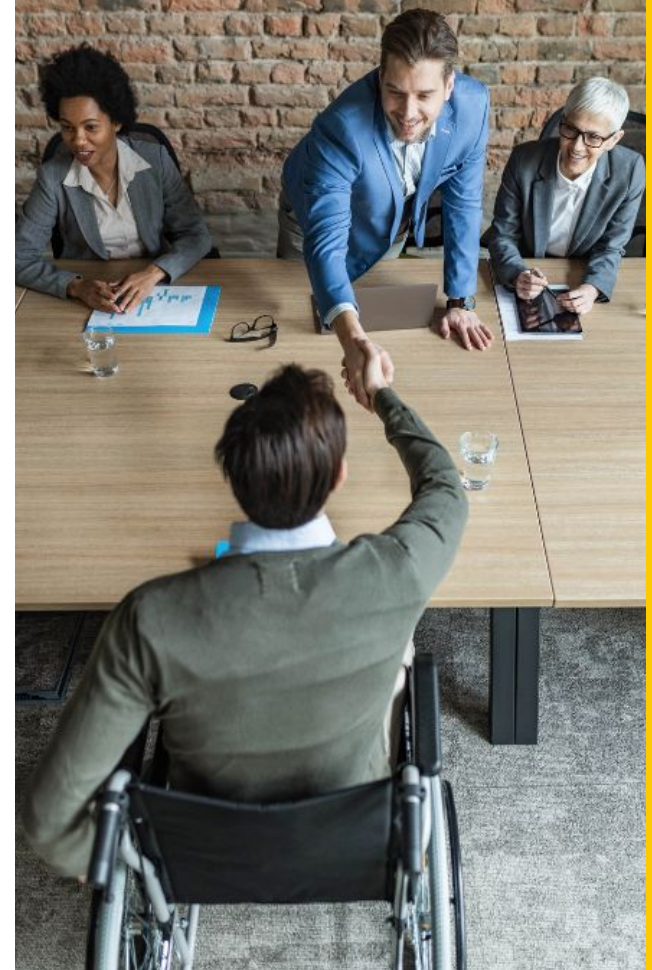




# JOB INTERVIEW TIPS

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

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



# Our Company



**My Employment Options** (MEO) is an authorized Employment Network in the free Social Security **Ticket To Work Program**.

**We Provide Free Work At Home and Onsite Employment and Career Services:**

- To qualified job seekers on SSDI or SSI (non-retirement)
- Ages 18-64 and
- Serve 48 states and Washington, D.C.

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



# 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 8 years.



**VERONA SAMS** is an Employment Counselor who also assists clients in finding remote and community employment in the 48 states we serve. Verona has been with My Employment Options for 6 years.



# Interview Tips

## What To Do Before, During, and After An Interview

# Topics To Be Covered Today

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



# Congratulations!

You have been chosen from a  
pool of qualified candidates for  
an interview...it's the moment  
we look forward to...

*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 30-60 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:** Hi, I’m Sarah, and I bring 5 years of experience in digital marketing. I specialize in content strategy and campaign management, and I’m passionate about data-driven storytelling. In my last role at XYZ Agency, I led a cross-channel campaign that increased client engagement by 30% in just three months. I’m excited about the opportunity to bring that creativity and strategic thinking to your team at ABC Corp.”

# Preparation - **Behavioral Questions**

## S.T.A.R. Technique



# S

## Situation

Set the situation to provide context for your condition or challenge. This can include time, location, and other relevant details.



# T

## Task

Describe your specific task or goal in the given situation. It comprises what you should expect to accomplish and what you hope to achieve.



# A

## Action

Describe your steps to complete the task or overcome the challenge.



# R

## Result

Share the results of your actions, including accomplishments and lessons learned. Highlight the impact of your activities and results or achievements.

# 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 as a Project Manager

**T** - I was given the responsibility of ensuring that everyone was working towards the same goal.

**A** - I effectively managed resources needed for project completion, including staff, equipment and capital.

**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 skill set 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

## Business Casual vs. Professional

Have an interview or professional event coming up? Learn how to decode dress code.



# 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





# 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 - **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 in order to interview



# 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?

Dealing with Difficult Customers and Situations



# 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

# Presentation - **After Interview**

- *Immediately notate the important points discussed during the interview*
- *Send a thank you email within 24-48 hours*
- *Email the recruiter, if you do not hear back within the time frame given during the interview*
- *Respond positively, even if not hired, thank them for their time and 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.

Best regards or Sincerely,

# How We Can Help

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

It's Easy! Apply Online 24/7 @

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

Click **"APPLY NOW"** at the top



**Direct Link:**

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

**Ticket To Work Website:**

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



## Other Resources: Our Other Divisions For Those Not Receiving SSDI/SSI:



**Ask MEO** is our free referral resource division. If you are experiencing employment challenges, you can schedule a call to receive free resources. [www.AskMEO.com](http://www.AskMEO.com)



**MEO Staffing** is our general staffing agency that helps both job seekers and employers. [www.MEOStaffing.com](http://www.MEOStaffing.com)



# Additional Resource

**Another resource that is available to you can be found on our website...hover over “RESOURCES” at the top and then click on “HELPFUL LINKS AND RESOURCES”**

**We will also be sending a follow up email to you in about 2 weeks. You will be able to click all the links you see on today’s slides.**



# Connect With Us!



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# Questions & Answers

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

# Questions & Answers

**Q: Tenasha asked: How can I use my past work experience on my resume to attract employers?**

- *To attract employers with your past work experience on a resume, focus on achievements using strong action verbs and quantifiable results, not just duties.*

# Questions & Answers

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**Q: Shari asked: Are cover letters necessary?**

Cover letters are not always required, but it is generally recommended to submit one, unless the job description states otherwise.



# Questions & Answers

## **Q: How is one's disability addressed, brought up or talked about during an interview?**

As one who has a (dis)ability, my suggestion would be to focus on your abilities...the reason you applied for the job and your skillset that transcends any visible or invisible barriers. Your confidence in what you *can do* and bring to the table, regarding the job you are interviewing for, can shift the focus from your (dis)ability to your *ability* to effectively do the job. If possible, it's best to work a job first to show that you can do the job and to determine specific reasonable accommodations, if needed.

# Questions & Answers

## **Q: How do I get feedback on my interviews from the employer?**

- *Follow-up within 24 hours of receiving a...not moving forward email from the interviewer*
- *Thank them for their time and consideration*
- *Acknowledge any insights you gained during the interview*
- *Request their advice, based on their observation, as to what skills you can improve on for future interviews*

# Thank You!



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

Free Services For Job Seekers on SSDI or SSI

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

1-800-441-3114

Free Services For Job Seekers *Not* on SSDI or SSI

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

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

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