

**WELCOME!**

**Thank you for joining our  
Zoom Webinar**

## **Interview Tips**

*All attendees will automatically be in “Listen Only”  
mode when joining the Zoom event*

**[www.MyEmploymentOptions.com](http://www.MyEmploymentOptions.com)**

# Our Company

**Employment Options Inc.** is an authorized Employment Network in the Social Security **Ticket To Work** program.

**We Provide Free Work At Home and Onsite job placement services**

- In 48 states and Washington, D.C.
- Now Serving California applicants!
- To qualified persons ages 18-64
- Who are receiving non-retirement SSDI or SSI benefits

## Ticket to Work - Why Choose Us!

- ★ **Over 20 years of Expertise**
- ★ **Long Standing Employer Partnerships**
- ★ **Personal Job Counselor Assistance**
- ★ **Certified Benefits Specialist On Staff**
- ★ **Many Staff are Ticket To Work Participants**
- ★ **We Practice the Personal Touch**

# Presenters



**Ann Settle** is an Employment Counselor and specializes in helping clients find work from home jobs in the 48 states we serve. Ann has been with My Employment Options for 5 years.



**Verona Sams** is an Employment Counselor who also assists clients in finding remote employment in the 48 states we serve. Verona has been with My Employment Options for 2 years.

## Interview Tips:

What To Do Before, During,  
and After An Interview

## Topics to be covered today:

- Research and preparation **before** the interview
- Proven successful interview skills for **during** the interview
- Positive follow up with employer **after** the interview

# Congratulations!

You have been chosen from a pool of qualified candidates for an interview...  
*now what?*

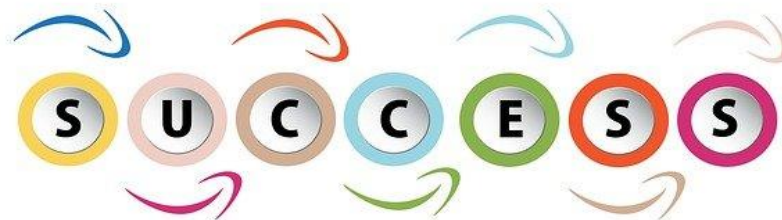


# *Important Steps for Successful Interviews*

**Preparation:** Prior to the interview

**Presentation:** Practice during the interview

**Follow up:** Actions after the interview





# *Preparation* - Research the Company

- Review the company's website
- Check out company's social media
- Explore the company on Indeed and Glassdoor



# *Preparation* - Research the Position

Focus on what helps you align yourself as a strong candidate:

- Knowledge, skills and abilities required
- Experience relating to the job description
- Strengths that would be an asset for the company



# *Preparation* - **Know Your Skillset**

*Identify 3 qualities that demonstrate that you are a great candidate for the position:*

## **Examples:**

- 1.** Effective communication skills
- 2.** Ability to work independently
- 3.** Skilled Technical Writer



# *Preparation* - Elevator Pitch

*Prepare a 30-Second “Elevator Pitch”*

- 1. Who are you?**
- 2. What do you do?**
- 3. What’s your ask?**



# *Preparation* - Elevator Pitch

## *30-Second “Elevator Pitch”*

**Example:** *My name is...* I’m a detail-oriented Technical Writing Professional with over 10 years experience. My expertise is in producing instructional manuals, from inception to completion. I enjoy using my communication skills, ability to work independently and experience in the field to transform technical information into documents that can be used by lay audiences. I look forward to using the depth and breadth of my experience, and skillset, in an organization that produces exceptional results for their clients.

# *Preparation* - Behavioral Questions



## STAR Technique

<b>S</b> <b>Situation</b>	Detail the background. Provide a context. Where? When?
<b>T</b> <b>Task</b>	Describe the challenge and expectations. What needed to be done? Why?
<b>A</b> <b>Action</b>	Elaborate your specific action. What did you do? How? What tools did you use?
<b>R</b> <b>Results</b>	Explain the results: accomplishments, recognition, savings, etc. Quantify.

# *Preparation* - Behavioral Questions

*Tell me about a goal you achieved and how you achieved it?*

**Use the *S.T.A.R. Technique* to answer:**

**S** - When I worked at Care Clinic

**T** - I was given the responsibility of transitioning documentation from paper to electronic records.

**A** - I effectively trained staff on the process, and

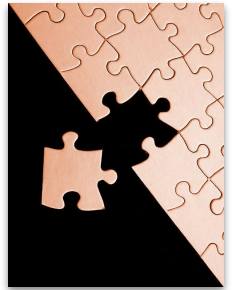
**R** - I completed the project in half the time budgeted.

# *Preparation - Is It A Good Fit?*

## *Interviews Are a Two-Way Street!*

Determinations to consider when interviewing:

- If the position is a good fit for you
- Your level of interest in the position
- Does your skillset match what is required?
- Growth potential with the company





# *Preparation* - **Prepare Your Questions**

*Prepare Three Or Four Questions Regarding:*

- The day-to-day responsibilities of the role
- The working culture of the organization
- Possible growth and training opportunities
- Interviewer's career path within the company

# *Preparation* - **Copies of Documents**

*Have copies of the following printed and placed neatly in a folder or portfolio:*

- Resume
- Recommendation Letters
- Printout of References



# *Preparation* - Dress For Success!

- View the company's website for an idea of their dress code
- Formal business attire or business casual
- Nice, but comfortable
- Professional and neat
- Light on fragrance



# *Preparation* - Interview Formats

- One-on-one phone or webcam interview
- One-on-one, face-to-face interview
- Panel interview (2 or more interviewers)
  - *Hiring manager, team members and/or HR*
- Group interview (single interviewer)
  - *Multiple candidates interviewed together*

# *Preparation* - Mapping Your Route

- Use a mapping program to find the best route
- Check schedules for public transit
- Do a practice run to find the location



# *Preparation* - Virtual Interview

## **For Work from Home (WFH) Positions:**

- Once you receive an invite for a scheduled interview review the detailed instructions
- To ensure not to miss important information, take your time and read the email thoroughly

# *Preparation - Virtual Interview*

## **When Interviewing Via Webcam:**

- Ensure that everything especially your computer is ready and set to go
- Troubleshoot potential issues before your interview!



- Be in a noise and distraction free environment

# *Preparation* - Virtual Interview

## Other Tips For Interviewing Via Webcam:

- Dress professional



- Make sure your cell phone is turned off



- Keep your attention on the camera



- Be sure your office area is neat and tidy





# *Presentation* - First Impressions

- Positive Attitude
- Your Natural Smile
- Eye Contact
- Firm Handshake
- Confident Body Language



# *Presentation* - **Employers Are Looking For**

## **Four Areas Of Interest To Employers:**

- 1) Are you dependable?
- 2) Will you be a long-term employee?
- 3) Can you do the job?
- 4) Do you have a genuine interest in their company?

# *Presentation* - Interview Questions

***What were your responsibilities in your previous job?***

***Tip:*** Be position focused - match skills used in your previous job with skills needed in **this** position.

# *Presentation* - Interview Questions

## How to Turn a Weakness into a Positive:

*What are your weaknesses?*

**Tip:** Mention skills you have improved or turn a negative into a positive.

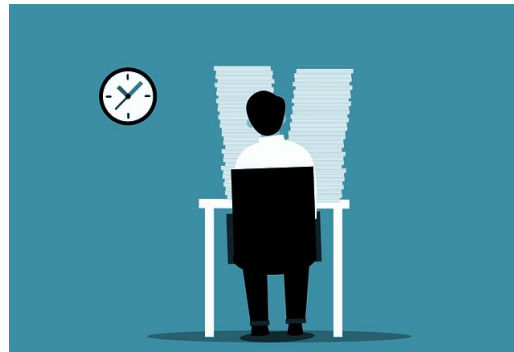


# *Presentation* - Interview Questions

***What are your weaknesses?***

***Example:***

Being organized wasn't my strongest area, so I implemented a time management system that significantly improved my organizational skills.



# *Presentation* - Interview Questions

## ***Why is there a gap in your employment?***

***Tip:*** You may have been in school, volunteering, or performing the duties of a caretaker for a family member, or managing your household

If you are an individual managing a disability, that family member would be you...taking care of you

# *Presentation* - Interview Questions

## ***Tell me about yourself?***

### ***Tip:* Remember this is a Business Meeting**

- Focus on things about yourself that *align* you with the job and company
- Some personal information is fine...i.e. you've lived in the community for some time or went to school in the area

# *Presentation* - Interview Questions

## ***What is your desired salary?***

- Do your research, prior to, know the salary range for your area and the company
- *Ask the question, but know the answer* “What is the salary range for this position?” or you can say
- “I’m willing to consider your best offer”

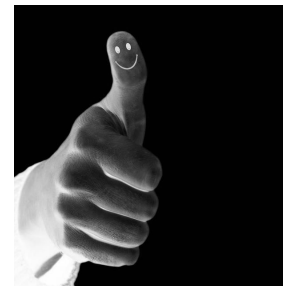




# *Presentation* - Interview Questions

***Are you able to perform the essential functions of the position with or without reasonable accommodations?***

***Tip:*** If you can do the job with reasonable accommodations - say **YES**.



# *Presentation* - **ADA Protection**

## **Americans with Disabilities Act**

*The ADA protects you!*

- You **do not** have to disclose if you are an individual with a disability.
- You do not need to request accommodations before or during the interview, unless needed for mobility.

# *Presentation* - ADA Protection

## Americans with Disabilities Act

*Disability and health questions are **illegal**:*

- Are you disabled?
- Do you have health problems?
- How long have you been disabled?
- Why are you in a wheelchair?

[www.ADA.gov](http://www.ADA.gov)

# *Presentation* - Ideal Candidate

## **What are Work from Home Recruiters looking for in the ideal candidate?**

- Time Management
- Flexibility
- Problem Solving
- Work Ethic
- Communication
- Critical Thinking
- Team Work
- Initiative

# *Presentation* - WFH Interview Questions

*Why do you feel you would be a good fit for this position?*

Have your resume on hand and use this opportunity to showcase your skills and abilities.

Show your enthusiasm, your tone, and how well you are able to articulate.



# *Presentation* - WFH Interview Questions

Give me an example of a time that you had to deal with an angry customer?

What steps did you take to resolve the issue and what was the outcome?



# *Presentation* - WFH Interview Questions

Use the **S.T.A.R. Technique** to answer questions:

- S** - Customer was unhappy about fee on account
- T** - Find out the source of the unauthorized charge  
*“Child purchased movie ticket without permission”*
- A** - Gave credit for movie and set up PIN # for the account to prevent unauthorized charges
- R** - Customer was happy, especially with the added security

# *Presentation* - WFH Interview Questions

## *Why Are You Leaving (or have left) Your Job?*

- Laid off from position
- To spend time with family or ill family member
- Would like to use skills & abilities in different capacity



# *Presentation* - WFH Interview Questions

- *What are your greatest strengths?*

*Example:* Attention to detail is my strength. I give my full attention to each of my responsibilities and make sure not to rush through tasks. Because of this my projects are successfully completed with a high degree of accuracy.



# *Presentation* - WFH Interview Questions

- How do you handle disagreements or conflicts at work?



*Example:* When faced with a conflict, I like to ask questions and understand my coworker's perspective. This helps keep the situation calm, helps them feel like they're being heard, and after this, I've found it's much easier to come to an agreement or compromise while both staying a lot calmer.

# *Presentation* - **Closing With Confidence**



- Ask about the next steps in the hiring process and how soon a decision will be made
- Express your interest in becoming a part of the team, now that you've heard more about the position
- Thank the interviewer(s) for their time and express that you look forward to hearing from them soon

# *Follow Up* - **After Interview**

- Immediately notate the important points discussed during the interview
- Send a thank you within 24-48 hours
- Email the recruiter, if you do not hear back within time frame given
- Respond positively, even if not hired, ask to be considered for other positions

# *Follow Up - Thank You*

## **Send Thank You For Interview Email**

Dear (Interviewer's name),

Thank you for meeting with (or calling) me to discuss the Customer Service Representative position. I enjoyed our conversation, and I am very excited about the opportunity to join the \_\_\_\_\_ (company name) team.

# *Follow Up - Thank You*

## ***Thank You Example Continued:***

I know what it takes to provide high quality customer service. Throughout my career, I have been in positions that were customer-service oriented. I am known for being courteous and professional in all of my customer interactions. In addition, I am highly organized and am able to multitask in a fast-paced work environment.

# *Follow Up - Thank You*

## ***Thank You Example Continued:***

Again, thank you for considering me for this opportunity with \_\_\_\_\_ (company name). I look forward to hearing from you soon.

Best regards ***or*** Sincerely,

Your name

Phone number

## How We Can Help

If you receive SSDI/SSI disability and you are not a current client, and want to find out if Employment Options can help you:

**It's Easy! Apply Online 24/7@**

**[www.MyEmploymentOptions.com](http://www.MyEmploymentOptions.com)**



**TICKET**  
*to Work*

**Click 'APPLY NOW' at the top**

**[www.myemploymentoptions.com/apply-now/](http://www.myemploymentoptions.com/apply-now/)**



## Other Resources

**Job Resources Email (Auto-Reply)**

**[help@myemploymentoptions.com](mailto:help@myemploymentoptions.com)**

**Visit our Referral Resources Webpage**

**[www.MyEmploymentOptions.com](http://www.MyEmploymentOptions.com)**

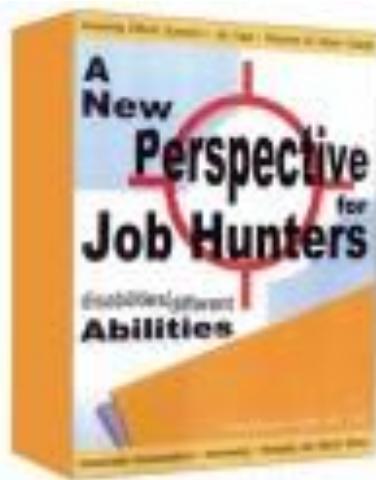
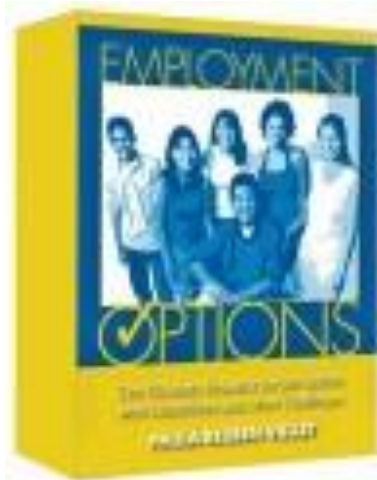
**Hover over “FAQ” at the top**

**Additional Questions?**

**[ladler@myemploymentoptions.com](mailto:ladler@myemploymentoptions.com)**



# Resources



***EMPLOYMENT OPTIONS: The Ultimate Resource for Job Seekers with Disabilities and other Challenges***

by Paula Reuben Vieillet, MA, CVE

<https://www.myemploymentoptions.com/resources/>

Order through our website or Inquire about these resources at your local library



## Additional Resource

- **MEO Staffing**, our newest sister company, is a diversity staffing agency!
- **MEO Staffing** is for job seekers who have an employment challenge or disability who *Do Not* receive SSDI or SSI.
- **MEO Staffing** also partners with employers to help them hire a more diverse and inclusive workforce.

[www.MEOStaffing.com](http://www.MEOStaffing.com)

# Our Next Event



**FREE NATIONAL ONLINE JOB FAIR!**

**Thursday, September 22nd!**  
**10am to 4pm Eastern**

**General Public Welcome From Any US State!**

To Register: Go to [MyEmploymentOptions.com](https://www.myemploymentoptions.com)  
Click **Job Fairs** (at top)

<https://www.myemploymentoptions.com/register-for-virtual-job-fair/>

# Connect With Us!



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# Questions & Answers

We will now address some of the questions we received from you!

# Questions & Answers

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Q: Chantel wanted to know: How can I have a successful interview without my nerves getting in the way?

- *Plan*
- *Prepare*
- *Practice*

# Questions & Answers

Q: Vanessa asked: How to address gaps in employment?

- *Volunteer work*
- *School*
- *Homemaker*
- *Caregiver*
- *Layoff*

*Example: I spent some time as the primary caretaker in my family. During that time, I was able to be there for my family but always knew I wanted to return to work. I'm ready to do that now.*



# Questions & Answers

Q: Yolanda had a really good question: How to answer a multiple question, at times you forget the entire question and only answer one part.

A: Finish answering the part of the question that you locked into, and then it's okay to say something similar to "my apologies, would you please repeat the other part of the question?"

# Questions & Answers

Q: Nona's question is my favorite: Why don't they let you know if you got the job or not?

A: It would be wonderful to walk away from an interview and know that you got the job, and that will be the case in some instances. There may be several reasons, when you don't get an immediate response...other candidates to interview or another round of interviews. They also may be hiring for a future, not immediate, need. And yes, some will let you know if you're selected, and others you may not hear from again. I suggest using the company portal to track where you are in the application process.

# Thank You!

Thank you for attending our webinar!  
Best wishes for success with your next interview!

[www.MyEmploymentOptions.com](http://www.MyEmploymentOptions.com)

**1-800-441-3114**

**Ticket To Work Website:**

<https://choosework.ssa.gov/>

Questions: Email [ladler@myemploymentoptions.com](mailto:ladler@myemploymentoptions.com)