

Index

• A •

absolutes, avoiding, 95
academic degrees, questions/
answers, 237
accomplishments
changing jobs and, 218
mentioning three most
important, 231
reviewing, 14
sample questions/answers,
203–204
accounting, interview
questions, 286–287
achievement orientation, 97
Achilles (warrior of *The Iliad*),
283
ad libbing, 271
ADA (American with
Disabilities Act), 93, 257
administrative, interview
questions, 287–289
age. *See also* Boomers;
Millennials (Generation
Y); prime-timers
attitude and, 183–184
discrimination issues, 181
health insurance costs, 183
job performance and, 182
money and, 182–183
questions/answers,
interview, 184–185
agenda cards, 71
aggressiveness during
interviews, 52
air transportation jobs,
interview questions,
290–291
Allen, Karen (actor), 225
Allen, Woody (film director),
197

American City Business
Journals website, 85
American with Disabilities Act
(ADA), 93, 257
anecdotes, 68, 72
anxiety, pushing away, 135
appearance. *See also* dress
code
bad breath and body odor,
130
body art, 124–125
casual work attire, 126,
128–130
cleanliness issues, 130
conservative dress code, 123,
126–127
creative fashion, 126, 130–131
dressing to fit the job,
121–122
fragrances, 126
future forecasts, 131
for global job interviews, 54
grooming tips, 120, 121, 130
halo effect, 120, 198
importance of, 119
makeup, 127, 129
nail polish, 129
perfumes, 126
smiling, 47, 139
for video interviews, 45
what to avoid, 120
applications online, filling out
salary boxes, 105–106
aptitude tests, 95
arbitration, agreement to,
160–161
arrogance, 140, 169
*The Art of the Business Lunch:
Building Relationships
Between 12 and 2* (Jay), 73

Asher, Donald (*Cracking the
Hidden Job Market: How
to Find Opportunity in Any
Economy*), 49
assertiveness, cultural
differences, 53
attitude
communicating, 138
prime-timers and, 183–184
refocusing your, 133–134
attorneys, interview questions,
299–300
auditions, career change, 180
automated phone screening,
32, 36–37

• B •

Babich and Associates (job-
placement firm), 186
Baby Boomers, 233, 235–238
background, for video
interviews, 45
Badenov, Boris (cartoon
character), 283
“be natural”/“be yourself,”
10–11
behavior-based competencies,
217
behavior-based interview, 16,
67–69, 72
benefits, job, 106
Beshara, Tony (job connector)
on being overqualified for the
job, 186
on health insurance for
Boomers, 183
Unbeatable Resumes, 188
Black Swan (film), 79
Blazing Saddles (film), 59–60
blogging, as crossover skill,
177

- Bloopers and Clunkers, defined, 203
- body art, 124–125
- body language
power of, 137–140
rehearsing, 136–137
voice and head tilt, 141
- body odor, 130
- Bonaparte, Napoleon (French military leader), 282
- bonding techniques, 20
- The Book of U.S. Government Jobs: Where They Are, What's Available and How to Complete a Federal Resume*, 11th Edition (Damp), 189
- bookkeepers, interview questions, 286–287
- Boomers, 233, 235–238
- brainteaser job interviews, 62
- branding brief
constructing, 211
including memorable points, 75
for job fair interviews, 75
overview, 19–20, 211
- breath and body odor, 130
- Bringing Out the Dead* (film), 79
- Bud, Matt (Chairman), 181, 184, 190
- budget shopping, for clothing, 131
- Buros Institute of Mental Measurements, 92
- business casual appearance, 126, 128–130
- C •
- Caesar, Julius (Roman general), 280
- Cage, Nicholas (actor), 79
- Caine, Michael (actor), 72
- camera, looking and sounding good on. *See also* video interviews
dress rehearsal recordings, 45–46
smiling, importance of, 47
tips for, 50
- career change
auditions, 180
basics of, 174–175
bloopers to avoid, 180
education for, 174, 175
entrepreneurs making, 176
job changes versus, 174
leveraging crossover skills, 177–178, 227
overview, 173
retraining needs for, 174
sample questions/answers, 178–180
snap judgments, avoiding, 180
tips for, 175–176
- career coach, defined, 3
- career fields and industries, interview questions
accounting, 286–287
administrative, 287–289
air transportation, 290–291
education, 291–292
engineering, 292–293
financial services, 293–294
hospitality, 295–296
information technology, 296–298
law enforcement, 298
legal, 298–300
management, 300–301
nursing, 301–302
sales, 303–304
- career plans, sample questions/answers, 256
- Career Solvers (website), 48
- Career Xroads, 49
- cash compensation, 106
- Cassandra (mythological prophet), 281
- casual work attire, 126, 130
- Challenger, John A. (workplace authority), 124–125
- challenges, responding to, 231
- changing careers
auditions, 180
basics of, 174–175
bloopers to avoid, 180
education for, 174, 175
entrepreneurs making, 176
job changes versus, 174
leveraging crossover skills, 177–178, 227
overview, 173
retraining needs for, 174
sample questions/answers, 178–180
snap judgments, avoiding, 180
tips for, 175–176
- Chapman, Jack
Negotiating Your Salary: How to Make \$1,000 a Minute, 106, 108, 113
website, 117
- check-back phrases, 34
- checklists
business casual appearance, 128–129
conservative dress code, 127
employer-research, 80–83
interview essentials, 33
post-interview checklist, 162–163
- Children of a Lesser God* (film), 10
- Chitty Chitty, Bang Bang* (film), 66
- civil rights issues in testing, 93
- cleanliness issues, 130
- Cleopatra (pharaoh of Egypt), 280
- closed- and open-ended questions, 70

- closing the interview. *See also* interviews
exit strategies, 150–152
following up, 153–159, 163
hard selling, 152
job offers at the interview, 162
overview, 149
post-interview checklist, 162–163
pre-employment contracts, 159–161
- clothing. *See* appearance; dress code
- Clunkers and Bloopers, defined, 203
- Collamer, Nancy (JobsandMoms.com), 255
- college degree
fake, 235
sample questions/answers, 237
- colleges
on-campus interviews, 74
online “auditing” opportunities, 235
- Columbus, Christopher (Italian explorer), 282
- combination interview, 60
- combination tests, 94
- commercial, personal, 200–201
- commodity jobs, online video interviews, 39
- communication skills, 23
- company
competitive profile, 82
contribution to, sample questions/answers, 228
defined, 3
direction and planning of, 81
financials, researching, 83
free information about, 84–85
knowledge, sample question/answers, 213–216
large companies, 113, 218
not in databases, 85–86
research checklist, 80–83
size and growth patterns of, 81
small companies, 15, 85–86, 113, 218
start-up company, researching, 86
company culture
described, 16–17
dressing to fit in with, 121–122
visualizing yourself fitting in, 94–95
- compensation. *See also* salary negotiations
cash, 106
creative suggestions, 117–118
total, 115
- competencies
ability to start fast (launch speed), 13
competency-based interviews, 217–218
focusing on, 200
- competency-based interviews, 217–218
- Competency-Based Interviews: Master the Tough New Interview Style and Give Them the Answers That Will Win You the Job* (Kessler), 218
- competition, sample questions/answers, 215
- compliments, tips for giving, 76
- computer-assisted screening interview, 37
- confidence
asking questions with, 146
fears to deal with, 9
tips for Millennials, 169
- confidentiality. *See* privacy issues
- conservative dress code, 123, 126–127
- contingency recruiters, interviews with, 61–62
- contract employees, 14
- contracts, pre-employment, 159–161
- contribution to the company, sample questions/answers, 228
- cooks and food prep workers, interview questions, 295–296
- The Copyright Handbook: What Every Writer Needs to Know*, 11th Edition (Fishman), 27
- copyrights, 26–27
- Corleone, Don Vito (fictional crime boss), 279
- counteroffers from employers, 163
- courtesy interview, recruiters, 61
- Cover Letters For Dummies*, 3rd Edition (Kennedy), 178
- coworker difficulties, sample questions/answers, 228–229, 275
- Cox, Jeffery R., 279
- Cracking the Hidden Job Market: How to Find Opportunity in Any Economy* (Asher), 49
- creative fashion, 126, 130–131
- credit report, on employers, 86
- criminal records, 245–246, 261
- Crispin, Gerry (CareerXroads principal), 49
- critical incidents, 69–70
- Cronkite, Walter (newscaster), 133
- crossover skills, 177–178, 227
- culture of company
described, 16–17
dressing to fit in with, 121–122
visualizing yourself fitting in, 94–95

• D •

Damp, Dennis (*The Book of U.S. Government Jobs: Where They Are, What's Available and How to Complete a Federal Resume*, 11th Edition), 189

“Data Mining: How Companies Now Know Everything About You” (Stein), 196

David (biblical king), 280

decision interview. *See* selection interviews

decision-making skills, 230, 231

delegating responsibility, sample questions/answers, 222

Demosthenes (Greek orator), 135

demotions, sample questions/answers, 253–254

department managers, sample interview questions, 303–304

difficult boss, how you deal with, 219

disabilities, sample questions/answers, 257–258

discrimination
age and, 181
samples of discriminatory questions, 261–262
video resume risks, 49

disruptions, handling, 141

distance education/learning degree program, 235
sample questions/answers, 237
website, 175

do-over personality tests, 99

do-over screening interview, 64

Dracula, Count (horror film vampire), 283

dramatic pause, 23–24, 76, 116–117

dress code. *See also* appearance
budget shopping, 131
business casual, 126, 128–130
conservative, 126–127
creative fashion, 126, 130–131
dressing above your level, 125
future trends, 131
for global job interviews, 54
interview-appropriate, 122–123
overview, 123, 126
researching, 121–122
smart casual, 126
style recommendations, 121–123
websites, fashion-focused, 128, 131
women’s pantyhose and, 125

Dress for Success website, 131

drug testing policy, sample questions/answers, 255

• E •

EDGAR (government database), 84

education
Boomers, 235–238
for career change, 174, 175
distance education/learning, 175, 235, 237
focusing on, 200
interview questions/answers, 276, 291–292
Millennials (Generation Y), 238–241
obstacles, talking around, 234
online “auditing” opportunities, 235
overview, 25, 233
returning to school, 234–235
teachers, 291–292
tricky questions to watch out for, 276
work experience as, 238

Einstein, Albert (physicist), 281

elevator speech, 19, 211

e-mailing a follow-up/thank-you letter, 35

empathy, 97

employee handbook, 160

employee review websites, 85

Employment Personality Tests Decoded (Hart), 93

engineering careers, interview questions, 292–293

Ex-Offender’s Job Hunting Guide: 10 Steps to a New Life in the Work World (Kranich), 245

expatriates, employment issues, 55

experience
connecting with career change, 176
education as work experience, 238
relevancy of, 225–226
sample questions/answers, 226–232

exploitation, interview, 26–27

expungement (court sealing of criminal records), 245

extracurricular activities, questions/answers, 240

eye contact, 52, 139

• F •

Facebook (social network), 56

facial expressions, during video interviews, 46–47

failure, defining, 208–209

family matters, sample questions/answers, 255–256

fashion magazines, 131

fashion-focused websites, 128

Faust (German legend), 281

Federal Bonding Program (website), 245

federal government jobs, 189, 218

Federal Resume Guidebook: Strategies for Writing a Winning Federal Resume, 5th Edition (Kraemer), 189

FENG (The Financial Executives Networking Group), 181, 184

finalists' selection interview, 64

financial services careers, interview questions, 293–294

financials, researching a company's, 83

firings, sample questions/answers, 228–229, 246–248

first impression

appearance and, 119

halo effect, 120, 198

tips for, 17–21, 138–139, 270–271

Fishman, Stephen (*The Copyright Handbook: What Every Writer Needs to Know*, 11th Edition), 27

fitting in with company culture

dressings for, 121–122

overview, 16–17

visualizing yourself fitting in, 94–95

following up

asking permission to call back, 151

interview closings, 153–159, 163

telephone calls, 157–158

Ford, Harrison (actor), 118, 225

Forrest, Michael, 49

fragrances, 126

Frankel, Lois (author), 255

Fuller, Richard Buckminster (engineer, designer, author), 197

• G •

gaps in job history, sample questions/answers, 252–253

Generation Y. *See* Millennials (Generation Y)

Glassdoor.com, 170

global job interviews. *See also* interviews

cross-cultural interviewing norms, 53–54

cultural differences, 52–53

expatriates, questions asked of, 55

international job-search websites, 54

international social networking, 55–56

modernization of, 51–52

preparing for, 15, 56

researching by country of interest, 54

Going Global website, 54

Goldwyn, Samuel (movie studio mogul), 207

Gollum (*Lord of the Rings* character), 283

Goman, Carol Kinsey (body language expert), 137–140

grade point, sample questions/answers, 239–240

grooming, tips for, 120, 121, 130

group projects/teamwork,

sample questions/answers, 223, 229

growth opportunity, 103

guides and tutorials, as

research tool, 83

Guillotina, Joseph (French physician), 282

• H •

Haldane, Bernard (career manager), 18

halo effect, 120, 198

handshake, 47, 52, 139

hard selling, during interview closings, 152

Hart, Anne (*Employment Personality Tests Decoded*), 93

Hawkinson, Paul (recruiting guru), 22

head tilt, 141

headhunters. *See* recruiters

health insurance, age and, 183

Helen of Troy (Greek mythical character), 282

Hire Consulting Services website, 238

HireVue (video interviewing company), 40

hiring interviews. *See* selection interviews

hiring manager, defined, 3

hiring professional, defined, 3

hobbies/interests, 200

home office, using, 34

Hoover's Inc website, 86

hospitality, interview

questions, 295–296

hotel personnel, interview

questions, 295–296

“How to Ace a Job Interview on Skype” video (Kiviat), 59

How to Ace the Brain Teaser Interview (Kador), 62

How to Research Employers (Riley Guide), 83

human resources (HR)

specialists, defined, 3

humor, during interviews, 53

• I •

icons used in this book, 6

ideal person for the job, 18, 94–95

identities, multiple online

dealing with, 196–197

examples of, 194–196

overview, 12, 193

problems with, 194, 196

- identities, multiple online
(*continued*)
 - projecting Renaissance-quality talent, 197
 - same-name mix-ups, 196–197
- illegal questions
 - described, 260, 261
 - samples of, 263–265
- Impact Publications (career and travel books), 52
- inappropriate questions, 260–265
- Indeed.com, 105
- industry experience, relevant, 194
- industry knowledge, sample questions/answers, 213–216
- information technology careers, interview questions, 296–298
- in-person screening interviews, 36
- insider secrets, 170
- instant messaging, 157
- insurance
 - to employers hiring job seekers with prison records, 245
 - health insurance, 183
- integrity test
- lie scale, 97
 - as part of personality assessment, 89–90
 - questions, 97–98
 - screening interviews including, 38
 - who's most likely to use, 93
- interactive selling, 150
- international social networking, 55–56
- Internet
 - connection quality for video interviews, 45
 - multiple online identities, 193–197
 - online “auditing” opportunities, 235
 - online job market, 198
 - online phone or video interviews, 40–41
 - online screening questionnaire, 32
 - researching a company, 80
 - resumes posted online, 196
- internships, 39, 42
- interview closings. *See also* interviews
 - exit strategies, 150–152
 - following up, 153–159, 163
 - hard selling, 152
 - job offers at the interview, 162
 - overview, 149
 - post-interview checklist, 162–163
 - pre-employment contracts, 159–161
- interview invitation, 36
- interview questions/answers. *See also* special situations; Tell Me About Yourself question
 - career change, 178–180
 - education, 276, 291–292
 - experience, 226–232
 - illegal, 260, 261, 263–265
 - inappropriate, 260–261, 262–265
 - knowledge of job, company and industry, 213–216
 - questionable, 259–260
 - skills and competencies, 218–223
 - “Tell me why I care,” 142
 - tricky questions to watch out for, 273–277
 - Why Should I Hire You question, 210, 223
- interviewers
 - defined, 3
 - difficult and/or offensive, 24
 - feedback when you're not offered the job, 164
 - new kinds of, 13
- interviews. *See also* global job interviews; interview closings; screening interviews; video interviews
 - behavior-based, 16, 67–69, 72
 - brainteaser, 62
 - on-campus, 74
 - combination, 60
 - essentials, list of, 33
 - exploitation issues, 26–27
 - federal government jobs, 189
 - group, 65
 - interviews by interviewer, 64–66
 - job fair, 74–75
 - mealtime, 73–74
 - new technology and trends affecting, 12–17
 - nondirective, 70–71
 - one-to-one, 65
 - performance interview, 26–27
 - performance routines, 21–25, 27–28
 - pitfalls for career change, 175
 - promotion, 60–61
 - purpose of, 9, 270
 - reasons someone else was chosen for the job, 64
 - recruiter courtesy interview, 61
 - recruiter general screening interview, 61–62
 - recruiter search interview, 62–63
 - at remote locations, 73–76
 - scripts for Millennials, 170–171
 - second interview, 63–64
 - serial, 66
 - stress, 71–72
 - structured interviews, 69–70
 - success tips, 17–21, 45–46, 269–272
 - as theater, 10–11
 - tips for all interview styles, 75–76
 - trapdoors, anticipating, 141–142

interviews by objective. *See also* screening interviews; selection interviews
 combination interview, 60
 promotion interview, 60–61
 recruiter courtesy interview, 61
 recruiter general screening interview, 61–62
 recruiter search interview, 62–63
 second interview, 63–64
 interviews by technique
 behavior-based interview, 16, 67–69, 72
 directive interview, 69–70
 nondirective interview, 70–71
 overview, 66
 stress interview, 71–72
 Interviewspy website, 170

• J •

James, Mark S. (executive career coach), 34, 238
 Jay, Robin (*The Art of the Business Lunch: Building Relationships Between 12 and 2*), 73
 Joan of Arc, St., 280
 Job Accommodations Network (website), 258
 job change, career change versus, 174
 job fair interviews, 74–75
 job history
 gaps, sample questions/answers, 252–253
 multiple identities problems, 194
 two-minute professional history presentation, 199
 job hopping
 overcoming objections to, 13–14
 sample questions/answers, 251–252

Job Interviews Tips for People with Not-So-Hot Backgrounds (Krannich), 254
 job knowledge, sample questions/answers, 213–216
 job offer letter, 159, 161
 job offers
 counteroffers from current employer, 163
 feedback when you're not offered the job, 164
 at the interview, 162
 last change to back out, 161
 letter samples website, 161
 lowball/undermarket, 101, 102–103, 107
 pre-employment contracts, 159–161
 verbal, 159–161
 job performance, 181–182
 job posting, online screening questionnaire attached to, 32
 job seeker, 3, 10–11, 35
 job status, sample questions/answers, 227
 job stretch, 103
 Job-hunt.org, 54
 JobsandMoms.com, 255
 Jobstar Center website, 83
 joking during interview, 53

• K •

Kador, John (*How to Ace the Brain Teaser Interview*), 62
 Kennedy, John F. (U.S. president), 282
 Kennedy, Joyce Lain
Cover Letters For Dummies, 3rd Edition, 178
Resumes For Dummies, 6th Edition, 19
Kennedy's Directory of Executive Recruiters, 63

Kessler, Robin (*Competency-Based Interviews: Master the Tough New Interview Style and Give Them the Answers That Will Win You the Job*), 218
 Khan, Genghis (Mongol general), 281
 King Tut (Egyptian pharaoh), 283
 Kirk, Captain (*Star Trek* captain), 280
 Kiviat, Barbara (“How to Ace a Job Interview on Skype” video), 59
 Kornblan, Harvey (actor), 59–60
 Kraemer, Kathryn (*Federal Resume Guidebook: Strategies for Writing a Winning Federal Resume, 5th Edition*), 189
 Krannich, Caryl
Ex-Offender's Job Hunting Guide: 10 Steps to a New Life in the Work World, 245
Job Interviews Tips for People with Not-So-Hot Backgrounds, 254
 Krannich, Ron (scholar and publisher)
 on conventions for interviewing, 52
Ex-Offender's Job Hunting Guide: 10 Steps to a New Life in the Work World, 245
Job Interviews Tips for People with Not-So-Hot Backgrounds, 254
 on job market for college graduates, 169

• L •

Lady Godiva (English noblewoman), 284
 lag time, online video interviews, 42

- land-line phones, for reliability and audio quality, 32
 - language skills, fluency in local language, 53
 - large companies
 - competency-based
 - interviews used in, 218
 - job pay rate, 113
 - last job, sample questions/answers, 229–230
 - launch speed, 13
 - law enforcement, interview questions, 298
 - lay offs, tricky questions to watch out for, 274
 - Lecter, Hannibal (cannibal in *Silence of the Lambs*), 281
 - legal
 - about, 298–299
 - attorneys, 299–300
 - interview questions, 298–300
 - paralegals, 300
 - Lemke, James M. (technical advisor), 29, 52
 - Leonardo da Vinci (renaissance artist, engineer, inventor), 197
 - Leonidas (Spartan king), 283
 - letters
 - deciding to pass on the job offer, 161
 - job offer, 159, 161
 - “letter of understanding,” 161
 - post-interview thank-you, 153–156, 163
 - Lewis and Clark (explorers), 283
 - lie scale, for measuring test answers, 97
 - lighting, for video interviews, 42, 45
 - likeability
 - described, 20–21
 - eye contact and, 20, 139
 - mirroring and, 74, 188
 - powerful influence of, 21–22, 75–76
 - lingo, learning, 175
 - LinkedIn (social network), 56, 85, 234
 - listening skills, 27–28, 34, 76
 - Little, Cleavon (actor), 59–60
 - longevity on a job, sample questions/answers, 244–245
 - Longfellow, Henry Wadsworth (poet), 173
 - long-term career objectives, sample questions/answers, 203–204
 - looking and sounding good on camera
 - dress rehearsal recordings, 45–46
 - smiling, importance of, 47
 - tips for, 50
 - loyalty oath, 14
 - loyalty, promotion interviews and, 60–61
 - Lucht, John (recruiting authority/author)
 - on drawing out hidden objections, 146
 - on multiple-identity pitfall, 196
 - Rites of Passage at \$1000,000 to \$1 Million+: Your Insider's Lifetime Guide to Executive Job-Changing and Faster Career Progress in the 21st Century*, 159
 - lying, dangers of, 199
- M ●
- magazines, fashion, 131
 - makeup, 127, 129
 - management, sample interview questions, 300–301
 - management styles, sample questions/answers, 256
 - management, youth-oriented, 60–61
 - market pay rates, discovering, 105–106
 - marketing managers, interview questions, 300–301
 - Massachusetts Institute of Technology (MIT), 235
 - Me 2.0: 4 Steps to Building Your Future* (Schawbel), 20
 - mealtime interview, 73–74
 - medical examination, prohibited before receiving a job offer, 93
 - memorable point, examples of, 75
 - men
 - business casual appearance, 123
 - conservative dress code, checklist, 127
 - mental illness, tests for, 90
 - Mental Measurements Yearbook*, 92
 - Michelangelo (painter and sculptor), 281
 - microphones
 - lavalier-style, 44
 - noises during video interviews, 46
 - Millennials (Generation Y)
 - body art, 124
 - described, 233
 - education, 238–241
 - scripts for interviewing, 170–171
 - tips for, 169–170, 172
 - websites, 172
 - work-ethic stereotypes, 168–169
 - The Minnesota Multiphasic Personality Inventory, 80
 - mirroring technique, 74, 188
 - misjudgments, sample questions/answers, 230
 - mission of an organization, achieving, 211
 - mission statement, sample questions/answers, 216
 - mistakes you've made, sample questions/answers, 230

MIT (Massachusetts Institute of Technology), 235
 mobile phones, 32
 money. *See* salary negotiations
 Monster.com, 54
 moral waiver, applying for, 245
 Moses (Hebrew liberator), 282
 movements and posture,
 during video interviews, 46
 multiple online identities
 dealing with, 196–197
 examples of, 194–196
 overview, 12, 193
 problems with, 194, 196
 projecting Renaissance-quality talent, 197
 same-name mix-ups, 196–197

• N •

nail polish, 129
 neediness, avoiding, 270
 negative
 personality traits, 96
 words to avoid, 22
Negotiating Your Salary: How to Make \$1,000 a Minute (Chapman), 106, 108, 113
 nepotism policy, 275
 networking
 international social
 networking, 55–56
 for job opportunities, 254
 tips for career change, 175
 newspapers, back-issues, 87
 Newton, Isaac (scientist), 280
 nondirective interview, 70–71
 note taking
 benefits of, 25, 76
 during group interview, 65
 during in-person
 interviews, 44
 during video interviews, 44
 Nulty, Neil P. (placement professional), 199
 nursing, interview questions, 301–302

• O •

objections
 hidden, drawing out, 146–147, 150
 overcoming in a post-interview letter, 154
 Odysseus (legendary Greek hero), 281
 Office of Disability Employment Policy (website), 257
 OI Partners (global talent management firm), 30
 on-campus interview, 74
 online “auditing”
 opportunities, 235
 online job market, 198
 online phone or video interviews, 40–41
 online screening
 questionnaire, 32
OpenCourseWare (online “auditing” course), 235
 oral presentation skills, sample questions/answers, 221
 Othello (soldier in Shakespeare’s *Othello*), 282
 outside interests, sample questions/answers, 207–208
 overqualified label, overcoming, 185–188
Oya’s Directory of Recruiters, 63

• P •

Pachter, Barbara (business dress expert), 119–120, 125
 Pandora (Greek myth), 281
 pantyhose, wearing, 125
 PAR (problem, action, result) technique, 68–69
 paralegals, interview questions, 300
 pause, dramatic, 23–24, 76, 116–117
 Payscale.com, 105
 PDA (personal digital assistant), 222
The Perfect Score (film), 98
 performance interview, 26–27
 performance routines,
 interviews, 21–25, 27–28
 perfumes, 126
 personal commercial. *See also*
 branding brief
 branding brief incorporated in, 211
 crafting, 201–202
 memorizing, 200–201
 personality tests
 aptitude test included in, 95
 cheating on, 98
 civil rights issues, 93
 do-overs, 99
 free practice tests, 98
 good job performance associated with, 92
 integrity test included in, 89–90
 negative traits, 96
 positive traits, 92, 95–96
 preparing for, 94–98
 privacy issues, 93–94
 purpose of, 89–90
 questions to ask before the test, 90–91
 for salespeople, 97
 sample questions, 98–99
 validity of, 91
 what a test measures, 92
 when you don’t do well, 99
 when you don’t get the interview, 100
 who’s most likely to use tests, 93
 phone interviews. *See also*
 interviews
 automated, 32, 36–37
 complying with early request for salary numbers, 109

- phone interviews (*continued*)
 - interviewing when you're at work, 34
 - online (Skype), 40–41
 - post-interview follow-ups, 157–158
 - preparing for, 32–35
 - projecting a winning image, 34–35
 - scheduling an appointment, 33
 - planning ahead. *See* preparation
 - planning products, 222
 - PlanPlusOnline (software), 222
 - Plunkett, Jack (business research expert), 85
 - Plunkett Research Online, 85
 - police officers, job interview questions, 298
 - portfolio scam, 26
 - Portman, Natalie (actor), 79
 - positive, accentuating, 176
 - post-interview
 - checklist, 162–163
 - thank-you letters, 153–156, 163
 - posture, effect of, 138
 - practice tests, free, 98
 - pre-employment contracts, 159–161
 - pre-employment tests. *See also* personality tests; tests
 - integrity test, 38, 89–90, 93, 97–98
 - necessity of, 24–25
 - preparation. *See also* research
 - for global job interview, 15, 56
 - importance of, 17
 - interview essentials, list of, 33
 - for personality tests, 94–98
 - for phone interviews, 32–35
 - for video interviews, 43–46
 - prescreening, online
 - questionnaires, 32
 - prime-timers
 - addressing age concerns, 184–185
 - attitude and, 183–184
 - Boomers, 233, 235–238
 - federal government jobs, 189
 - health insurance issues, 183
 - job performance, 181–182
 - overqualified label, overcoming, 185–188
 - overview, 181
 - radio babies generation (1930–1945), 185
 - salary issues, 182–183
 - tips for, 188–190
 - young bosses and, 187
 - prison time
 - illegal questions, 261
 - sample questions/answers, 246
 - tips for, 245
 - privacy issues
 - cultural differences, 53
 - personality tests and, 93–94
 - privately owned companies, researching, 82
 - problem-solving skills, sample questions/answers, 220
 - products or services, researching, 81–82
 - profile summary, 19, 86. *See also* branding brief
 - programmers, interview questions, 296–298
 - promotion interview, 60–61
 - promotions, sample questions/answers, 244–245
 - Prynne, Hester (fictional woman), 279
 - Public Register Online, 84
- **Q** •
 - qualifications
 - connecting yours with job's requirements, 19
 - list or summary sheet of, 71, 74
 - sample questions/answers, 228
 - question technique, using, 189
 - questions. *See also* interview questions/answers
 - asking for clarification, 226
 - by career fields and industries, 285–310
 - closed- and open-ended, 70
 - discriminatory, 261–262
 - diverting important questions, 35
 - for expatriates, 55
 - integrity test examples, 97–98
 - personality test examples, 98–99
 - replayed, 97
 - selling yourself, 144–145
 - tricky questions, 273–277
 - questions to ask interviewer(s)
 - asking with confidence, 146
 - drawing out hidden objections, 146–147
 - ending with the right questions, 148
 - overview, 143, 272
 - permission to call back, 150–151
 - questions to ask very carefully, 147–148
 - self-interest questions, after the offer, 145
 - showing off, avoiding, 147
 - work-related questions, 144–145
- **R** •
 - radio babies generation (1930–1945), 185
 - Raiders of the Lost Art* (film), 225
 - Ramses II (Egyptian pharaoh), 281
 - receptionists, interview questions, 287–289
 - recruiter interviews
 - courtesy interview, 61
 - general screening interview, 61–62
 - search interview, 62–63

- recruiters
 comebacks when you stick up for yourself, 103–104
 defined, 3
 disclosing your salary history to, 110
 lowball offers, 102–103, 107
 as sales professionals, 102
 recruitment videos, 84
 redirecting inappropriate questions, 262–263
 references, 158–159
 rehearsing
 anticipating interview trapdoors, 141–142
 out loud, 135
 power of body language, 137–140
 practicing with a video recorder, 136–137
 refocusing your attitude, 133–134
 “Tell me why I care,” 142
 tips and techniques, 134–136, 140–141
 religion, sample questions, 263, 265
 remote location interviews, 73–76
 renaissance-quality talent, 197
 research. *See also* preparation for career change, 175
 companies not in databases, 85–86
 dress code, 121–122
 employee review websites, 85
 financials, researching a company’s, 83
 free information about companies, 84–85
 guides and tutorials, 83
 importance of, 79, 87
 market pay rates, 105–106
 newspapers, back-issues, 87
 online research, 80
 on potential employers, checklist of questions, 80–83
 recruitment videos as, 84
 resources for, 83–87
 sample questions/answers, 220–221
 size and growth patterns of company, 81
 start-up company, 86
 resignation, sample questions/answers, 247–248
 restaurant personnel, interview questions, 295–296
 The Resume Place, Inc. website, 211
 resumes. *See also* multiple online identities
 customized, 194
 posting online, 196
 spray-and-pray theory, 30
 traditional versus video, 42
 video resume, 47–50
 when to give references, 158–159
Resumes For Dummies, 6th Edition (Kennedy), 19
 retail sales persons, sample questions/answers, 303–304
 retained recruiters, interviews with, 61
 retirement, returning to workforce after, 185
 Richard III (king in Shakespeare’s *Richard III*), 283
 The Riley Guide *How to Research Employers*, 83
 website, 54, 63
Rites of Passage at \$1000,000 to \$1 Million+: Your Insider’s Lifetime Guide to Executive Job-Changing and Faster Career Progress in the 21st Century (Lucht), 159
 Robin Hood (legendary British outlaw), 281
 Rowling, Joanne Kathleen (author), 24
 Runyon, Damon (playwright), 21
 Ryan, Liz (speaker and writer), 188
- S •
- Safani, Barbara (resume authority), 48–49
 salary
 benefits and, 106
 boxes in online applications, filling in, 105–106
 compression, 113
 finding salary information online, 105
 fixed pay and variable pay, 106
 long-term incentive pay, 106
 researching market pay rates, 105–106, 109
 short-term incentive pay, 106
 web-based help, 117
 salary history
 disclosing to recruiters, 110
 downplaying a low salary history, 112–113
 plotting carefully, 115–116
 salary negotiations
 age and, 182–183
 best time for, 107–110
 creative suggestions, 117–118
 delaying, 21, 35, 108
 dramatic silence, 116–117
 early salary questions (without job offer), 110
 factors affecting job pay, 113
 finding a range, 114–115
 lowball/undermarket offers, 101, 102–103, 107
 market value of your work, 118
 new thinking for new times, 104
 overview, 21, 101–102

- salary negotiations (*continued*)
 - plotting salary history, 115–116
 - quid pro quo, 109
 - recruiter comebacks, answering, 103–104
 - stalling with smart replies, 111–112
 - straightforward response, 117
 - upgrading the job, 116
 - web-based help, 117
- salary survey information websites, 105
- Salary.com, 105
- sales, sample interview questions, 303–304
- sales statement, short-form, 19–20
- salespersons, 97, 310
- Salpeter, Miriam (career authority)
 - on multiple-identity pitfall, 196
 - Social Networking for Career Success*, 196
- same-name mix-ups, handling, 196–197
- Schawbel, Dan (*Me 2.0: 4 Steps to Building Your Future*), 20
- Schmitt, Joseph (employment attorney), 94
- schooling. *See* education
- Schwerdlin, Joellyn Wittenstein (career coach), 197
- ScientificSelection.com, 89
- screeners, 31, 58
- screening interviews. *See also* interviews; phone interviews
 - on-campus, 74
 - complying with early request for salary numbers, 109
 - computer-assisted, 37
 - described, 29–30
 - goal of, 38, 58
 - integrity testing, 38
 - job-related questions asked during, 31
 - online screening questionnaire, 32
 - overview, 17–18, 30
 - in-person screening interviews, 36
 - potential knock-out questions, 38
 - recruiter interviews, 61–62
 - three basic models for, 32
 - your goal in, 30
- search interview, recruiter, 62–63
- second interview, 63–64
- secretaries, interview questions, 288–289
- selection interviews. *See also* interviews
 - complying with early request for salary numbers, 109
 - described, 18, 30, 58–60
 - finalists' selection interview, 64
 - goal of, 58
 - what they look for, 59
- selectors, 58
- self-control, 97
- self-efficacy, 97
- self-interest questions, after the offer, 145
- self-monitoring, 97
- self-promotion, cultural differences, 53
- selling
 - interactive selling, 150
 - parting sales pitch, 150–151
 - questions that sell you, 144–145
- serial interviews, 66
- sexual orientation, sample questions/answers, 248–251
- shaking hands
 - cultural differences, 52
 - establishing rapport, 139
 - video interviews' virtual handshake, 47
- shoes, 127, 130
- short-term work, 234
- showing off, avoiding, 147
- signing-off, from video interviews, 47
- silent treatment, handling, 141–142
- size and growth patterns of company, researching, 81
- skills. *See also* storytelling
 - acting, 11
 - communication, 23
 - competency-based interviews, 217–218
 - crossover, 177–178, 227
 - decision-making, 230, 231
 - keeping up-to-date, 238
 - language, 53
 - listening, 27–28, 34, 76
 - sample questions/answers, 218–223
- Skype
 - "How to Ace a Job Interview on Skype" video (Kiviat), 59
 - Internet connection for, 45
 - for long-distance screening interviews, 40–41
- Skywalker, Anakin, or Darth Vader (fictional Jedi knight), 284
- small companies
 - interview styles, 218
 - interviewing for, 15
 - job pay rate, 113
 - not in databases, researching, 85–86
 - small talk, tips for making, 76
 - smart casual attire, 126
- Smart, Maxwell (secret agent in *Get Smart*), 284
- smiling, 47, 139

- Social Intelligence Corporation (digital background-checking service), 195–196
- social networking
- Facebook (social network), 56
 - international, 55–56
 - LinkedIn, 56, 85, 234
 - post-interview follow-ups and, 157
- Social Networking for Career Success* (Salpeter), 196
- software engineers, interview questions, 296–298
- Soprano, Tony (fictional mobster boss), 280
- sound delay, during video interviews, 47
- speaking and facial expressions, during video interviews, 46–47
- special situations
- demotions, 253–254
 - disabilities, 257–258
 - family matters, 255–256
 - firings, 228–229, 246–248
 - job history gaps, 252–253
 - job hopping, 13–14, 251–252
 - longevity on a job, 244–245
 - overview, 243–244
 - prison time, 245–246
 - sexual orientation, 248–251
 - substance recovery, 254–255
- spray-and-pray theory, for sending resumes, 30
- stage fright, 133–136. *See also* rehearsing
- Star Wars* (film), 118
- start-up company, researching, 86
- Stein, Joel (“Data Mining: How Companies Now Know Everything About You”), 196
- Stewart, Jack D. (recruiter), 122
- store managers, sample interview questions, 303–304
- storytelling
- anecdotes, 68, 72
 - behavior-based interviews relying on, 16, 67, 72
 - benefits of, 16, 72, 269–270
 - dealing with a difficult boss, 219
 - PAR (problem, action, result) technique, 68–69
 - tips for Millennials, 170
- strengths, sample questions/answers, 204
- stress
- interview, 71–72
 - release techniques, 134–136
 - sample questions/answers, 209
- structured interviews, 69–70
- substance recovery, sample questions/answers, 254–255
- success, defining, 208–209
- suits, wearing, 127
- Summers, Buffy (heroine of *Buffy the Vampire Slayer*), 280
- supervision, decision-making skills, 230
- T ●
- tattoos, 124–125
- teachers, sample questions/answers, 291–292
- teamwork, sample questions/answers, 223, 229
- technical check, for video equipment, 44–45
- telephone, land-line, 32
- Tell Me About Yourself question. *See also* branding brief; interview questions/answers
- accomplishments, 203–204
 - defining success and failure, 208–209
 - focusing your answer, 198–200
 - greatest strength, 204–205
 - greatest weakness, 205–207
 - handling stress, 209
 - long-term career objectives, 203
 - multiple online identities and, 193–197
 - outside interests, 207–208
 - personal commercial for, 200–201
 - reasons for hiring you, 210
 - sales statements, short-form, 19–20
 - two-minute professional history, 199
 - working with others or alone, 208
 - “I tell me why I care,” 142
 - temporary work, 234
- Test Reviews Online*, 92
- tests. *See also* personality tests; pre-employment tests
- aptitude, 95
 - cheating on, 98
 - civil rights issues, 93
 - combination tests, 94
 - drug testing policy, sample questions/answers, 255
 - integrity test, 38, 89–90, 93, 97–98
 - lie scale, for measuring test answers, 97
 - mental illness, 90
- Tests in Print*, 92
- texting, 157
- thank-you/marketing letters
- emailing, 35
 - post-interview, 153–156, 163
 - sample letter, 156
- theater, interviews as, 10–11
- ties, wearing, 127
- time organization, sample questions/answers, 222
- Transitions Abroad website, 54
- tricky questions to watch out for, 273–277

Troutman, Kathryn Kraemer (career consultant), 211
 Tubman, Harriet (abolitionist), 280
 Twain, Mark (humorist), 126, 269
 Twitter (social network), 56
 two-minute professional history presentation, 199
 typecasting, 69

• U •

Unbeatable Resumes (Beshara), 188
 unexpected events on the job, sample questions/answers, 222
 U.S. Equal Employment Opportunity Commission website, 260
 U.S. military, enlisting with, 245, 248

• V •

verbal job offers, 159–161
 video email, post-interview follow-ups and, 157
 video interviewing industry, 40
 video interviews
 Internet connection for, 45
 the interview, 46–47
 learning through viewing online videos, 50
 looking good on camera, 45–47, 50
 overview, 12, 39–40, 48
 preparing for, 43–46

pros and cons, 42–43
 signing-off, 47
 Skype for, 40–41
 success tips, 43
 third-party vendors for, 40
 tips for improving performance, 45–46
 video resumes versus, 47–48
 videoconferencing services, 41
 video recorder, practicing with, 45–46, 136–137
 video resume described, 48
 discrimination issues, 49
 time disadvantage, 48–49
 video interviews versus, 47–48
 when to use, 50
 videoconferencing services, 41
 virtual handshake, during video interviews, 47
 visualization, 135, 136
 voice and head tilt, 141
 voicemail, for post-interview follow-ups, 157–158

• W •

Walling, Gregory J. (executive recruiter), 145
 Washington, George (U.S. president), 282
 weaknesses, sample questions/answers, 205–207
 webcam, 41, 50
 Weinhaus, Sheldon (employment attorney), 161
 Western-style employment practices, 51

Why Should I Hire You question, 210, 223
 William Tell (Swiss legend), 282
 William the Conqueror (Norman general), 279
 Williams, Wendell (employment authority), 89–90, 91, 92, 99
 Willis, Bruce (actor), 69
 Women's Alliance website, 131
 work-based competencies, 217
 work-ethnic stereotypes, 168–169
 work/school, tricky questions/answers, 276
 WorldatWork.org, 106
 writing skills, sample questions/answers, 221

• Y •

Yahoo! Finance website, 84
 young bosses, prime-timers working for, 187
 youngest generation of workers. *See also* Millennials (Generation Y) behavior issues, 167–168 countering youth-bashing stereotypes, 168–169 youth-oriented management, appealing to, 60–61

• Z •

Zeus (Greek god), 280
 ZoomInfo (search engine), 86