



# interview tips

simple steps to a great interview experience

# Our approach to interviews

At HNI, we believe interviews are a two-way process. We'll ask about your skills and experiences, but interviews are also an opportunity for you to understand if the role and company are right for you.

This document contains a few suggestions on how to approach your interview with us, whether it is via the phone, or face-to-face.

## Interview process

The interview process varies depending on the type of position you've applied for. However, for many positions, we will conduct a brief telephone interview, followed by one or more face-to-face interviews.

The purpose of an **initial interview, often by phone**, is usually to:

- Provide you with more information about the position you applied for and our company
- Answer any questions you might have about the role or HNI
- Explain our culture and values, and begin gauging whether a mutual fit exists
- Learn more about your work experience, skills and knowledge

During a **face-to-face interview**, you'll typically meet members you would be working with if hired. This is a great opportunity to:

- See our work environment
- Meet team members
- Discuss specific responsibilities of the position and learn more about department structure and upcoming projects

We may also ask:

- For specific examples of your previous work experiences
- Technical questions about skills and knowledge relevant to the position
- Questions designed to assess whether HNI's culture would be a mutual fit

# Tips for Telephone Interviews

As mentioned on the prior page, we often use a brief telephone interview as the first step in our selection process. The below tips can help you handle a phone interview with confidence.

## Before the call...

- Try a dry run. Ask a family member or friend to run through some questions with you, and make sure they can clearly hear your responses (especially if you're using a mobile phone).
- On that note, if possible, try to find a land line. Mobile phones—as great as they are—can lose signal, drop a call or play your text alert jingle right as you're mid-thought during your interview.
- Print out your resume and a copy of the job posting so you can refer to them during the discussion.
- Be in the right place. Find a quiet location away from distractions and noise.
- Just like an in-person interview, be prepared to take your phone interview call at the scheduled time. If you need to reschedule, let your HNI recruiter know in advance.

## During your interview...

- Smile! A smiling voice sounds upbeat. Coupled with energetic body language, you will be able to convey the same enthusiasm for the position that's often easier to demonstrate in person.
- Just relax. We'll make the conversation as comfortable as possible, but most people still get nervous during interviews. Remember to breathe, slow down and keep your speaking pace steady.
- Listen carefully, and keep your responses concise. Telephone interviews are often scheduled for briefer timeslots than in-person discussions. It's important to convey your message efficiently. Since you won't have the same body language cues as a face-to-face interview (head nods, etc.), we recommend keeping your answers concise and simply asking your interviewer, "Did that answer your question?" if needed.

# Tips for Face-to-Face Interviews

## Before your interview...

- Find your interview location on a map and ensure you have correct driving instructions. Your HNI recruiter should be able to help.
- Do your homework. We know it sounds cliché, but we find that discussions are more meaningful when you've taken the opportunity to learn a bit more about HNI and to carefully review the job description before arriving onsite.
- Prepare a list of questions. Remember—interviews are a two-way process. This is also your opportunity to get your questions answered!
- Print your resume and bring it with you. If you get nervous, you can refer to your resume for key dates or other information that might escape you in the moment.

## During your interview...

- We use a competency-based interview style, which means we'll ask you questions that sound like this: "Tell me about a time when..." We are trying to understand how your prior experiences relate to the job you've applied for. The best way to answer this type of question is using the STAR method:
  - Explain the **S**ituation or **T**ask you were presented with.
  - Describe the **A**ction you took to resolve the situation.
  - Tell us about your **R**esults – what was the outcome of your action, and what did you learn?
- It's OK to take a moment to think about your answer if you need to. If you don't understand a question, simply ask your interviewer to clarify—and if you don't know an answer, it's OK to be honest about that.
- Ask questions. It's not mandatory, but it's a great opportunity for you to understand any areas you wish to explore further, such as your development, the team you could be working with and HNI as a whole.

## Questions?

If you have questions that aren't addressed in this document, we recommend contacting the HNI recruiter you've been working with.