding to what's being said to you during that interview process.

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Lisa Winston: And this is what I usually show the tips for your program guide. So I'm going to pause real quick. So I can pull that.

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Lisa Winston: Okay. So on the career resources website toward the bottom under tips and job boards. You'll see this document titled job Tips by program. I showed this a little earlier. So this is going to have more information on specifically within your program, what tips and

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Lisa Winston: tricks that we have for the interview process for your area within the division of health and technology. So I can't go into all of these for the sake of time, one by one, because it would take a lot of time. But if you have trouble understanding, or you're trying to see how these

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Lisa Winston: these tips apply to you feel free to make an appointment with me. I'm happy to explain these more to students within tech and health. But I'm just going to pick off one particular program. Just so I can go a little more detail into what feedback we were given. So basically for this document.

118

00:27:14.170 --> 00:27:30.999

Lisa Winston: we surveyed employers within each of our division programs. And we asked them 2 questions. Number one was, what are students doing or not doing during the interview process that you would like to see them do, or that you enjoy seeing them do?

119

00:27:31.000 --> 00:27:44.060

Lisa Winston: Number 2. What are students doing or not doing during the job application process on their cover letters and resumes that you would like to see them continue doing, or that they need to improve on doing

120

00:27:44.080 --> 00:28:00.550

Lisa Winston: so. I'm just going to go ahead and pick aircraft maintenance, for example, to explain a little bit more about the feedback that we got from industry experts within aircraft maintenance. So they wanted students to review their technical knowledge, more.

121

00:28:00.640 --> 00:28:28.049

Lisa Winston: to be prepared to answer questions about aircraft systems, maintenance procedures, safety protocols, regulatory standards, and they also wanted students to be prepared to expect those situational questions that we talked about at the beginning of the presentation where you need to explain how you handle job challenges and emergencies of the job or the start interview process, how you might handle challenges or emergencies of the job

122

00:28:28.530 --> 00:28:37.549

Lisa Winston: to showcase their hands on experiences and internships and classes. Particularly on their resumes, but also in the interview process.

123

00:28:37.660 --> 00:29:03.589

Lisa Winston: to emphasize safety standards and awareness, and then to emphasize and live out during that interview process a willingness to learn from more experienced colleagues within aircraft maintenance. So the number one thing that we heard particularly within aircraft maintenance was, we have students coming in, and they just want to appear to be perfect. They want to appear to know everything. But that's not what we want. We want people who are

124

00:29:03.590 --> 00:29:19.169

Lisa Winston: willing and open to learning, and excited to learn and excited to share what they do and do not know, and really want to pass down that knowledge to them. So showing that during the interview process would be very important.

125

00:29:19.460 --> 00:29:47.150

Lisa Winston: and then also including those certifications, regulatory knowledge and membership associations and knowledge of tools and what specific tools during the interview process, but particularly on the job application materials. So again, find your program or area of technology and health on this sheet and read a little bit more about what industry professionals recommended for you, and I'm going to pause so I can pull back up the presentation.

126

00:29:50.590 --> 00:29:53.460

Lisa Winston: Okay, so let's keep going.

127

00:29:53.590 --> 00:30:22.449

Lisa Winston: So we're going to talk a little bit. Now about how to ask insightful questions during the interview process. So at the end of the interview, typically they're going to say, Great, thank you so much. Do you have any questions for us if they still have time to throw that question out? So during this time, do not ask questions just to check the box of oh, I asked them some questions also. Don't ask questions where those answers can be found online or in the job description.

128

00:30:22.620 --> 00:30:34.969

Lisa Winston: So do ask yourself. What gaps and understanding do I have about what I would be doing in this role? What hurdles might I have to taking this role? And how can I put those hurdles into question form?

129

00:30:35.160 --> 00:30:39.349

Lisa Winston: What information do I want to know that I cannot find online?

130

00:30:39.400 --> 00:30:58.770

Lisa Winston: And what do I want to know about working out about this at this company, or for these individuals in particular. So we're going to do an activity on this on the next slide. So if you are in a classroom setting feel free to kind of. We have. We have a check mark here, and then we have an X mark.

131

00:30:58.770 --> 00:31:28.439

Lisa Winston: and then a maybe. So if you're in a classroom setting, and you want to do thumbs up, or a sideways thumb or a thumbs down to show how you would answer each of these, or what your opinion might be on whether or not these questions are okay to ask of the interviewers who are interviewing you. If you are at home, feel free to again do a thumbs up sideways, thumb, or a downward thumb at the screen as I go throughout these as long as you're not doing that downward thumb at me hopefully.

132

00:31:29.370 --> 00:31:43.040

Lisa Winston: alright. So number one. Question, what is the salary for this position? So again thumbs up sideways. Thumb. If you think it's maybe okay to ask that thumbs down. If you think that's not a good question to ask.

133

00:31:44.010 --> 00:32:10.680

Lisa Winston: Okay, so this one is actually going to be kind of a thumbs down. So the reason is for questions such as, What is the salary for this position? We actually want you to either refer to the job description in the State of California. It should be in that job

description in the form of a range of of salary options. Or you're going to ask the Hr professional prior to the interview or post offer of the job.

134

00:32:11.096 --> 00:32:37.349

Lisa Winston: If there is an Hr personnel on your panel during the interview process. It might be okay to ask questions such as this one. But it's typically better to ask these kind of technical salary based vacation, based questions, etc, during the actual process of talking with Hr. Either prior to scheduling an interview or post them, giving you a job offer.

135

00:32:37.790 --> 00:32:42.229

Lisa Winston: So I kind of gave you the answer to this one. So how much vacation time do I get

136

00:32:42.610 --> 00:32:46.790

Lisa Winston: thumbs up sideways, thumb downwards

137

00:32:47.650 --> 00:32:59.000

Lisa Winston: again? That's gonna be a a downwards thumb. So again, refer to that job description or ask Hi Hr professional prior to the interview or post the offer.

138

00:33:00.140 --> 00:33:07.770

Lisa Winston: what is your onboarding process so thumbs up sideways or downwards thumb.

139

00:33:09.800 --> 00:33:24.599

Lisa Winston: So this is, gonna be a thumbs up. Yes, it's really important to know what training you would receive on any given job to get acclimated to their company. That's what the onboarding process is. That's how they on board you onto the company, and it's a great question to ask.

140

00:33:25.440 --> 00:33:28.449

Lisa Winston: how will my performance be evaluated?

141

00:33:30.380 --> 00:33:38.489

Lisa Winston: Yes, again thumbs up. It's important to know how the company or the individuals you'd be working for would measure your success in that role.

142

00:33:39.070 --> 00:33:42.350

Lisa Winston: What is the turnover rate for this role?

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00:33:45.980 --> 00:33:51.440

Lisa Winston: So this one is actually going to be maybe leaning towards a no

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00:33:51.440 --> 00:34:16.339

Lisa Winston: sort of we need to ask this in a different way. So as I talked, as I talked a little bit about ago about remaining positive. So we want to frame these questions in a more positive way and a less negative, leaning way. So we can ask this question. But we just need to approach it in a different way. So instead, we could say something like, Could you share? How long the previous employee

145

00:34:16.570 --> 00:34:23.410

Lisa Winston: in this role held the role and any insights on their experience at this company or in the role.

146

00:34:24.989 --> 00:34:26.870

Lisa Winston: why do people leave this company?

147

00:34:28.730 --> 00:34:56.880

Lisa Winston: Okay? Hopefully, hopefully, you did not say yes to that one. Why do people leave this company? No. So we want to ask this one in a different way. Can you share more about the trajectory of current and former employees who held this position in an outside of the company. What do you all enjoy about working here? Again we we get to the root of what we're trying to know or what we want to know. But we do it in a way that isn't so direct or doesn't sound negative leaning.

148

00:34:58.230 --> 00:35:02.959

Lisa Winston: What are the most immediate projects that need to be addressed in this role?

149

00:35:04.970 --> 00:35:09.480

Lisa Winston: Yes, this is a great question to ask. It shows you're interested and ready to help.

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00:35:10.980 --> 00:35:15.380

Lisa Winston: Who will I report to directly? And what is their management style?

151

00:35:16.960 --> 00:35:20.389

Lisa Winston: So this one I try to kind of trick you up a little bit.

152

00:35:20.420 --> 00:35:49.759

Lisa Winston: It's okay. So it's a maybe lean toward a yes. So for the 1st part of the question, check the job description to make sure that it that the 1st part isn't included, that your manager is not listed in there. It may not be a person's name, but it may be a title, and then you would do the extra step of going to research that title and then find who that person is. If that information is publicly available. The second part of the question is a great question to ask, especially if that person is in the room, what is their what is your management style?

153

00:35:51.830 --> 00:35:56.989

Lisa Winston: Are there any upcoming initiatives or projects that you are especially excited about?

154

00:35:58.290 --> 00:36:23.689

Lisa Winston: Yes, great question. Initiative might not, might be public. So make sure to research those and then engage them in conversation about them, especially if you show that you've researched the initiatives that they've publicly talked about. And then you engage them in conversation, back and forth, about how it's been working on those. That's a very. That's a very great way to navigate this question. Portion of the interview.

155

00:36:24.395 --> 00:36:30.080

Lisa Winston: You can even share. Yeah, what initiative is excited you to read about and then ask.

156

00:36:30.310 --> 00:36:48.790

Lisa Winston: You could say I was excited to read that you all are doing. X. Can you share me more with me about that project, or what initiatives excite you? It gives you a good insight into whether or not, they enjoy working at that company, depending on how their response,

157

00:36:49.270 --> 00:36:53.869

Lisa Winston: and nonverbal and verbal ways shows you their enthusiasm.

158

00:36:55.240 --> 00:36:57.179

Lisa Winston: Are you married?

159

00:36:58.340 --> 00:37:03.520

Lisa Winston: This would be you asking the employer if they are married?

160

00:37:03.830 --> 00:37:23.039

Lisa Winston: No, no, no, no, yes. So is not appropriate to ask about their personal lives, nor is it appropriate for them to ask about yours, and that is kind of a great segue into the next section that I'm going to talk about, which is questions that they can and cannot ask you by law.

161

00:37:23.320 --> 00:37:46.549

Lisa Winston: So I'm going to give California as the example throughout this presentation, because we're in the State of California. If you are looking for a job outside of California or outside of the United States, please research employment laws. And those States are in those countries to get more information. But for now these are going to be California and Ua, Us. Based U.S.A. based laws

162

00:37:47.350 --> 00:37:50.600

Lisa Winston: about employment interview questions.

163

00:37:50.810 --> 00:37:58.489

Lisa Winston: So California law specifically prohibits questions regarding your gender identity or expression.

164

00:37:58.630 --> 00:38:28.310

Lisa Winston: The ban the box law also says, employers cannot ask about your criminal history until after they have given a conditional offer, so they can ask about your criminal history. But 1st they would give you a conditional offer, and then, if you provided your criminal history, that it that would kind of indicate to you. Okay? Well, maybe one of the reasons that I did not get the final offer was because of that criminal history, but they cannot ask until after a conditional offer has been made.

165

00:38:28.760 --> 00:38:33.440

Lisa Winston: It's also prohibited for employers to ask about your salary history.

166

00:38:35.250 --> 00:38:43.369

Lisa Winston: Us. Law prohibits questions about your age, marital status, sexual orientation, religion, or ethnicity.

167

00:38:44.270 --> 00:39:12.299

Lisa Winston: and for the Ada laws, that is disability law. That employers cannot ask about your disability status or medical history prior to an offer. If you do fall under Ada and you have questions about the disability process and the job application, please come and ask me. I'm more than happy to help you navigate that process. We also have other offices on campus that I can collaborate with to get you

168

00:39:12.300 --> 00:39:24.160

Lisa Winston: additional information and answers, but I do know a fair amount of it myself. And how to navigate that process during the interview process is something that I'm very familiar with, so I'm happy to

169

00:39:24.160 --> 00:39:44.049

Lisa Winston: discuss that with you if you have any further questions. But yes, they cannot ask about your disability status or your medical history prior to an offer. Just briefly, I'll just say post post offer. They can ask what limitations you have, and and how you might be asking for those to be accommodated.

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00:39:45.010 --> 00:39:50.239

Lisa Winston: It's also prohibited for them to ask about pregnancy plans or child care arrangements

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00:39:51.530 --> 00:40:08.590

Lisa Winston: so they can ask about your relevant qualifications, skills, experience, and education. They can also inquire about your availability for work hours or willingness to travel, and they can also ask if you are legally authorized to work in the United States.

172

00:40:10.570 --> 00:40:19.789

Lisa Winston: of course I have to put the the disclaimer that laws are constantly evolving on a Federal and a state level. So these are all subject to change.

173

00:40:21.950 --> 00:40:23.296

Lisa Winston: The next

174

00:40:24.440 --> 00:40:42.029

Lisa Winston: portion of the interview process that I'm going to discuss a little bit more is the closing statement process. So after you've asked all of your questions and you have the opportunity to say that was my last question. This is what you would go into next is your closing statement.

175

00:40:42.170 --> 00:40:44.890

Lisa Winston: Thank you for answering all of my questions.

176

00:40:47.310 --> 00:41:16.749

Lisa Winston: So you're going to say something like that. This, that is all the formal questions I have for you today. Thank you for your responses. I'd like to reinforce and you're going to share some of your key qualifications, summarize relevant skills and experiences for the role you're going to express enthusiasm. You're going to reiterate your interest in that role. And then you're going to clarify. What are the next steps for this process? Inquire about what comes next in the hiring process.

177

00:41:17.770 --> 00:41:29.209

Lisa Winston: From there it is extremely important that you always follow up with some type of post interview. Thank you. Note. And I have a guide on the website to give you more information on that.

178

00:41:29.610 --> 00:41:49.549

Lisa Winston: Follow up, even on potential rejections from employers with a highly written Thank you. That expresses interest in future roles, no matter how large or vast you may think your area of employment is, I promise you it's going to feel smaller and smaller the further that you get in it. You're going to know

179

00:41:49.977 --> 00:42:08.800

Lisa Winston: people regionally who do the work that you do, or people nationally or people, maybe even internationally. So it's important to maintain good connections and to follow up expressing interest in future roles, even if you are not offered further into the interview process.

180

00:42:09.471 --> 00:42:35.080

Lisa Winston: A lot of people come to me and they say I I don't know who I interviewed with so I don't know who I need to email or I don't know who I need to send a thank you to. If you do have a general Hr email. It's fine to send it to that General Hr email. But in general, a piece of advice that I would give is as you go into the interview process the people in the room with you. If there's multiple people or just one person, they are going to introduce themselves and their role.

181

00:42:35.372 --> 00:42:53.229

Lisa Winston: Do the best you can to write down their names, even if you don't think you're spelling it correctly. Try to spell it as best as you can on a sheet of paper in front of you. Just briefly. So you know who you're talking to or in the interview process with, and can write those. Thank you. Notes later on.

182

00:42:53.571 --> 00:43:00.410

Lisa Winston: It's fine to email these, or to do handwritten letters as long as you can get them delivered within the

183

00:43:00.510 --> 00:43:04.379

Lisa Winston: 12 to 48 h period. You don't want to wait too long.

184

00:43:06.180 --> 00:43:25.540

Lisa Winston: So some general advice for the interview process number one is that applying for a job is a job in and of itself. So you wouldn't or you shouldn't go into the job interview process without proper training. So utilize these resources that I've shown you that are available to you as you're training for the job interview process.

185

00:43:25.600 --> 00:43:50.389

Lisa Winston: Also be as patient and as positive as you possibly can right now. It depends on your industry always, but but right now it is taking people generally 6 months, or even more, to obtain a job. It is a very lengthy process for a lot of industries right now, so take time here and there to focus your energy on other tasks and on your hobbies and take breaks in between those applications.

186

00:43:50.730 --> 00:44:16.219

Lisa Winston: Try to remind yourself it's not deeply personal. Even when it feels that way. There are always things you can do to improve your resume or your cover letter or your skill set. There's always free trainings or new opportunities that you can take advantage of, especially at Mount San Antonio College. But if it's not a match for you ultimately, that's okay. Let's move on and we'll find what it what is.

187

00:44:17.103 --> 00:44:42.899

Lisa Winston: A big disclaimer that I have to give right now is companies really want authenticity? That is the number. One thing that we hear from them during the interview process is, I just want to know this person. I want to know the person that I would be working with. I want to know them authentically so by definition. Artificial intelligence is artificial, Aka. It is not going to be authentic to you.

188

00:44:42.900 --> 00:44:53.720

Lisa Winston: so do not utilize AI to answer your questions. Live during an interview process. It can severely damage your interview process

189

00:44:53.920 --> 00:45:12.339

Lisa Winston: in general just to have any type of AI assist you with the interview process. If used incorrectly, I'm not Anti AI, but I do have tips on the website on how to use AI in a way that actually will benefit your interview process not damage it.

190

00:45:12.809 --> 00:45:32.520

Lisa Winston: If you do interview, utilize AI to answer those questions, live. We have heard from employers over and over again. They know what's happening. They know what you're doing. And even if they don't, even if you can get that past them, and they won't know that you're utilizing a live a interview software to answer questions, live.

191

00:45:32.520 --> 00:45:57.380

Lisa Winston: It will not give answers that are authentic or genuine, or connected to you or your specific experiences. They want to know you and your personality. So please utilize it strategically. Use the tips on the website. It can help you. Word experiences prior to an interview. You can talk to it as you would a friend or a mentor, or a mock interview, or a career.

192

00:45:57.380 --> 00:46:10.769

Lisa Winston: and talk back and forth about how to best approach this challenge that you faced at work with this other person, and how to best word that process. I don't mind that at all. I think that's a great use of

193

00:46:12.340 --> 00:46:14.700

Lisa Winston: of strategic

194

00:46:15.390 --> 00:46:30.239

Lisa Winston: use of AI in your interview process. And I think that is that is more than okay. But we don't wanna over cross those boundaries. And on the website, I do have some information on where that boundary is and where that line is.

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00:46:36.020 --> 00:46:44.630

Lisa Winston: Here's that resource for you. All limitations and how to utilize a I,

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00:46:46.410 --> 00:46:48.459

Lisa Winston: and I'll get back to the presentation.

197

00:46:50.460 --> 00:47:01.289

Lisa Winston: Okay, so post interview. This is the reminder that I always hope you can give to yourself. Human beings aren't perfect. Your interview will most likely not go perfectly.

198

00:47:01.350 --> 00:47:23.219

Lisa Winston: There will be always be something that you wish you said or did differently. And that is okay. This is just one opportunity to showcase a little of who you are to the company. So seize that opportunity, show them what you do and don't know. Bring authenticity, not perfection, and show them that you are willing to learn and grow within their organization.

199

00:47:24.820 --> 00:47:52.590

Lisa Winston: and then take time after your interview to reflect on it. Do what's called a post interview. Self assessment, identify areas for improvement, jot down things you thought went well, and you'd like to repeat in future interviews, make note of questions that you did not feel prepared for. Ask yourself, did I demonstrate my skill, set as I wanted? And if so great? If not, how can I better demonstrate my skill? Set?

200

00:47:52.620 --> 00:47:56.739

Lisa Winston: Ask yourself, was I happy with the examples I utilized

201

00:47:57.030 --> 00:48:04.990

Lisa Winston: from my work history those those star behavioral examples and then adjust where necessary.

202

00:48:07.430 --> 00:48:10.350

Lisa Winston: Remember, you are also interviewing them.

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00:48:11.500 --> 00:48:16.809

Lisa Winston: There are red flags or green flags that might show up during the interview process.

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00:48:17.220 --> 00:48:20.069

Lisa Winston: and I have some of those listed here on the screen.

205

00:48:24.970 --> 00:48:28.240

Lisa Winston: So if you get the job offer, what are the next steps?

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00:48:28.980 --> 00:48:34.119

Lisa Winston: You do not have to provide a decision to the employer immediately.

207

00:48:34.160 --> 00:48:38.380

Lisa Winston: First, st you express gratitude for the offer and request time.

208

00:48:38.420 --> 00:49:04.780

Lisa Winston: Usually you don't want to ask more than 2 or 3 days to consider their details and negotiate and make room for negotiation within necessary between those 2 to 3 days, and then you'll accept or decline the offer, so if you accept, you'll express gratitude again. Offer your formal acceptance, verify the details of the offer in writing, and confirm your start. Date details.

209

00:49:04.950 --> 00:49:08.869

Lisa Winston: If you decline that offer express gratitude, still

210

00:49:09.070 --> 00:49:22.920

Lisa Winston: make efforts to maintain that connection, offer sincere regrets. You can also provide a general positive, leaning explanation. A common one is, I've decided to pursue another path at this time that feels more aligned with my goals.

211

00:49:25.320 --> 00:49:36.109

Lisa Winston: because, again, your industry is like likely, smaller than you think, maintain those connections that you've made during your interview process, and follow up, even if you are not offered the job.

212

00:49:37.950 --> 00:49:59.500

Lisa Winston: and then I like to wrap this up with kind of to be continued right? The job, the job cycle, the job interview process is a very complicated process, and there's a lot of

different aspects of it. So if you want to and are interested in it, I have additional information online, additional webinar webinars

213

00:49:59.500 --> 00:50:12.639

Lisa Winston: that are available to you all about standing out in the job search process. That's this presentation up here. This is my advanced interviewing techniques, presentation. So I highly recommend you take

214

00:50:12.640 --> 00:50:40.040

Lisa Winston: part in that one as a part 2. To this presentation I also have a presentation, a job offer. Now, what this is about negotiating your salary after the job offer. That is a whole presentation of in itself, because negotiating salary is a very complicated topic. So both of these are my highly recommended next presentations for you to view and utilize during the interviewing process.

215

00:50:40.610 --> 00:50:56.030

Lisa Winston: I also have the link for the zoom tips and tricks over here to the left. If you are doing zoom interviews, and then a QR. Code for feedback on this presentation. I'm always happy to hear your feedback on how I can improve this presentation.

216

00:50:56.210 --> 00:51:05.200

Lisa Winston: If you'd like to make an appointment with me, you can email me. That's the best way to contact me at Lwinston, 3@mountsack.edu.

217

00:51:05.640 --> 00:51:09.240

Lisa Winston: You can also call me to schedule an appointment if you prefer that

218

00:51:09.520 --> 00:51:17.640

Lisa Winston: once you've scheduled an appointment, if you're deciding to come in person, I am located in 26 d. 34, 11, a next to the Turk.

219

00:51:18.090 --> 00:51:19.260

Lisa Winston: Thank you.