Professional Etiquette

The Interview and Beyond
Objectives

- At the end of the presentation, you will know:
  - Tips to have an effective job interview
  - How to make a positive impression with professional etiquette
Agenda

- Interview Tips
- Pump Up your Professionalism
  - First Impressions of a Handshake
  - Displaying Confidence with Eye Contact
  - Secrets of Small Talk
Interview Tips
Etiquette Mechanics – Prior to the Interview

- Arrive 10 minutes early
- Be courteous and friendly with the receptionist
- Present your card to receptionist
- When waiting to be retrieved, sit and do nothing
  - Do not accept food or drink
- Smile at interviewer when greeted
Etiquette Mechanics – During the Interview

- Wait to be told where to sit
- Maintain eye contact
- Smile
- Offer small talk
- Okay to accept drink, if offered
- Cross legs at ankle or keep feet flat on floor
- Confirm time limit for interview
- Take interviewer’s business card
During the Interview

• Unsuitable Questions

1. What does your company do?
2. Are you going to do a background check?
3. When will I be eligible for a raise?
4. Do you have any other jobs available?
5. How soon can I transfer to another position?
6. Can you tell me about bus lines to your facility?
7. Do you have smoking breaks?
8. Is my medical condition covered under your insurance?
9. Do you do a drug test?
10. If you hire me, can I wait until {more than three weeks} to start the job?
During the Interview

• List the top three to five requirements of the job as you understand them and from what you’ve learned so far in the interview

• Summarize how your skills and experience will enable you to make a significant impact in those areas

• Finish by stating your interest in the organization. Keep it short.

• Watch the time allocated for the interview.
After the Interview

• When leaving the building, say good-bye to receptionist

• Send a thoughtful follow-up note
  • Nine out of ten senior executives consider a written thank you influential in evaluating candidates
  • Effective thank you note should hit every one of the interviewer’s hot buttons
  • Link your skills to solving specific workplace problems that you learned about during the interview
Tips for Interviewing over a Meal

- You are not there to eat. Focus on yourself and not the meal.
- Avoid sloppy food.
- If ordering from menu, order meal that costs less than your host’s meal.
- Gentlemen, keep your tie out of the food.
- Do not season your food before tasting it.
- Turn off cell phone. No texting during the meal.
- Maintain eye contact with interviewer whenever possible.
- NO alcohol.

Sharon Hill International 2009
Pump Up Your Professionalism
First Impressions of a Handshake

Sharon Hill International 2009
Displaying Confidence with Eye Contact
Secrets of Small Talk
Secrets of Small Talk

- Start all questions with:
  - Who
  - What
  - Where
  - When
  - Why
  - How
Secrets of Small Talk

- Ask about:
  - Family
  - Organization
  - Recreation
  - Motivation
End of Presentation

Thank You

Sharon Hill International 2009