That's okay you guys. We'll -- we'll figure it out and we'll get through this -- through this session no problem. So yeah, go ahead please start the recording if you haven't hit that button already, and we will get rolling.

[ Silence ]

Alright. So, hello again and thanks for joining me tonight. I'm actually looking forward to this session. I think you guys are gonna really challenge me, and we're gonna come up with some really good information. So I'm definitely looking forward to it. I'd like to thank all of you who emailed me some questions ahead of time to use tonight. So I have a lot of good examples to pull from. And again, the rest of you are free to type your questions into the chat box. And I really have a lot of questions, so I'm gonna guess that most of the sample questions you might have, I'm gonna be covering. And I'm gonna do my best to provide you with insight as to how to answer these tough questions. I'm also gonna be interested in having you share your insight as well. I have audio issues tonight and so I won't be able to hear you, but still type your comments. Okay. So before we get started, does anybody have any questions about the process for tonight or what we're gonna do, before we get rolling? Alright, looks like we're good. And let me switch this guy up here. There we go. There's my email address too, if anybody doesn't have it, and you have some questions later on that you want to send my direction. So the questions and answers that we're gonna be working with tonight come from odd questions that I've asked, that I've been asked, and lessons that I personally learned the hard way through interviewing. So you guys get to all learn from me. I've also pulled information that recruiters have shared with me about past interview questions that they ask candidates, 'cause I like to ask recruiters about that to get their insight. So I get to share that with you tonight. The information tonight is also gonna be questions and information that I've read from interviewing books and some articles that I have, and then definitely all the questions that I've collected from all of you in the last week or so. So to lay the groundwork for tonight, there's no way that we can identify and talk about every possible tough interview question that you might get in an interview. And there's no possible way that you can prepare for every possible tough interview question that you might get. But I think what we're gonna talk about tonight is gonna give you enough information to help you figure out what examples of things you might want to think about before you go on an interview so that you are as prepared as you possibly can be for some of these tough questions. And here's a recommendation that I have for people. This is just an overall recommendation when you're interviewing. I do recommend that you all keep a folder for yourself -- an interviewing folder. And in it keep samples of interview questions, and sample
responses that you might give, and a list of examples from your work history that you might pull from when preparing for an interview. So the point is that sometimes there's no reason to recreate your answers every time. Like for example, you know, what's your greatest weakness question -- and we're gonna talk about that. But there's no reason that you need to recreate an answer for that type of question every time. You come up with a good answer for yourself, and you write it down, and you keep it in your interviewing folder. But every time you're going to go on an interview, you pull that folder out, you look through your sample questions in there, you look through examples of information that you have in there, and you go ah yeah, yeah, that's the one that I'm gonna use, that's what I'm talking about. So I really do recommend that people do that. It's a strategy that I've used for years, and it really helps. I'll keep, you know, a name of a difficult person that I worked with, or I'll write an example of a time I took leadership on a project, or I'll write down an example of some time when I showed initiative on a project. And that just helps me remember examples. Because we forget. And so we get in interviews, they ask us these questions, and we kind of go oh my gosh, I can't think of an example at this time. So that's just an overall strategy that I use. Here's a great piece of advice -- let me pull this one up here. This is something -- there we go. I just pulled this from a book, and it's a fun book, it's called Can I Wear My Nose Ring to the Interview? And it's -- there's really, really good answers in there. But I like this piece of advice they give. They said, you know, in any interview, when they're asking you questions, what it really comes down to is that the interviewer just wants to know one thing. And that thing is are you qualified to do the job? And will you do it better than somebody else? Period. That is really the bottom line. So every question that an interviewer asks you, whether it's one of these tough questions that we're gonna talk about tonight, or any other kind of question, they're just trying to get at this answer right here.

[ Silence ]

>> Okay. And then for all of your answers to interview questions should be based on, I am qualified to do this job, I want to do this job, and I am the best person for this job. And if you could kind of try to keep that focused in your head as you're going through an interview and answering questions, and answering tough interview questions, this might help you just a little bit. Okay. So here's some tough questions that we're gonna start to tackle. But -- but overall the reason for interviewers asking you these tough questions is really to see how you handle yourself in tricky situations. They want to see can you remain calm, are you diplomatic, and can you remain professional under stress. They also want -- the interviewer also wants to relate how you answer these difficult questions to how you may interact with clients and co-workers. So even though it feels like they're purposely trying to trip us up, and they're purposely trying to get us nervous and see what we're gonna do, they're not really trying to do that, but they do want to see how you're gonna handle yourself, and they want to see how you can handle yourself in stressful situations. And that truthfully is the bottom line, and the fact that I've asked recruiters that, and that's
exactly what they'll tell me. They said you know, I don't ask those questions just to see people sweat, and just to make them panic, I just want to see can they handle themselves when they get into a tough situation. So overall, these are just some of the questions that I'm gonna tackle tonight. So kind of real quick look through there. So I'll pull myself up on video so you guys can see me. But this is just giving you some idea of where we're gonna go. Alright. Let me pull myself up here so you guys can actually see me talking to you tonight. Hey, hello. There I am. Let me get this out of here. Alright. Hey everybody. Alright, so let's go. So let's start with the first -- I'm gonna try not to wiggle around so much 'cause I'm really moving for you guys. I'll try to -- I'll try to stay still, and that's kind of a tough one 'cause I'm kind of an energetic moving person, but I'll try to stay as still as I possibly can. So let's start out with the first typical question that we're often asked in an interview, which is that tell me about yourself question. And as I always say, this is one of those questions that you want to have practiced, and you want to know what you're gonna say before you get to the interview. You want to know exactly how you're gonna answer it. So by a show of hands or happy faces here, how many of you are prepared to answer this question -- the tell me about yourself question? Nobody? Oh man. Let me see what I got going here. I got just a -- just a handful, not even a handful. Alright, alright. We've got some work to do here. So, my thought on this question is to think of the job, 'cause you want to practice it and have it tailored for the job. But usually we kind of have to know something that we're gonna say here. So with the tell me about yourself question, I, you know, if you stumble right off the bat in your interview, it's gonna set the tone for your entire interview. And that can be tough to recover from when first impressions are so important. So you want to plan ahead, and you do want to map out what you're gonna say. So you might have some general guidelines, and these type of guidelines you might write 'em down and put them in that interviewing folder we talked about, and you can use them to prepare with for each interview. But the rule of thumb is you want to keep your answer about 1 to 2 minutes, and you want to try to relate the answer back to the job. So key things, don't summarize what's already on your resume, because they have that in front of them. But you want to tell them something new, different, and interesting about you as it relates to the job. So the tell me about yourself question is really code for what can you do for us? That's what the interviewer really wants to know. So they're saying give me an oral summary of your qualifications as they relate to the job, and then there is a job that I need done. So I'll give you a couple of examples, okay? Here we go. Here's one I made up here. So this is for say some kind of an LIS related job. So you could say something like as you can see from my resume, I have recently graduated from San Jose State University with my masters in library and information science. The unique thing about my program is that it's 100% distance learning, which inadvertently taught me to be incredibly comfortable working with technology, and to be current in emerging technologies in my field. I was also the leader of our student association, and learned to work effectively and collaboratively with other student members from a distance, which will be an excellent addition to your team, as I know from my research that you have remote members across the U.S. So that's just a nice way to tell
them something different about you that wouldn't come across on the resume. It shows that you've done your research on their company, and you're showing here's how I can meet a need. So that's just a possibility. I'll give you one more example too. This is something that I came up with that I'm -- I personally might use for a particular job that I'm applying for, or would be interviewing for. I've had the opportunity to work in high-tech environments where I gained experience working with engineers, and helping them to develop strategies to enhance their careers. I've also worked in university settings with both undergraduate and graduate technology students, helping them transition into the world of work. In my role in high-tech I acted much like an account manager, where I had to build partnerships with key departments, develop innovative programming to suit my customers, and use my strong understanding of the career development field, which can be a great asset to this position. So that's just a couple different examples. But it gives you an idea of how somebody could summarize a little bit about your experience, and relate it back to a job that you're applying for. Does that make sense? Oh I see high fives, happy faces, alright. Questions about this? This is actually a tricky question. You just want to kind of practice and rehearse ahead of time, and just absolutely know what you're gonna say before you walk into the interview. Alright. Okay, we're moving on then. Here we go. So here's a question -- this is one that I received from one of your fellow students. And this actually comes up quite often. But it's the question of why did you leave your last position? So for me, this question's really only tricky if you left the position under poor circumstances. Otherwise, it's best to really just be honest and pretty straightforward with them. If you were laid off by chance, if you were laid off because the company maybe was bought out by another company, or there was a reduction in force, or your department was absorbed, you're going to speak the truth and be done with it, 'cause that's just the reality of it. You never want to go into expressing any anger, any hurt, any negativity, or speaking badly about your past employer. And the fact of being laid off, it happens -- unfortunately it happens so much that it's really does not have the negative stigma that it once had. Even though it feels horrible to us, on the outside it's really not that negative of a thing. So the truth about it is, is that you have to kind of wrap your head around the fact that it's not a negative thing, and -- and take the emotion out of it for yourself, and just say yeah, this is why I left my last job. We had a reduction in force, or my company was bought by another company, and unfortunately, you know, my department was absorbed into this other company's and there was no longer a need for my position, and so I was laid off. Boom, stop talking, keep it nice and simple. A couple other strategies that you could use with that particular question -- and let me just check the chat box right here. Okay, we're still good. Say you have the job that you hadn't been at for very long, maybe you were there less than one year, one strategy could say -- could be that you left because it just -- it just wasn't a good fit for you. And that's okay. Again, it's just being honest and just coming clean about, you know, why you left the position. There's nothing wrong with that. Now I think the issue comes if somebody was actually fired from a position. If that happens to anybody, you need to find really a diplomatic answer that does not convey that you were fired, and you don't want to get into why you were fired, or
convey any kind of negative emotions around it. So Patricia's asking what if you have a job and you're looking for something better? Then you -- the fact of that is you haven't actually left your job. So you're still presently employed, on the resume it shows that you're presently employed, and you're interviewing for a job. Rarely have I found somebody asking a person why you're interested in leaving your current position. I don't find -- that's pretty rare. But I suppose if they did, then again you have an honest answer. Well the job that I'm in -- again, if you haven't been there for very long -- job that I'm in right now isn't the best fit for my skills and qualifications, so I'm looking for something that's a better fit. Or for you guys right now as students, a great answer would be I'm getting to the end of my program, and I would like to find a job that's a better fit for using all the skills and experiences I've learned in my masters program in library and information science. So it's finding sort of what works for you, and -- and just being honest with it and coming clean. As long as you're not coming off with any kind of negativity, or any type of bad feelings. Thanks, Patricia. If -- if you guys -- if anybody out there has like a real specific issue about this question, and -- and your experience, we can chat about it, you know, offline, just individually if it's something that's kind of real specific, and maybe gets into personal issues for you. We can do that. But overall, it's just -- it's not that tough of a question. I think we make it more difficult than it has to be. Any -- any other thoughts or questions about that particular issue before we move on?

[ Silence ]

>> So that's actually -- Amy that's just -- that's a perfectly fine answer, right? So you're moving, right now you're in a part-time teaching position. If somebody were to say, you know, why are you interviewing for this job, or why -- why are you interested in leaving your current position? I'm looking for something that's a full-time librarian position. That's great, that's perfect. Okay. I'm moving on. So, what do we have here? Let me check something, I want to make sure. Okay. Alright, so here's some tough questions that get at your problem-solving skills. So these questions are all -- always gonna be either behavioral or situational interviewing format. So that means those are questions that talk about -- tell me about a time when, or describe a situation when -- those are the behavioral questions. That's when the employer's looking for a specific example of something that you've done in your past that relates to answering the question that they have in mind. So they want to see how you can break down a problem, and how you can solve it. That's what they're looking for, okay, is breaking down the problem, and how you solve it. And there may not actually be a right answer to the question that they're asking you. It's all about your thought process. And they know often times when they ask you the question that there is no right answer to it. But again, they want to see what -- how you process it, how you go through, and what you're gonna come up with. So here's a question. I think this is one I got from one -- from one of the students as well. So think of a time when you were unable to fulfill a commitment, and how did you respond? Or the question might be something like what do you do when you've made a mistake, or you think you've made a mistake?
How do you handle yourself? And those are tough questions, I'd definitely agree. Again, I think the only right answer here is to be honest and come -- and come clean. So your answer might be something like say you were unable to fulfill the commitment, or again, you've made a mistake. You might say something like I'd immediately tell my boss about the mistake, or the fact that I had a commitment and I didn't make the deadline, and then be prepared to present a solution on what you're gonna do about it. So again, what you're showing right there to an employer is I'm honest, I can step up, and I can say look, I made a mistake, but here's how I'm gonna go about fixing it, or here's how I'm gonna problem solve it, okay? So here's a specific example for that. Let's see. If I got asked that question, here's what I might say. To be honest, this -- this rarely happens to me, as I'm a very conscientious worker. The only example I could think of is this one time when I'd made a commitment to send an e-newsletter out to one of my colleges on a particular day. And I just was not satisfied with the content, and I didn't want to send it out until I felt that the content was ready. So I let my boss know that it was not ready to go out, and that I would have the content finalized absolutely by the next day. So I stuck to my agreement, I turned out a better product in the long run. Period. So then I got to really convey that I'm honest, and I take pride in my work. And this answer is one of those that I had put in my interview folder to use for future interviews, right? So I'd write that down, I'd put it in there. So now as I prepare for interviews later on, I'd pull out that interview folder and be like oh yeah, that's a good example to use if I get asked a question like that. So if you get a question like that, and you're really stumped, and you just can't think of an answer, a good strategy is you can actually say I can't think of an example right now, can we come back to that question? And that's a good strategy just to buy yourself some time to think of another -- another example to use. Alright? How we doing so far? Are we good? So funny that I can't hear you guys. Yay, okay. Alright. So here's another tough question. This one is tell us about a time when you had a difficult situation with a co-worker, or it could be a difficult situation with a client, and how did you handle it? Or variations of that might be have you ever had a conflict with a manager, or a professor, or a co-worker? How was it resolved? Or the question could be something like describe your worst boss. So all those kinds of questions are very, very similar. So the strategy is always keep your composure, and go with the flow of the interview. Which means it's okay to say hey, that's a really tough question, I'm gonna need a few minutes to think about that. So then that buys you a little bit of time to think of an answer. But always approach these questions in a very positive way. No matter what the circumstance was, you want to put a positive twist on the situation. So you never want to speak negatively of a past employer, or speak negatively of a past co-worker, or a -- a professor or faculty member for example. Because that's only gonna reflect poorly on you. So you always want to keep your answer on a positive side. And you really don't want to give an example of something that's really serious, because again, that's only gonna make you look bad. So you kind of find something that, you know, you can kind of get by and it's not that serious of an answer. You would want to make sure that you don't -- you don't
give them of a red flag of wondering hmm, what's going on with this person, or does this person not get along well with other people? Okay, so here's an example that I might use. So say I got asked the question -- tell me about a time when you had a conflict with a co-worker, okay. So here -- here's an answer I might use. Let's see. I had a time when I was responsible for organizing and implementing an event in our career center. And during a meeting, our director inadvertently -- and to my surprise -- asked another co-worker to give an overview of how the event was going. So rather than my co-worker stating that he was not in charge or involved in the event, he -- he gave a brief answer, and he did not include me in the explanation. So I waited until the meeting was over, and then I approached my co-worker to discuss the situation so that I could understand what had just happened. And we calmly discussed it, and we resolved the issue. Okay? So what you do when you have a situational or behavioral kind of questions is -- has anybody heard of the star format, or the SAR -- S-A-R format for answering behavioral questions? Nobody? Okay, so I should have this on a slide so I could tell you. Let me walk you through it. So here's a strategy to use when you're going to answer behavioral or situational questions -- when you get a question that starts with tell me about a time when, or describe the situation when. So the S stands for situation, and the T stands for task, if I'm using the acronym STAR, right? So situation or task. So you start out describing very briefly, here's the situation or task that I was involved in. The A stands for action. That's where you want to spend the bulk of your time, which is talking about here's what I did, here's how I was handling that situation. And then the R stands for result. You just kind of wrap your story up real quick, like here was the result, or here was the outcome, or here was the conclusion. So that's a nice formula that some people like to use. Some people that -- that doesn't work for their brains. But other people like to kind of have that formula to use when you're practicing ahead of time on how to come up with an answer for a situational or behavioral question. So again, I used STAR, the S was situation, the T was task, the A was action, and the R was result. So you start out by saying here's the situation or task I was involved in, here's the action that I took, and here's the results or the outcome. Does that make sense for people? I think that might be on the interviewing section of slisweb Career Development, and I'm pretty sure it is. But that's a typical formula to -- to use. So that -- that helps a lot. So I'm glad that was good for some people. And you have to practice that a little bit, but you'll find that helps keep you from rambling, and it keeps you really focused on your answer. So you just answer it, and then you stop talking. Okay, let's see. What else. Alright, here's another question. What was the most difficult thing you've ever dealt with in a job? And this again, came from one of your colleagues in your program. So what was the most difficult thing you've ever dealt with in a job? So this is another typical behavioral interviewing question, and again, it's designed to see how you solve problems. And there's no right answer to this, they just want to see the thought process and how you solve the problem. So overall, be sure you stay away from something really negative when you're answering the question, -- some examples might be you were part of the aftermath of a layoff, or maybe you were dealing with getting a new manager, or maybe you were dealing with the situation of when
an old computer system switched over to a new -- new server, and you lost data.
So there's lots of different examples that you can use that don't get at anything really heavy, or anything that's really negative, but it still talks
about how you had to deal with a difficult aspect of a job. So here's a real
life example that I will give you. So if I was asked what's the most difficult
thing you've ever dealt with on a job, I might say I was working for a company
that was in the middle of a layoff, and as the career counselor I would see many
clients and I was helping them deal with their feelings of rejection and loss
from being laid off, and helping them put together a personal plan of action.
But unbeknownst to them, I was also being laid off. But I didn't let them know,
and I remained professional in all of my dealings with my clients. So that's a
pretty simple answer, and I could just give my answer and stick to the point,
and then just stop talking and let it go, so that I don't ramble and kind of go
on and on, and get lost in my answer. Okay? So what questions do you have so
far? 'Cause I'm gonna hit the -- the biggie next. We're good? Alright. Moving
right along. Okay, here we go. Alright, here comes the biggie, the one that
messes most people up, you ready? The weakness question. So when you get that
question, tell us what your greatest weakness is, you know, it really isn't that
hard of a question if you break it down. So this is the ques
question that
interviewers will ask just to see how you handle yourself and how you handle
yourself in a stressful situation and how you remain diplomatic. That's all
they're looking for, just curious to see what you're gonna say and how you're
gonna handle it. So the trick, you want to remain calm, and you want to answer
with tact. And you never ever want to reveal a real weakness. And the
interviewers aren't expecting you to reveal a real weakness either, because that
would be a huge red flag, right? We never really want to put out there what our
-- our real weakness is. So they're not expecting you to. The best strategy when
answering
this question is to always sandwich the weakness between a positive, where you
tell them how you turned that weakness into a positive. You always want to bring
it around to the good side, bring it around to the positive side. So here's some
examples. These are a couple different examples. And again, this is one of those
questions, like I said in the beginning when we first started, come up with what
your answer is, write it down, put it in that interview folder that you're gonna
be starting. And then every time you're gonna go on an interview, you'd pull out
that folder, you'd look through, and you'd review some of your examples, and you
review what do I say when I get that weakness question? 'Cause you don't have to
rethink this every single time. Find the answer that works for you and use it.
Always bring it around to the positive side. So here are some examples. These
are just things that you can kind of play with that might help you come up with
what your weakness is going to be. I used to take on too
much, until I learned how to delegate. Now I am much better at managing my time.
Nice and simple. Or another one, public speaking had been a weakness of mine,
but now I'm practicing. I have joined Toastmasters and I am learning to be more
confident in my public speaking skills. I wouldn't use that one if the job that
you're applying for requires you to give presentations, or be a public speaker.
But -- but otherwise if not, that might be a good one. Or you could say
something like I tend to be highly analytical, which can cause me to overthink
things. So I've learned to focus on the most important elements of the decision in order to make sound, but faster decisions. That's nice.

[ Silence ]

>> Well, there's not really another way to answer this question, Paul. And I get what you're saying, but the answers to this question that are actually cliche are when people say oh, I'm a perfectionist, or oh I don't really have any weaknesses. That's when people will say cliche. But if you come up with something that is real to you, then that's gonna be who you are. So what I'm giving you right now are just some examples. So you've got to find the one that actually works for you, so that when you say it, you're comfortable, and it makes sense for you. Let me see. I think I've got one here. Oh here, this one's actually mine. Here's my real life one. So -- so Patricia, are you asking -- are you just kind of putting that out there? Or are you asking me what I would say if you got the question of describing the worst boss?

[ Silence ]

>> So if I ask tell me about -- tell me about the -- the worst boss I ever had, or tell me what's the worst boss, you know, you do want to be careful what you're gonna say, because you never know if those characteristics that you're talking about actually are the characteristics of the person who's interviewing you, or the person who you'd be working for. So again, you want to come up with some things that -- that make sense, but aren't like horribly negative. Like I might say something like for me -- and this is just me personally off the top of my head -- a worst boss for me would be someone who's a micromanager, so someone who is constantly kind of looking over my shoulder and trying to monitor my work. And I would say that's a very difficult boss for me to work with, because I like to know that I'm working for someone who has -- who trusts what I'm doing and believes that I am professional enough to get my work done. And I might just stop it right there. So it doesn't mean that they've opened the door and you need to go on and on and on, but you could come up with just one or two characteristics, and then just be quiet and leave it at that. Does that help? Okay, good. Very good. Alright, so I will share with you my weakness question. So I say something like this. When working on a project I can tend to get highly focused on the details and lose sight of the big picture. So I've learned for myself that when this happens, I just consciously need to step back from the details, and see the big picture again. I hope that's not true, Amy. There's a part of me that's thinking it might be true, Amy. It is true. Yeah, that's gonna be a tough one. I'm not sure if you'd actually want to use that one.

[ Laughter ]

>> Alright. So -- so bottom line guys, on the weakness question. So again, the strategy is come up with what works for you, practice it so it makes sense, same one you can use every interview you go on, you don't have to rethink it every time. And you don't want to spend a lot of time there. Don't get overly worried,
never give them more than one example of a weakness, just come up with one, that's it. And again, make sure that whatever you choose to use, you can show how you can bring it back to the positive side and then that's it. That's why it's really not that difficult if you break it down. Alright? Are you guys good on the weakness question? Alright. Yay, okay. If -- if later on, if you do have any issues with it, you guys can always give me a call, we can practice it over the phone. Certainly -- that's certainly a possibility, kind of just do a little mock interview on the phone, and I ask you the question and you can practice answering it. So that's -- that's always an option. Okay.

[ Silence]

>> Oh, very nice. Why thank you, Patricia. Excellent. Alright, so I'm moving on. You guys are doing great with the questions, I'm able to keep track of it. I feel like our pace here is good tonight. So here's a couple more. Let's see, these are more stress questions, and these are designed to see if you can maintain your professionalism, and how you can think on your feet. So these are pretty random questions guys, but these are actually legitimate questions that have been asked. One of them has been asked of myself, and the other ones came from other people. So check these out, these are some questions. If you could be an animal, which would it be and why? Or if you had one red brick, what would you do with it? Or how many jelly beans can fill a car? So there are more samples of these kinds of questions, but I just stuck with these three because I think you get the idea. You might get something a little kooky like this. And -- and on the surface you're thinking how does this relate to the job in any way, and why are they asking me this? But again, the point of it is they'll throw those kinds of questions in there because they just want to see how you're gonna handle yourself. If you get thrown a curve ball in your day to day work, what are you gonna do? How do you maintain your professionalism? How do you maintain your composure? And how do you go with it? So if you get these kinds of goofy questions, be creative without getting carried away, just give an answer, and then just be quiet. That's it. The one that I actually got personally was if you had one red brick, what would you do with it? So again, there's no right or wrong answers to those kinds of questions. Any thoughts on those? Okay. Another question that you might get -- oh we got somebody -- go ahead. That's the perfect answer, Amy, that's exactly -- just say something like that. Yeah, there's no right answer what you do with the brick. I think when I got asked that question -- it was a long time ago, but I was -- started coming up with all kinds of goofy things, like oh it could be a doorstop, or yeah, I could throw it -- throw it through somebody's window, or, you just kind of come up with stuff, and you just go with it.

[ Laughter ]

>> [Inaudible]. You guys got it, and in the interview you just go with it. And then when you're kind of funny about your answer you laugh, that just shows who you are, and it shows your -- your personality. And -- and interviewers want to
see that. Here's another question that I've heard from people. They've been asked the question of what was the last book that you read? And I thought about that in terms of all of you, you know, being library and information science students, you've probably got some pretty interesting books that you perhaps read. So that's a question that could pop up. But the point of that question is really intended to see if you stay current in your field, and do you read about self improvement books, you know, or kind of what -- what you're interested in. It shows a little bit more of your personality. Alright. What if I didn't read any English books? Oh that would be okay. But you could tell them the type of book that it is. If it's not an English book, is it fiction, is it non-fiction, is it historical, is it self improvement? That kind of thing. So you guys are really over thinking this. So it -- it doesn't really matter if it was the last book you read, or the one that you have handy. You know, they're just asking you a question and want to see what you come up with. Chinese literature? That's great. You guys are fine. And you might have -- you might have different books. Like if you think about what are the books that are on your nightstand right now, like I have four or five different books. They're all different, depending on what my mood is and which book I want to pick up.

[ Silence ]

>> Alright. So here's a good one, you guys. So have you ever heard of a company, Zappos? Zappos.com is a subsidiary of Amazon. So in an interview situation, they actually will ask their candidates this question. They will ask a candidate on a scale of 1 to 10, how weird are you? That's an actual interview question that comes from that company.

[ Laughter ]

>> I like it guys. When they told me what that question is I would want to know, well define weird. You know, what do they mean by that? But basically the question is asked because it's a company culture question. They are known for having a very unconventional work environment, where their employees work really hard, but they have a lot of fun, and they are encouraged to be very creative. So they do ask that question because they really want to see, again, what are you gonna say? You know, how do you handle yourself, how do you define yourself as weird? And that's gonna help them figure out are you right for their company culture. Yeah, like that. A little off center, but I don't know if it's weird. Okay. Ready? Here's some more questions.

[ Silence ]

>> Oh, I like that. That's very fun stuff. Alright, here's some more questions. Okay. So any questions that are around, you know, what are your career goals or aspirations, or it might be why should we hire you? Or the question might be where do you hope to be in 3 to 5 years? So any kind of question around that type of area, you want to answer in a way that conveys that you're committed, and you're interested to that particular job and that industry. And if you have
to fake it, then this is the time where you want to fake it. Because you don't ever want to come across like oh I don't really want to be here, or I just need this job, or this job is just a stepping stone for me. You want to absolutely convince them that you want to be there. You want to convey that you're in this job for the long haul. So you want to be honest, but you don't want to share too much, alright? Somebody's got a hand up question. Is that you, Amy? Are you typing?

[ Silence ]

>> Alright, I'll keep reading --

>> Amy I don't know if you were here, but Jill [phonetic] can't hear any questions. Okay, you typed it in the window.

>> So let's see, back to Amy with Amy's question.

[ Silence ]

>> Oh there's a couple questions. How'd I do -- okay hold on, let me check that.

[ Silence ]

>> Yes, that's the perfect answer. I want to begin my career, hope to learn and expand my knowledge in the future a couple of years, and assist my library users. That's a great answer. Yes. So -- so those are good answers. You don't want to say you want the boss' job or you want the interviewer's job. What I was saying is you -- you kind of never know where that person's at. They could have just come from a meeting with their boss and gotten chewed out for something, and now they're all upset and thinking something's gonna happen, and here you walk in and go yeah, I want your job. So you want to be careful of what you're saying, but you definitely want to let them know that you want to stay there. You could say something like I'm excited to start in this position because I see that it's a place where I can learn and grow. That's a nice simple kind of thing to say. So again, don't over think it, but be honest but don't share too much about it. I got asked that question when interviewing for the position here at San Jose State, and -- and the Director asked where do I see myself in five years? And I said hopefully still here in this career center, creating some interesting tools and resources. She said I like that answer. So just go with something kind of short and sweet, and don't get too deep in it. Does that make sense for everybody, I hope? Yay, alright. You guys are good. Let's see what else I got. Wow we have -- okay we have actually about 15 minutes left here. I think we're gonna make it. Here's another question. Let's see. Questions like -- oh this is a good one. Okay. If a professor, or if your last supervisor, or if your co-worker were to describe you, what would they say? I love this kind of question, because the interviewer now has opened the door for you to walk through it and give all kinds of great positive attributes, all about yourself. And that's how you want to treat that question. Never go anywhere negative,
never think about anything negative, or any issues you've had with people. Oh my
gosh, what's the horrible thing that co-worker's gonna say about me? You don't
even go there. It's all positive attributes that demonstrate the kind of
employee you are -- that you're a strong team player, you have a positive
attitude, you're good with people, you have excellent customer service skills,
you're easy to get along with, you're creative, you're flexible. So all of those
good things. Whenever you get that kind of question, you walk right through that
door with lots of positive attributes, okay? Now here is an interesting one.
We're kind of switching gears now. This -- well this is a question that came
from a recruiter and I asked her what's a tough interview question that you ask
in interviews? And this one particular employer said, the question is if you
didn't agree with a policy or procedure, what would you do? That's a pretty
tough question, but here's the deal. The recruiter wanted to see how the
applicant would challenge upper management respectfully. You did get that one in
an interview? Do you
remember how you answered it? If you remember, type it in. And I'm gonna keep
going, and I'm gonna come back and see what you said. So the recruiter said they
-- they asked that tough question to see how well you process information, and
how you answer questions, and how can you handle yourself under stress? So
basically her strategy was -- she said tell people this, tell interviewees this.
Take a deep breath, think about your answer, and then answer it. She would
always say just breathe, think, and act. I kind of like that. Okay, let's see
your answer. Oh nice. And did that seem like that went over well?

[ Silence ]

>> 'Cause I think that's a good answer. So again, this recruiter said she's not
asking that tough question to trip people up. She just wants to see how you
handle yourself. And she really said it's okay to say you don't have an answer.
So a lot of questions that they will ask you, they know there's actually not a
right answer. Sometimes they want to see if you'll just admit that you don't
know what the answer is to that tough question. She said sometimes they'd rather
see you do that than kind of dance around a question for 30 seconds and not go
anywhere.

[ Silence ]

>> Yeah. So sometimes they're saying if a policy doesn't make sense, and you
didn't agree with it, you know, what would you do? So there's a very diplomatic
way to handle it. You could always turn to the hiring manager, you can always
say, we can discuss it, here's something we can talk about, here's my thought on
it, but the point is to be very respectful when you're going to kind of
challenge him. That was the point. Okay. Does that make sense for everybody? Are
we good? Yes. Alright, thank you guys. You're helping me a lot with that. Okay,
I have got two more questions that I want to talk about with you guys. Alright,
so just a couple more. Ah yes. And this came from one of your colleagues in your
graduate program as well. So what behaviors push your buttons? Or the question
might say what is your pet peeve? Or some interviewers might actually challenge you by being too casual, and say -- and I've heard this myself -- you know, what really pisses you off? And sometimes interviewers will do that towards the end of the interview. They'll kind of get really relaxed, they'll kind of let down their guard, and come in with a question like that, 'cause they want to see what you're gonna do. So the point here is to not let your guard down, even if the interviewer uses really casual language like that, like oh what pisses you off, or what ticks you off? What they are saying here is, don't come down to my level where I'm at, I want to see you still remain professional, and answer the question in a very professional manner. So you don't need to actually answer the question. I mean you do need to actually answer the question specifically, but your pet peeve may be something very, very mild. So maybe your pet peeve is that people waste paper, and you're very conscious of recycling, and of not wasting resources. That's actually my pet peeve. If they ask me that question, that really is my pet peeve. It really drives me up the wall when people waste paper. But another example that you might use is that when people repeatedly show up late for meetings, or they arrive unprepared. You know, you're saying my time's important to me, and I try to ensure that I respect other people’s time, and I appreciate when they do the same for me. But just be sure that whatever answer you give, it does not reflect negatively on you. So it's something that you can still kind of talk about -- here's something that really bothers me, here's something that kind of pushes my buttons, but, you know, it's not a huge red flag that you're putting out there. Alright. The last question I have is the elephant in the room interview question, which is that question about salary. Do you worry about that or wonder about that question in an interview? Yeah. That pops up a lot. I don't like -- I don't like that question either. To be perfectly honest with you, I really don't. A friend of mine went on an interview today, and she knew they were gonna ask her that question, so we were playing around with ideas on how to handle it. So let's talk about it a little bit, 'cause I think this is tricky. You could read different books, and you can get different perceptions from different people. And I've seen different styles from different people, and the bottom line is you don't want to give a salary or give a number, okay? But you need to find a way to communicate that in a way that's comfortable for you. So it's a delicate situation, it's a delicate question I think. But the bottom line is that in an interview salary really should not be discussed, and salary negotiations should never take place in the interview. Because they haven't even made you a job offer yet. And that's the piece right there. How can you talk about salary, or how can you start to negotiate a salary if they haven't even said we want you, or you haven't gone all the way through the interview for them to be sold on you and want you. So here's some strategies. Here's some ways that you can play around with this question and come up with a way to communicate it that works for your personal style. But here's the rule of thumb. If you're really pressed by a hiring manager, or say the HR person, for an actual number, you know, they're kind of pushing you to come up with what it is you want for this particular job. What's your salary? You want to always come back with a response that speaks to a salary range versus an exact figure. And if they haven't given you the salary range, then your answer
is something like I would be happy to discuss salary with you once an actual job offer is made, or can you tell me what the salary range is for this position? So you always want to keep it in the salary range, and you could say things like I'm sure we could find a salary that fits within your range once a job offer is made. So the point is, if you come across as saying -- you give them a number, 50,000, we'll just take a general number. If you come across actually saying 50,000, and say their range for the job is much higher than that, well now you've just lost money, right? Because they know they could get you really low. Or say you actually say the amount 50,000, but the job is only paying, you know, 40,000, well now you may be out of a job because now you've come in too high. So again, your strategy is to talk about range. What is the salary range for this particular position? And they might then say the salary range is 40 to 60, and you could say that range is fair, that works for me. And I'd be happy to discuss specifics once you've made me a job offer. Period. That's it. So when you start to talk about salary and use words like that sounds fair, or we'll talk about the job responsibilities, if you start using wording like that, it's kind of hard for them to argue with someone who's trying to say, I'm willing to be fair, I'm talking about job responsibilities, I'm willing to talk about this and discuss this with you, once an actual job offer has been made to me. Does that make sense for people? Do you feel comfortable about that? Or come back to me with whatever questions or concerns you have about that area. Again, you want to practice it, and you want to find what works for you. But it is a tough question, and oftentimes they really will push you to come up with an answer. But you've got to try to push back, and there's many diplomatic ways to push back. Oh, I just remembered diplomatic ways to push back. I found this great article. Here, since we have a couple minutes, here's a couple other suggestions that I can give you. Let's see. Okay, I'm gonna just go through these really quick, but these were good. This was off a blog that I found somewhere, I don't know, a long time ago, and I copied it. So here's -- oh here's another question --how do you motivate? If the interviewer asks how do you motivate your co-workers, how do you answer? Well again, how do you motivate your co-workers? I put the question back to you. What do you do? I mean I could answer that for me personally, how I motivate my co-workers. Now you've got to find out what really drives them first, each one is different. I try to personally motivate my co-workers by having a positive attitude, by being happy when I come to work, by talking to people, by smiling, by being a strong team player and helping people out when they need help. And for me I found that motivates my co-workers. So some of these, you know, try not to over think 'em, just go with what works for you. Yes, that is a good example, that's a great one. We have two minutes. I could go over these, or why don't you ask me your questions. I can put these other salary options on the career blog, and I'll send that out to people. I think I will do that, since we only have a couple minutes left. Are there any last kind of burning questions? I do want to make sure that you are all familiar with the interviewing section that is on slisweb career development. Amy has a question. Did Amy type her question in?

[ Silence ]
>> You got to type your question in Amy, 'cause I can't hear you. There it is.

[ Silence ]

>> Oh yes. So that last question is what questions do you have for us. Thank you, thank you, thank you. I have a whole section in there about questions to ask in an interview. Because that's typically one of the last questions that you're always gonna get at the end of an interview. And you always want to have questions to ask. So I have sample interview questions on the interviewing section on the career development site. Please everybody check that out. There's also an option on there to practice using Perfect Interview, which is that online mock interviewing tool. I encourage everybody to check that out. You can practice answering these kinds of questions, you can practice answering the weakness question. It videotapes your face, catches your voice, you can save it and play it back and hear how you sound.

[ Silence ]

>> Yes, you guys -- yes. If you want to send it to me, Amy, and then I will get it up on the blog. That'd be fantastic. I'll put it up on the blog, and then another time I will put up the ways to answer some salary questions too, I think that'll work out. Alright guys, it's at 6:30. Are there any last burning questions? And I thank you all for your patience without me having audio, but it worked out, we got through it. How do I feel about taking a pen and pad. I would recommend not doing that, Mike. The reason is sometimes an interviewer doesn't want you to share what their questions are with other people, and then what that's gonna do is if you're trying to write these questions down, it's gonna take your focus completely away from the interview, and bring your focus into writing questions down. And that's just not a good strategy. But what I do recommend is once you're done with the interview, you go outside, you get in your car and you sit there, try and remember some of the questions that they asked you, and then write them down at that time so that you start to capture them. I'm just checking through the questions here real fast to see if there is anything else. Yay. Yes. This session is recorded. Jessica will probably have the recording to me by tomorrow, and then we'll get it posted up on slisweb under Elluminate Workshops. So hopefully you guys have found that, and know where that is. Yes? I hope. Alright. You guys were really awesome. Thank you for your participation, thank you for your questions, thanks for typing everything in. We got through it. Perfect. Alright, we're set you guys. Have a great, great evening. Talk to you -- see you all soon, I'm leaving. Bye.

[ Silence ]

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