
airHigher

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Interview Skills

Presented by Joseph Oei

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Joe's Background



Currently, Executive Director of aimHigher Consultancy Limited

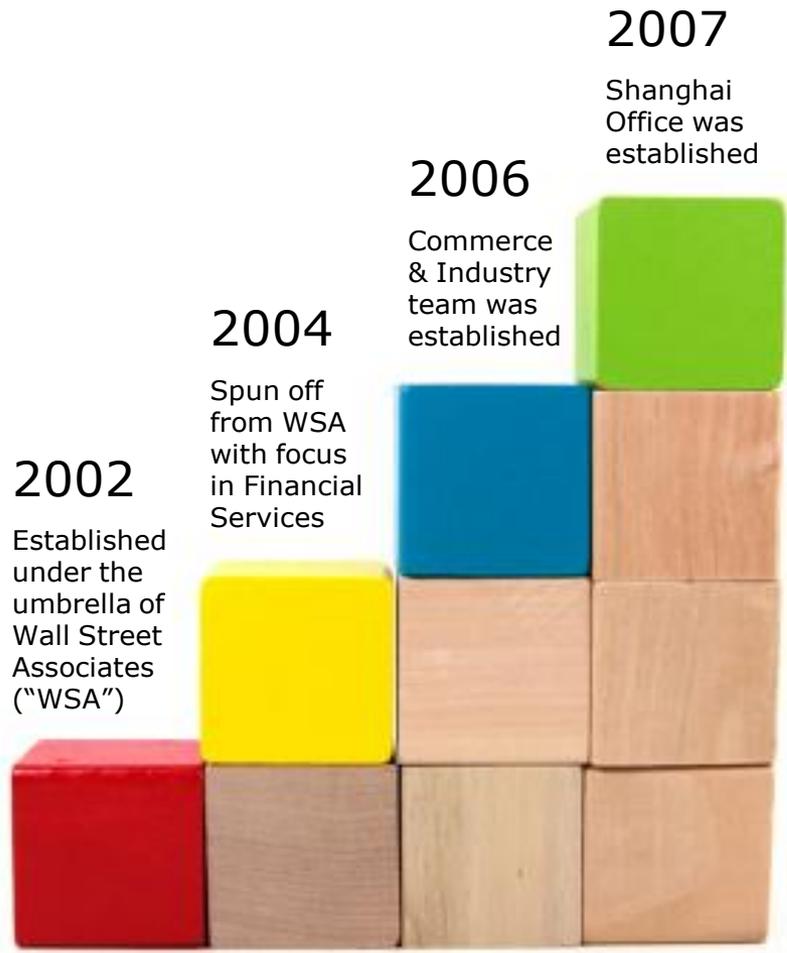
Education

- 1980 - 1990 D.P.S. & D.B.S. (G.1 - G.9)
- 1990 - 1993 Appleby College, Canada (G.10 - G.12)
- 1993 - 1996 University of Western Ontario, Canada

Work History

- 1996 - 2000 Ran a family business in the United States
- 2001 - 2006 Returned to Hong Kong and joined the recruitment industry
- 2006 - now A partner at aimHigher Consultancy Limited

Company History



Our Specializations

- 2 teams by industry focus:



Banking

- Asset Management
- Wealth Management
- Global Markets
- Corporate Banking
- Legal & Compliance
- Finance & Accounting
- Insurance

Commerce

- Finance & Accounting
- Hospitality
- Human Resources
- Merchandising & Sourcing
- Retail & Wholesale
- Supply Chain

Making Your First Impression



Your Personal Brand

- Appearance
- Body Language
- Mannerisms

Making Your First Impression Appearance



What do they say about first impression?

- It's all in the brain

How long does it take to make an impression?

- Instant impressions in the first 5 seconds
- Initial impression established in 30 seconds

Why do you care?

- Attractive men/women makes more money

Making Your First Impression Appearance



Appearance

- Dress accordingly in business attire

Implications

- Appropriate attire supports your image as a person who takes the interview process seriously and understands the nature of the industry in which you are trying to become employed
- Dressing nicely and appropriately is a compliment to the person you meet

Making Your First Impression Appearance



What to wear?

- Suit: A two piece matched suit
- Ties: Avoid fashion extremes, character ties
- Shirts: White, light blue long sleeves. Yes, even in summer
- Socks: Dark socks, mid calf length
- Shoes: Leather
- Conservative colors: Navy, dark grey, black

What if the job is in a non-suit-wearing work environment?

- One alternative is to wear pressed pants (like khakis) and a dark jacket

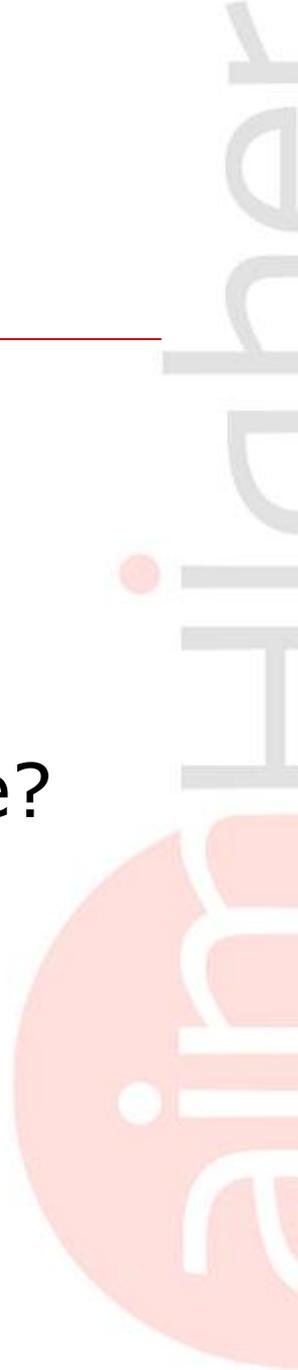
Making Your First Impression Appearance



Grooming

- Hair – clean and neat
- Hands – clean finger nails
- Clothes – clean, neatly pressed, fit
- Shoes – polished condition
- Smell – perfume or cologne should be used sparingly, some people have allergies. Don't smell like smoke

Any questions regarding appearance?



Making Your First Impression

Body Language



Handshake

- ❑ You are judged by the quality of the handshake
- ❑ Extend a hand when meeting someone for the first time

A proper handshake

- ❑ Extend your arm with your hand outstretched with thumb straight up
- ❑ Your hand should neither be on top, nor underneath the other person's hand
- ❑ The web of your hand (skin running between the forefinger and the thumb) should meet the web of theirs
- ❑ Firm, but not bone-crushing
- ❑ Lasts about 3 seconds
- ❑ Shake once or twice from the elbow
- ❑ Released after the shake, even if the introduction continues
- ❑ Maintain good eye contact

Making Your First Impression

Body Language



Poor Handshakes

- ❑ The Dead Fish: A weak, limp, and sometimes clammy, easy to slip out of grip
- ❑ The Vise Grip: A bone-breaking grip that tingles for hours afterward
- ❑ The Claw: Using only fingers in a claw-like grasp
- ❑ The Water Pump: Exaggerated up and down movement as if pumping water
- ❑ The Germ-a-phobic: Quick, barely touching handshake, appears to be afraid of germs

Making Your First Impression

Body Language

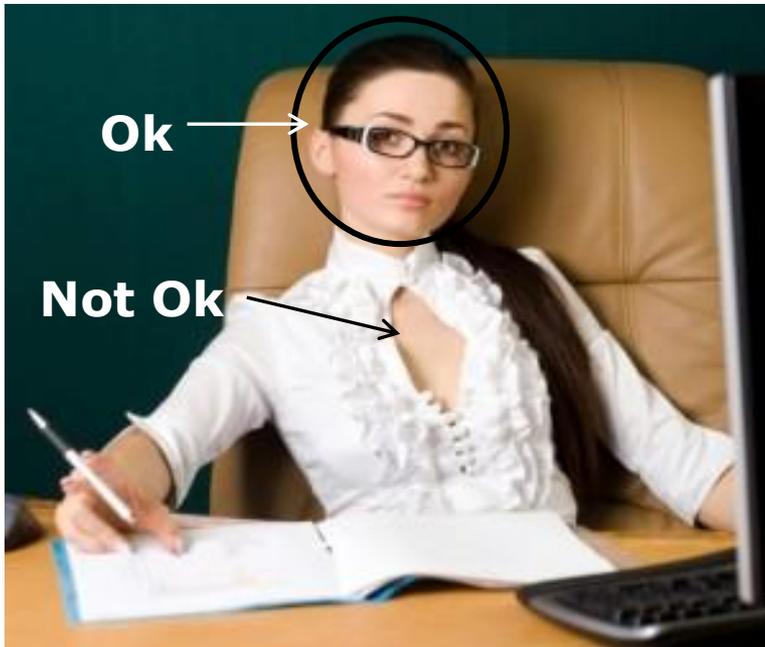


Other Reminders

- ❑ When you are sitting. Unless you are physically incapable, "always" stand for a handshake. Stand also for an introduction where the other party is standing
- ❑ If your hands tend to be naturally cold, keep your shaking hand in your pocket to warm it up for awhile before entering the handshake situation
- ❑ If your hands are damp, try casually wiping them off in your pocket or on the back or side of your jacket or pants, shortly before the handshake
- ❑ If your hands tend to be particularly sweaty, and you're expected to be doing a lot of shaking at an event, try putting some unscented antiperspirant on your hands prior to the event

Making Your First Impression

Body Language



Where to look and how long?

- ❑ A common length of time for professional eye contact is about five seconds

When interviewer is speaking

- ❑ The best time to glance directly at an interviewer is when the person is speaking to you so that you don't give the impression of being evasive or shy

When you are speaking

- ❑ Make random eye contact during your comments. You don't need to stare
- ❑ Glance at the speaker intermittently, unless your response is brief, in which case you can hold his or her gaze for the duration.

Making Your First Impression

Body Language



Eye Contact

- ❑ Talking to a group – Don't make the mistake of maintaining eye contact with just one person as this will stop other members of the group from listening
- ❑ Talking to an individual – Break eye contact every 5 seconds or so
- ❑ Listening to someone – "The triangle", look at one eye for about 5 seconds, look at the other eye for 5 seconds, and then look at the mouth for 5 seconds



Making Your First Impression

Body Language



Voice

- ❑ Vary your tone and pitch
- ❑ Pay attention to your timing and pace
- ❑ Avoid erupting into laughter on your own, laughing along with the interview is far more acceptable

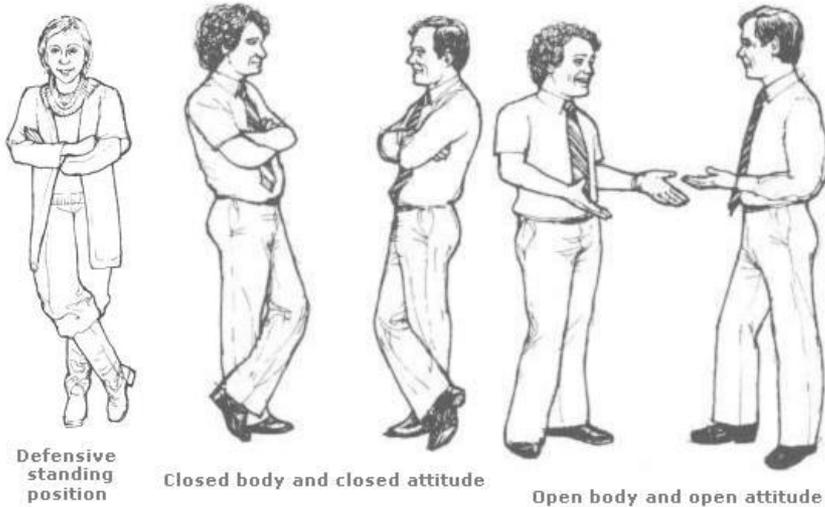


Tips

- ❑ Upbeat
- ❑ Warm
- ❑ Under Control
- ❑ Clear

Making Your First Impression

Body Language



How To Read Body Language

- ❑ Don't cross your arms or legs
- ❑ Have eye contact, but don't stare
- ❑ Don't be afraid to take up some space
- ❑ Relax your shoulders
- ❑ Nod when they are talking
- ❑ Don't slouch, sit up straight
- ❑ Lean, but not too much
- ❑ Smile and laugh
- ❑ Don't touch your face
- ❑ Keep your head up
- ❑ Slow down a bit
- ❑ Don't fidget
- ❑ Use your hands more confidently
- ❑ Don't stand too close

Making Your First Impression

Body Language



Posture

- Do not keep shifting position
- Sit straight
- Avoid playing with your tie or pen
- Avoid crossing your arm
- Avoid shaking legs



Any questions regarding body language?



Making Your First Impression

Mannerisms



Before the Interview

- ❑ Be on time
- ❑ Introduce yourself to the receptionist
- ❑ Knock the door before you enter the interview room
- ❑ Greet the interviewer
- ❑ Firm handshake
- ❑ Sit only when you are asked to sit down. After waiting for a moment, ask for permission
- ❑ Sit up straight
- ❑ Try to wear a smile on your face

Making Your First Impression

Mannerisms

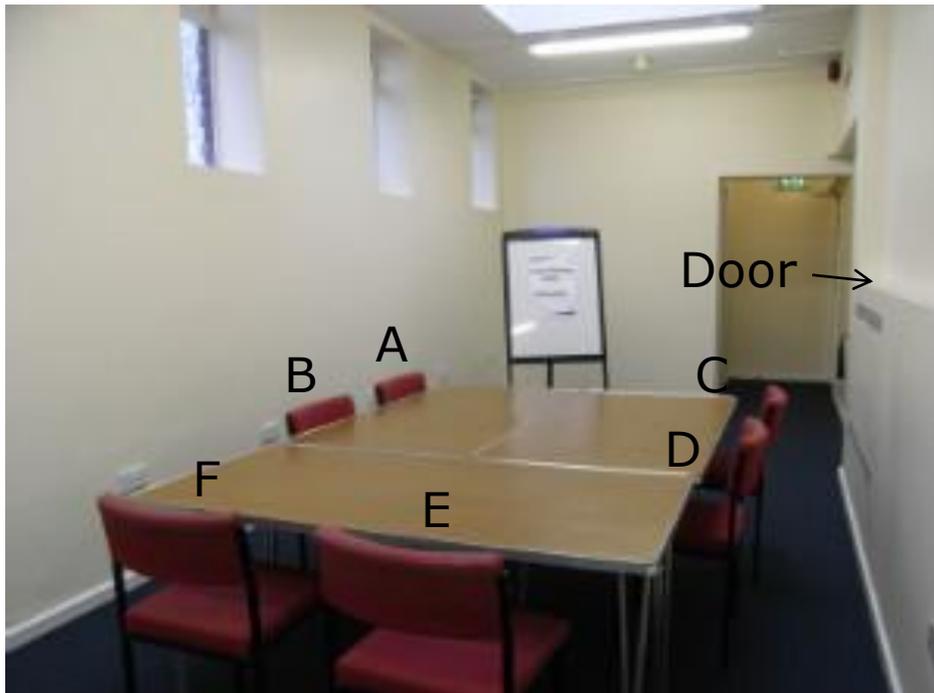
During the Interview

- ❑ Be very attentive
- ❑ Speak clearly
- ❑ Maintain eye contact
- ❑ Do not interrupt the interviewer midway
- ❑ Ask for clarification if the question is not clear
- ❑ Don't get into an argument with the interviewer
- ❑ Be confident while answering the question



Making Your First Impression

Mannerisms



- Where to sit?
 - A, B, C, D, E or F?

- Interviewers become uncomfortable if their personal space is invaded

Making Your First Impression

Mannerisms



- What to bring?
 - Your resume
 - Reference letters
 - Certificates
 - Awards

- What you shouldn't bring?
 - Cup of coffee
 - Don't chew gum
 - Mobile phone should be turned off

Making Your First Impression Mannerisms



After the Interview

- ❑ Thank the interviewers
- ❑ Collect all of your belongings as you rise and are about to leave
- ❑ After getting up, place your chair in its original position
- ❑ Following up with a thank you note

Any questions regarding mannerism?



The Interview

What Do They Want To Know?



Personal questions

- Tell me about yourself
- How would you describe yourself
- How would your friends describe you?
- Are you satisfied with what you have achieved academically so far?
- What motivates you?
- What are your career aspirations?

The Interview

What Do They Want To Know?



Questions about your abilities

- How would previous teachers describe your work?
- Describe what you would consider to be your major achievements in life?
- What are your strengths?
- What are your weaknesses?
- Why do you feel you could be successful on this course?
- Give an example of when you worked in a team
- Give an example of when you worked under pressure

The Interview

What Do They Want To Know?



Questions about the university or course

- Why do you want to study the subject you have applied for?
- What has attracted you to the course?
- Why did you choose this subject?
- Do you have any questions that you would like to ask us?
- Why should we offer you a place?

Tips on Before The Interview



- ❑ Prepare for all possible questions
- ❑ Practice with mock interviews with a friend/ teacher. If possible, do this in a room with chair and table to make it as real as possible
- ❑ Prepare some of your own questions for the interviewer
- ❑ Read and revise your personal statement and application beforehand
- ❑ List your strengths and weaknesses
- ❑ List your achievements
- ❑ List your career goals
- ❑ List the reasons on why you want to attend this university, and why you have chosen to study this subject

Tips on During The Interview



- ❑ Show your enthusiasm
- ❑ Try to give evidence to back up any answers you give
- ❑ Avoid giving one word answers
- ❑ Avoid giving long rambling answers
- ❑ Try to create a relaxed two way discussion type atmosphere between you and the interviewer
- ❑ Consider your answer before replying

Other Reminders



- ❑ Be on time
- ❑ Dress for the occasion
- ❑ Practice your handshake
- ❑ Control your body language
- ❑ Be honest and genuine
- ❑ Be very humble and polite
- ❑ Always put forward your positive attitude
- ❑ Avoid using slang
- ❑ Avoid frequent use of words like, I mean, you know, I know, well, basically etc
- ❑ When questions are asked in English, reply in English only
- ❑ Be natural

Common Problems I Found When Coaching MBA students

First of all, Who Knows Them?



Myth Buster



- ❑ Take MBA and you will automatically become richer
- ❑ According to a survey, on average, students expect to make \$1,000,000 after completing their MBA, up from their pre-MBA salary of \$350,000 per annum

Well, some graduates will see this kind of salary increase, but only some

Reality Check



- ❑ If you think you are going to walk out and become chief executive officer of a company...well, you need a reality check
- ❑ If you think you are going to walk into some high-paying job that you have never had previous experience of – think again
- ❑ It may also help one's progression in the long term, but to think that it's a springboard to a top job is just unrealistic

Common Problems You May Face As Well



- ❑ Don't know what they want to do
- ❑ Want go get into certain industry without knowing why
- ❑ Not enough research or understanding about the degree they want to apply for
- ❑ Unable to demonstrate what they have learnt from high school
- ❑ Unable to differentiate themselves from other applicants



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