Job Search Strategies Workshop for Paralegals

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Karen Ilardi-Lowy, CPC, Instructor

CUNY-Queens College Professional & Continuing Studies Paralegal Studies Program

Material chosen, edited, written, etc. by Karen Ilardi-Lowy, Tina Bhandari and Brian H. Lowy

Introduction

You Will Get A Job...

... only if you get hired.

This book is all about how to get hired.

I have been getting people jobs since 1983. The job market is constantly changing. The demands of employers are constantly changing. Right now I am getting more people jobs than I have in the past five years. But, the demands of employers has never been greater.

While the employment picture changes, one thing is constant: sloppy cover letters, resumes, writing samples coupled with poor interviews makes it almost impossible for a person to get a good job. You need to prepare as if you must get an "A+" in the course. Preparing for a grade of "B" or less won't work.

Getting a job is much like getting a mate. You will get a mate if you find potential mates, present yourself well and there is chemistry.

GETTING A JOB AS A PARALEGAL



There is always the human element. It makes sense because once a person is hired, s/he is likely to work with the person who hired him/her.

When I send several applicants to a client to interview for a job, it is never surprising that they hired the person I did not rate as number one. That is because the chemistry I felt, might not be the chemistry the employer felt. There is nothing that can be done or taught to create chemistry between people. It is either there or it is not — just like dating. If there is no chemistry, then why would you want a relationship, either personally or professionally?

This book is not about changing you — that's not likely to happen. It is not about presenting someone other than you (i.e., lying or putting on a show). It is all about assessing yourself professionally and finding a job that will work for you. Just like dating, it might happen immediately, it might take a few times, or it might take some time.

You will be competing with others for any paralegal job. Just because you graduated at the top of your class, was voted in high school "most likely to succeed" and your mother thinks you are the greatest does not guarantee you that job, nor does it guarantee you any job. You will have to go through the same process as the person who graduated with a B average and if that person is better prepared than you and has a better presentation, they will have an advantage.

If you go through this book step-by-step, it will increase your odds of presenting yourself in the light most favorable to you (sounds like a legal standard, doesn't it!). If you don't follow this book, you might still get a job, but it will probably be harder.

In today's economy, preparation is the key to getting the job.

Good luck getting the job you want. Yes, luck is a part of it. The perfect cover letter, resume and writing sample only works when there is chemistry during the interview stage. But remember, the only way you can get to that stage is if you have done everything right up to that point. You have control over everything up to the chemistry stage and there is no luck up to that point. So increase your odds and get to work.

Here is the good news: the job market for paralegals is better than for lawyers!

Job Check List

JOB PREPAREDNESS

Prepare Résumé
Find References
Prepare Draft Cover Letter
Find Writing Sample
Start Preparing Interview Strategies
Make Sure You Have Appropriate Clothing

JOB HUNTING

Check Listings in School
Check Newspaper Ads
Check Agencies
Check Websites
Check Search Engines

APPLICATION PROCESS

Write Cover Letter
Finish Résumé
Inform References (make sure you have their permission)

PREPARE INTERVIEWS

Find Out Time, Location and Person Interviewing You
Find Out All You Can About the Law Firm/Agency and Interviewer
Find Out How Long It Will Take You to Get There
Find Out Directions
Anticipate Questions
Prepare Intelligent Answers and Questions
Practice, Practice
Make Sure the Outfit You Are Going to Wear Is Available!
Read Résumé

DAY OF INTERVIEW

Bring Copies of Résumé, List of References, Cover Letter and Writing Sample
Leave on Time/Show Up Slightly Early
Be Positive!
Be Honest!
Thank the Interviewer with a Thank You Note

Bring Necessary Documents (e.g., Social Security Card)
Show Up on Time
Ask Questions
Be Positive!

You see an ad in the newspaper for a paralegal....

You see an ad in the paper for your dream job. It has your name written all over it. You rush to your computer, and

In November of 1982 an article ran in the New York Times about a public interest law school opening in Queens. That article alone generated hundreds of applications for 150 seats. Every one of the applicants thought that this law school was their law school. Because of the limited number of seats in the first class, over 90% of the people who applied for admission were disappointed. Every time a job is advertised, it generates many applications. It results in a job (and a happy applicant) and a whole lot more disappointed people.

You know that this is a tough legal employment market and wonder how you can write an effective résumé that will rise to the top of the stack, get you to the interview stage, get you the job and make you live happily ever after....

How do you get it done?

What can you do to increase your chances of getting this dream job?

It requires you to go through a process.

At the end of this process you will have a résumé and be prepared for the interview. It is assumed that you already have a writing sample (get one if you don't already have one).

Creating and perfecting your résumé should never be rushed. Always take the time to do a realistic analysis of your skills and abilities before starting your first draft.

Preparing for the interview begins even before you start on your résumé. The résumé and the interview go hand-in-hand.

Ask yourself what you have accomplished and where you want to go. Evaluate your previous and current job responsibilities. What did you like about that job? What didn't you like about that job? Make an honest assessment of your educational background and experience. This assessment will help determine if you are directly qualified for the position for which you are applying or if you have transferable skills that would make you a good, if not perfect, candidate. Determine what additional training or education you will need to achieve your goals.

Sure, you are going for a paralegal position, but what kind of paralegal? What type of law firm, company or government entity do you want to work for?

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Okay, are you cringing? Are you running away? Don't worry — this is not about discovering yourself, making you a better person, or even changing your life. There are no promises here.

What this is all about is getting all the information together so you can put together a winning résumé and prepare for a winning interview. So no matter how corny this section is, it is all about getting your résumé together. Don't worry; we will start off with the easy areas. However, be forewarned, we will end with the bizarre.

EDUCATION

PARALEGAL STUDIES

1.	List all the courses you completed other than the five required courses. For each course, list the areas that were covered.
2.	List all the skills you developed in each class including the five required courses (e.g., legal research, Lexis, Westlaw, drafting of pleadings and motions).
3.	List three to five things you really enjoyed about your experience at the Queens College Paralegal Program.
4.	What was your GPA?
5.	List any awards or recognition at graduation.
6.	List any instructors that would say great things about you.

COLLEGE

1.	Where did you go to college?	
2.	List any degree you received.	
3.	List your major and minor (if you had one).	
4.	List any skills you developed in college.	
5.	List three to five things you really enjoyed in college that relates to being a paralegal (if you can connect them to being a paralegal, it relates).	
6.	What was your GPA?	
7.	List any awards or recognition in college.	
8.	List any professors that would say great things about you.	

PRIOR EMPLOYMENT			
1.	List every job you have ever had (include job title, company and address, dates, supervisor).		
2.	For each job list:		
		a.	Responsibilities.
		b.	Anything positive you did there (i.e., accomplishments).
		c.	Any skills you developed there.
		d.	What you liked about the job.
e. What you did not like about the job.		What you did not like about the job.	
		f.	Anything bad you did at the job and the consequences, including how you corrected the bad situation.
		g.	What you would have done differently.
	h. What you would do to improve the place.		

	YOU	
1.	List any skills you have.	
2.	For the skills that do not directly relate to paralegals, figure out if you can make a connection between the two.	
3.	List every language you speak, read and/or write (besides English).	
4.	Figure out your favorite color and the reason. <i>I am not kidding.</i>	
5.	Figure out a tree that you can relate to. Seriously — I am not kidding.	

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You have survived the Inventory section. If you skipped it, go back. Eventually, you will have to fill out all the information asked of you. Just get it over with.

You have survived the Inventory section. Now you are ready to put together your résumé. Your résumé is your calling card. It is the first level filter in your job search. Bad résumés are only read when there aren't many applicants (and you wouldn't want that job, would you). Bad résumés are filtered out because they are warning signs. If you can't put together a good résumé, what are the odds you can put together a good legal document or a letter to a client that would bear the lawyer's name?

Recently, a graduate of this program with an A average could not figure out why she could not get a position as a paralegal. When I viewed her résumé, I noticed that she spelled the word "paralegal" incorrectly. Today, everyone uses word processing programs and these programs have spell-checkers. What her résumé told the potential employers was that she doesn't proof her work and does not use spell checkers. Would you hire her?

What about good résumés? Do they get you the job? No, they get your foot in the door. Your interview and possibly your writing sample will get you the job.

	THREE COMMON RÉSUMÉ FORMATS
CHRONOLOGICAL	Presents job history and education by date. It is organized in reverse order by employer, with the most recent first.
FUNCTIONAL	Typically a summary of qualifications followed by sections that present experience, education and employer history, but there is little emphasis on employer history, especially dates.
COMBINATION	Also referred to as a hybrid résumé; it is a composite of the two above.

Résumé Formats

Which format of these three formats is right for you? It will depend on where you are with your career. If you have had a few jobs with relevant experience, the chronological format should work just fine. If, on the other hand, you have had only one job, the functional format is something for you to consider. Professionals with experience recognize the reason for using the functional format: to hide the fact that you have only had one job. That leads us to the third format. The combination format looks exactly like a chronological résumé but with a summary section after your name and address in place of the useless objective section.

BASIC RULES

- Always place your contact information first.
- The résumé should fit on one page, or at the most two pages.
- The résumé must be clean: that is, easy to read.
- The last thing on your résumé should be the Reference Section: "References available upon request." Why this phrase which appears on every single résumé is still on the modern day résumé is a mystery and a waste of space.

THE MOST IMPORTANT RULE

• Paralegals are evaluated, in large part, for their ability to organize, analyze, communicate effectively and for their close attention to detail. Your résumé should reflect that ability.

Basic Résumé Writing

Words

In a writing class in high school or college you may have been asked to write your opinion on a controversial subject. The first thing you learned was never to write: "My opinion is ... " or "I believe ... " That was what the paper was about. It was obvious.

Because your résumé is about you to begin with, the words "I" and "my" are redundant. It clutters your résumé with unnecessary words. Most employers scan résumés in less than 60 seconds. Your job is to write key words and phrases for the quick scanning eye.

In writing you were taught to write in complete sentences. Here you need to write in short and snappy phrases that will get you noticed. The writing in key phrases helps to rid résumés of unnecessary words.

Start your résumé phrases with relevant action words (also called action verbs [for a nice list of these action phrases, see a list from Quintessential Careers at http://www.quintcareers.com/ action_skills.html]). Action words spruce up your résumé and give it impact. But don't get carried away. In this age of electronic résumés, keywords are also important to make your résumé searchable by computer.

For paralegals, action words like "initiated," "communicated," "analyzed," "researched," etc., will stand out. But don't get too bogged down in the details. One of the purposes of the interview is to elaborate on your résumé.

Purpose

A résumé has one purpose: to sell you. It markets your skills, achievements, professional background, academic history, and future potential to a prospective employer. Much like a 30-second commercial, today's résumé must provide maximum data as quickly as possible, differentiate you from all other candidates, and be attractively packaged.

Writing an effective résumé simply requires some time, thought and planning. And how could we do that without steps?

THE SIX STEP PROGRAM FOR WRITING AN EFFECTIVE RÉSUMÉ	
STEP ONE:	Target Your Audience
STEP TWO:	Format for Maximum Impact
STEP THREE:	Skill Set and Qualifications Summary
STEP FOUR:	Accomplishments and Special Skills
STEP FIVE:	Professional Experience
STEP SIX:	Education and Training

- STEP ONE:
- **Target Your Audience**

Why are you writing a résumé? Of course, it is to get a job. But where are you coming from? Before you begin, ask yourself these questions. Are you:

- 1. Making a lateral move?
- 2. Seeking a promotion?
- 3. Career transitioning?

Start by looking at the available job listings for paralegals on the web. There is a listing of some websites in an appendix here.

With these in hand, write down the qualifications you will need to be considered and the responsibilities for each job. Make a list. For the jobs you want, this list will contain the phrases that should be in your résumé. The more closely the content of your résumé matches the content of these postings, the more likely you will be asked to interview for the paralegal position.

STEP TWO: Format for Maximum Impact

The moment your résumé is opened by an attorney or recruiter, it must appeal to him or her on an aesthetic level. If it doesn't, it might be overlooked and therefore rejected.

In order to ensure that your résumé receives the initial attention it deserves, it is important to adhere to certain formatting guidelines, which include:

- Layout and Font Choice
- Effective Use of White Space
- Prioritization of Data

EFFECTIVE LAYOUT AND FONT CHOICE	
Easy to follow	There is no greater irritation to a busy attorney than to receive a résumé where data is presented in a haphazard or inconsistent manner. That's why a standard layout is used. An effective template will present company names, dates, job titles, academic information, and all other pertinent data in a clear manner, so that a quick glance will tell the reader what they need to know.
Easy to read	Résumés written entirely in bold text or italics are extremely difficult to read and project a lack of professionalism. The same goes for <i>artistic</i> or cool fonts. Jazzing up a résumé with these stylistic tricks will get the document noticed and talked about. What they will be talking about is how ridiculous your résumé looks. This is not the attention you are looking for, is it?

When in doubt about font choice, *always* err on the conservative side. Two good choices are Times New Roman or Arial/Helvetica in 11 points — no smaller — or the text will be difficult to read. Do not use *Comic Sans*, **decorative fonts**, or web fonts.

Effective Use of White Space

One rule for pleadings applies here: one-inch margins. You can now skip the rest of the rules pertaining to pleadings. The more space, the easier it is to read the résumé. Use bulleted sentences within special sections (i.e., Professional Experience, Education, Qualifications Summary), separated by well-placed white space.

Prioritization of Data

Imagine you're an attorney. It is 8:30 on a Monday morning, and a paralegal position needs to be filled. Over the weekend, 200 résumés came in from interested applicants all wanting to fill that one paralegal position. Most of the résumés are attractively formatted and use the appropriate font. But the part where some of them state that they are bilingual, a core requirement for the position, is buried on the second page. The attorney may miss it and move onto the next résumé. That résumé has the fact that she is bilingual on the top of the first page after the applicant's name, address, etc. The attorney will ask to interview the ones where the bilingual qualification is very visible and reject those where it isn't very visible and therefore missed.

In less than *five seconds* the attorney should see the qualifications for the job.

STEP THREE:

Qualification Summary & Skill Set

Picture yourself at the market after a long day at the office. You are in a rush, of course, and want only to purchase those items on your list, *if they are on sale*. Hurrying into the store, you glance around for the weekly advertising flier that indicates the sale items. Trouble is, there is no advertising flier this week, and no one to answer your questions. If you want to purchase the items you most need that are on sale, you're forced to walk up and down *each and every* aisle until you find what's available. In many markets, they are now using tags that stick out from the shelves to show that something is on sale. Some larger supermarkets have sale items together in a sale aisle. Your well-written Qualifications Summary and/or Skill Set is your sales aisle.

What is a Qualifications Summary?

A qualifications summary is a brief paragraph that showcases your most effective skills and experience as they pertain to the job you are applying to (kind of like the relevant facts you had to write in your memorandum of law). It is your chance to convince an attorney of the skills you can bring to the position. It is a way of them putting you in the "look closer" or interview pile and avoiding "file" or dreaded trash pile.

Fine, you say, but what about an Objective? Where does that go?

In the modern résumé, an objective statement is no longer used. The reason for this follows.

Qualifications Summary versus the Objective

In the outdated Objective, you would state things that everyone else said for the same position. If you saw one objective section, you saw them all. They were as worthless as the "What would you do as Miss America?" question.

On the other hand, the Qualifications Summary proactively declares *what the candidate can do for the targeted company,* which places the attorney's needs first. A wise applicant always uses a Qualifications Summary, either by itself or combined with a Skill Set. For example, if the ad for the paralegal job asks for a bilingual (Spanish) applicant who knows Westlaw, and you speak Spanish those two things (of course you know how to use Westlaw) should be in the Qualifications Summary.

What is a Skill Set?

Generally speaking, it is a list of your core competencies as they relate to being a paralegal.

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STEP FOUR:
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Accomplishments and Special Skills

Accomplishments

There is no data on your résumé more important than your accomplishments. Why?

Think of it this way: you're a lawyer with one paralegal position to fill and 10 qualified candidates clamoring for the position. Each candidate has the same basic educational and professional background. So, who gets the job?

The candidate who contributed the most at past positions gets the job! Accomplishments are all that separate you from other equally qualified candidates, with one caveat. Your accomplishments must be quantified.

	EXAMPLES OF ACCOMPLISHMENTS	
1.	Streamlining procedures	
2.	Promotions	
3.	Special projects successfully completed	
4.	Decreasing costs	
5.	Company- or industry-sponsored awards	
6.	Certifications and licensure	

	NOT ACCOMPLISHMENTS
1.	Daily responsibilities that are included in your job description
2.	Regular attendance at work
3.	Getting along with co-workers
4.	Working full-time while going to college at night
5.	Volunteer or community service unless it has a direct bearing on your job search

In other words, an accomplishment is service that goes beyond your usual job description. But for an accomplishment to have the most effect, it must be quantified.

Special Skills

Special Skills should *always* be presented up-front so that a lawyer knows what you can do. In some instances, a special section (i.e., Computer Skills, Languages, Office Procedures, etc.) should be created to showcase these special skills.

	EXAMPLES OF SPECIAL SKILLS
1.	Computer proficiencies (including applications)
2.	Office procedures (i.e., answering multi-lined phone systems, taking dictation (include speed), transcription, typing (include speed), 10-key, etc.)
3.	Linguistic capabilities (i.e., fluency in a foreign language, ability to translate, etc.)
4.	Any skill that's related to being a paralegal (e.g., Lexis, Westlaw, etc.).

STEP FIVE:

Professional Experience

In the Professional Experience section you will list your employers, job titles, and dates of employment in a reverse-chronological order; that is, your most recent job comes first, followed by your next most recent job, and so on. This format is standard and is expected by all who read résumés.

In the Professional Experience section you will also include daily tasks and responsibilities beneath the appropriate employer listing. If you're including a Career Accomplishments section in your résumé, you should not repeat that data here. Once data is presented in a résumé, it must not be repeated.

To ensure that your daily tasks are presented in an interesting and easy-to-read manner, you should do the following:

	WHAT TO DO	WHY
1.	Use a bulleted format.	This breaks up large blocks of text that could prove daunting to a lawyer.
2.	Delete unnecessary articles and adjectives.	Your phrases should be short and snappy.
3.	Begin each phrase with an action verb.	This quickens the pace of your writing and makes the text more enjoyable to read.

An example of a bulleted format, pared down writing, and sentences beginning with power verbs follows:

Able, Baker, Delta, P.C., New York, New York2001-2002Paralegal

Drafted blah, blah, blah

•

• Prepared blah, blah, blah

Verb tense:

For those jobs where you are still currently employed, write your job duties in the *present* tense.

For those jobs in the past, write the responsibilities you held in the past tense.

Additionally, Professional Experience can be captured and showcased in three formats.

	FORMAT	WHAT YOU ARE DOING	NOTE
1.	FUNCTIONAL	stressing what you know over where you gained your experience	This works for those who have strong skills, but a weak employment record.
2.	CHRONOLOGICAL	providing a work history dating back from the present	This is the most common format and is generally preferred by hiring managers.

FORMAT	WHAT YOU ARE DOING	NOTE
3. COMBINATION	stressing what you know in one section, while also providing work history dating back from the present in another.	

STEP SIX:	Education and Training
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Education:

Data provided in this section should be prioritized (and included) according to:

- 1. Your current career level (entry-level as opposed to professional).
- 2. The purpose of your résumé.
- 3. The country in which your résumé will be distributed.

Your current career level: If you're an entry-level candidate with little or no professional experience, your education should be presented immediately after the Qualifications Summary and/or skills area. The reasoning for this is that education is currently your most marketable asset.

INCLUDE	
•	GPA (if 3.5 or above)
•	Awards/scholarships
•	Dean's list
•	Coursework relevant to the job you are applying for

If you're a professional with five or more years of experience, Education should be listed last on your résumé. GPAs, awards or scholarships, and mention of dean's lists are not generally provided in a professional résumé.

If you are distributing your résumé within the US, high school education is *not* included. The only exception to this rule would be if you're applying for a job with the federal government. In that case, you would include high school data.

Training

Include all specialized training *that is transferable to your new job target*. If you have not attended college, include *all* specialized training in the paralegal field. Hiring managers generally prefer to see some post-secondary education.

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PROOFREAD, PROVEREAD PROOFREAD, AND PROOFREAD.

Or, better yet, ask someone who is objective and unbiased to read your résumé to ensure that it is communicating what you want it to and that it is free from typos and grammatical errors. Sending a résumé with typos is like going to an interview with a loud tie on: everyone will stare at the tie and ignore you and what you said.

Do not rely on spell-checking alone. Beware of homonyms! "There" and "their" are recognized as properly spelled words, but have different meanings. "Properly" and "property" will both survive the spell check routine, share all letters, except for one, but have totally different meanings. Beware of the one-less letter words! There are many words that if you take away one letter, it is a properly spelled word, but totally different. The most common one I see is "you" where it should be "your."

Think of it this way. You want the job. In order to get the job, you need to impress the attorney. You spend time on a résumé and writing sample to show the attorney that you can do good work. If it has typos or other errors, you will show them that you cannot do good work. The attorney isn't worried about what you did on your writing sample, he or she is worried about what you would do to a pleading or motion.

WARNING: As you go through this document, you will find errors as you would in any newspaper, magazine or book. That does not permit you to make any errors. *Not fair is it?*

Expecting to see your résumé here?

Of course you are not expecting to see your résumé here. That is your responsibility. You now have many tools to put together a résumé. Now you need to do it on your own.

In your classes in this paralegal program, you have written summons and complaints, answers, memos of law, motions, answers to motions, contracts, pleadings, etc. Those were harder compared to your résumé. Get to work.

The cover letter is yet another opportunity to demonstrate your writing skills and should not be considered a burden. It is also your opportunity to blow it.

The cover letter should be concise, personalized and tailored to the specific position for which you are applying. Fax cover sheets, handwritten notes and yellow stickies should never be sent instead of a cover letter.

Most employers expect a brief statement within the body of your cover letter that indicates why you are qualified for their specific opening. If you don't have the exact experience requested, the cover letter can be utilized to explain how your education or transferable skills make you a viable candidate.

Always personalize your cover letter. Take the time to find out the name of the person who will be receiving the letter and their position at the firm. Whenever possible, research the company and demonstrate how your skills are compatible with its focus.

Responding to the Advertisement

So, remember the ad we talked about at the beginning? How should you respond to it?

For employers, the ability to follow directions is a key component of job performance. It is very important to read what the ad says and to follow the directions in the ad. If the ad asks you to fax your résumé, don't hand deliver it or call the firm for an appointment to drop it by.

And now you wait for a response.

They want to interview you! Now is the time to make final

preparations.

Be Prepared.

Imagine going to an interview and the person across the desk asks you what you know about the firm or department and you never bothered to look it up. How would you respond? Make sure that never happens to you.

Find out as much as possible about the law firm or agency through web sites, periodicals, any place where the law firm's name appears. Find out who is going to interview you. Research that person. Try to know a few things about that person you can bring up in the interview. If you prepare, the interviewer will know that you will be prepared when dealing with attorneys.

PRACTICE YOUR RESPONSES TO THESE QUESTIONS

- "What are your strongest skills?"
- "Why would you like to work for this law firm?"

Answer Key Questions With Confidence.

Well thought-out answers to these questions show you are confident and competent. Make sure your answers are your answers and not the answer that the interviewer hears overand-over again. Make sure your answer relates to the law firm or the interviewer and not to all law firms. Try to make the interview a two-way conversation.

Ask Good Questions.

Make sure you have a few good questions based on your research. If you are given the opportunity at the beginning of the interview to ask a question, their answer to your question as to their expectations can be used later on when they ask you your qualifications for this job.

GOOD QUESTIONS TO ASK

- What would I be expected to accomplish in this position?
- What are the greatest challenges in this position?
- How do you think I fit the position?

Never ask how you are doing in the interview or what your chances are for getting the job.

Sell Your Strengths

Make a list of skills. If it is obvious how they fit in with the job, you are in luck. If they do not directly relate to the job you are seeking, then you must work on a way to relate that skill to the job. If you are a great cook, then you are able to manage several tasks at once, meet deadlines, and work under pressure.

Offer Brief, Focused Responses

Have pity on the interviewer. They have heard many answers before. Be brief, to the point and make it relevant to the job you are seeking. Focus on the job and the interviewer. Maintain eye contact with your interviewer.

Dress According to The Company's Culture

Dress as if you were going to court (i.e., as an attorney and not as a juror or a criminal defendant). Do not wear anything that would require an interviewer to stare at it during the interview. This means that for men, they should not wear a tie that is so cool that people stare at it. As for women, do not wear jewelry that the interviewer will concentrate on instead of you.

Arrive Early

There is no excuse for arriving late. Arrive 15 minutes early to the law firm. Of course, you should arrive in the area early enough to get to the office. Murphy's law will always apply:

- If you are driving there, remember that day parking will be impossible.
- If you are taking public transportation, it will be delayed that day.
- If there is security in the building, the line will be longer than usual.

Yet there is absolutely no excuse for being late for your interview. The benefit to arriving early is that you will be able to get familiar with the surroundings and get your thoughts together.

Be Friendly and Enthusiastic.

You are in the building. Smile and say hello to everyone. The stranger in the elevator you say hello to may be the person who is going to interview you. Once you are in the office, smile and say hello to everyone. It looks great and it is relaxing for you. The interviewer will see that you get along with others and belong. Besides, that person you say hello to in the hallway might tell the interviewer that they like you.
The Thank-You Letter.

Here's a way to either help yourself or kill your application. A prompt and brief thank-you letter exhibits your professionalism and continued interest in the position. A thank you letter with spelling or grammatical errors hurts you. Be careful! Have someone you trust proofread the thank you letter. Don't blow it here!

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Job interviewing is one of the most popular career topics on the Web. But no career advisor can tell you exactly what to say during a job interview. Interviews are just too up-close and personal for that. About the best that career advisors can do is to give you some tips about the typical questions to expect, so you can practice answering them ahead of time. But, while there are many canned interview questions, there are few canned answers. The rest is up to you. No matter how practiced your answers will be, make them look fresh like you just thought of them.

Many interviewers really don't know how to interview effectively. Attorneys are trained to question witnesses to get the information they need to win a case on behalf of the client. They are not trained on how to find a great employee. If they were great, they would rarely have openings.

Some don't even prepare in advance. This makes it easier for you to take control of the interview, if you have prepared. But in controlling an interview, it is not a good idea to try to dominate. Instead, try to steer it toward landing the job.

Besides the attorney or supervising paralegal, you might also interview with one or more of your future coworkers. Regardless of the questions they ask, what they most really want to know is how well you will fit into the team, if you will cause them more work instead of less, and if they should feel threatened by you. When answering, be eager enough to show that you are a good team player and will pull your load, but not so eager as to appear to be a back-stabbing ladder climber!

Always research a company before you interview, and remember that attire, body language and manners count, big time. Try to avoid common mistakes. You may think that this is common sense, but crazy stuff really happens!

Remember, it is a two-way street. It is the employer's chance to judge you, but it is also very much your chance to judge the employer. In fact, if you handle yourself well and ask the right questions, you will put the interviewer in the position of selling the company to you. If this happens, you're probably doing well.

Be prepared to attend a second interview at the same law firm, and maybe even a third or fourth. If you're called back for more interviews, it means that they are interested in you. But, it doesn't mean you're a shoo-in. Most likely, they are narrowing the competition so keep up the good work! After interviewing, collect from the interviewers their business cards and immediately send a thank you letter to each of your interviewers. It is professional and expected, and might even be the deciding factor in your favor.

Remember, one of the things you have little control over is chemistry. It will either be there or not. Lack of chemistry might be fatal to the interview and to your chances of getting this job. But that is okay, since the best jobs are where people have chemistry.

INTERVIEW TECHNIQUES	
GENERAL OR TRADITIONAL	Canned and common questions about yourself.
BEHAVIORAL	Probes your competencies and how you acted in certain situations.
CASE OR HYPOTHETICAL	Challenges your problem-solving skills spontaneously and "what would you do if "

Interviewers usually start with the traditional, canned interview questions and work their

way into one or more of the other types, over the course of one or more interviews.

Sample interview questions of the common type are listed below. Answers are included. But perhaps suggestions for tailoring your responses is a better way to put it, since specific answers are impossible to provide. Practice answering these sample interview questions out loud to yourself or ask a friend or relative to help you. If you're married, the vow was for better or worse so they are required to rehearse with you over and over again. If you are divorced, you know what a load of nonsense that last sentence was. Seriously, consider conducting a mock interview.

Don't feel that you have to answer right away. Interviewers know that you're nervous and expect you to think a bit, so do think carefully before you answer. But don't hesitate too long or it will appear that you're stalling. Interviewers will ask open-ended questions to see where you will go with them, so try not to ramble while you're thinking of a real answer.

If you did the inventory section, you are ready! (It is not too late to go back to that section).

Q How are you?

A simple question requires a simple answer: anything positive will do. If you are having the worst day in your life, here is the only time during the interview you are allowed to lie: tell the interviewer how well you are doing. The truth is that the interviewer could care less about your state of being; anything short of doing well will hurt you. Remember, you are supposed to required be positive!

Q How would you describe yourself?

You know that some form of this question will be in the interview. Spend a minute or two talking about yourself. Start by talking about yourself as a person and end the answer with talking about how you will be a valuable member of the law firm.

Q Tell me about your biggest accomplishment.

Here is another opportunity to shine or ruin your chances for this job. The key word here is accomplishment. Here is where your legal writing skills come in handy. Start with the accomplishment, and then continue with how you accomplished that great thing. Of course, your accomplishment will focus in on how you work hard, work well with others, and love pressure. Wouldn't it be great if you showed how your accomplishment applies to the position the interviewer is about to offer you? That's your challenge and if you do it that will be an accomplishment!

Q Why do you want to change jobs/career?

Remember how you are supposed to be positive? Continue being positive here. Discussing any problems with your current company is not positive. Imagine how a potential supervisor or co-worker would react to hearing how your current supervisor or co-worker is a nightmare. How about this one: "I am looking for a position where I can make a contribution and be challenged." Of course, be prepared to tell the interviewer how you can make a contribution to the law firm and how they will be able to challenge you.

Q What did you like and/or dislike about your last position?

Keep it positive! Your answer is virtually the same as the last question. In fact, if you answer the previous question well, the interviewer might just skip this one.

Q In what ways are you qualified for this position?

Of course, you have done research on the position, so you will know what they are looking for. You know your skills and experience and how they relate to this position. Here is where you become a talking résumé. Make sure you mention skills and experiences that you can make relevant to the position you are seeking.

Q Describe your most important strengths.

Pick between three and five strengths that are related to this job. For each strength state the strength, an example of how in the past you have applied those strengths and of course, make sure you make it relevant to the position you are seeking.

Q Describe a few of your weaknesses.

Don't you just hate those negative questions? "I work too hard." Do you know how many times that is used as an answer? Too many! It is a bad answer and will cause your interviewer to think "NEXT!" Be positive! You can show how you can learn from your past shortcomings. Make sure you talk positively how you are now a better person/paralegal/employee.

Q Have you accomplished something you didn't think was possible?

Here is your opportunity to shine. Here you are going to show: your integrity, work ethic and commitment to achieving that impossible task. You will give the interviewer an example of something that you did where you never gave up, where you took the bull by the horns, where you met that unreasonable deadline. If while you are answering you hear "To Dream the Impossible Dream" from Man of La Mancha, you have indeed accomplished something you thought was not possible.

Q What are your career goals?

This is a standard question asked in every interview. The real question asked in this case is: Do you want to be a paralegal or do you want to be an attorney in a few years? This is a tough one. If you want to be an attorney and tell the interviewer, the interviewer may wonder if you are willing to do work that an attorney would never be asked to do. So, if you want to be an attorney, here is your second time to lie, this time by twisting the meaning of a word: tell the interviewer how it is not in your immediate plans. What does "immediate" mean anyway?

Q What would you do if . . .

This is a situational question where the interviewer is trying to see if you are the type of person that fits into the law firm. The interviewer may also want to see if you are ethical. If the interviewer asks you a situation question that puts you in an unethical situation (e.g., "What would you say to a client who needs to know the strength of his/her case?"), make sure your answer includes "it would be unethical . . . " or "because of the code of professional responsibility . . . " in your answer.

Q Why should we hire you?

Go back to your legal writing course and the conclusion part: state why is your client entitled to the relief sought. Here, you summarize everything important you have stated in the interview and relate it to the job you are seeking. If you want the job, you have to end the interview leaving the interviewer thinking that you are the ideal candidate.

QUESTIONS THAT HAVE TO DO WITH PSYCHOLOGICAL TESTING

Q If you were a tree, what kind of a tree would you be?

Seriously, I have no idea how this question started and yet I hear that it is asked in many interviews. How do you answer it? Pick a tree and describe how it relates to you (and of course this job). NOTE: Don't pick a "weeping willow" or a "stink-weed tree."

Q What is your favorite color or if you were a color, what color would you be?

No advice on this. See above.

HERE IS A LAUNDRY LIST OF QUESTIONS THAT ARE ASKED (IN NO PARTICULAR ORDER)

- Tell me about yourself.
- What are your strengths?
- What are your weaknesses?
- Who was your favorite manager/lawyer and why?
- What kind of personality do you work best with and why?
- Why do you want this job?
- Where would you like to be in your career five years from now?
- Tell me about your proudest achievement.
- If you were at a business lunch and you ordered a rare steak and they brought it to you well done, what would you do?
- If I were to give you this salary you requested but let you write your job description for the next year, what would it say?
- Why is there fuzz on a tennis ball or dimples in a golf ball?
- How would you go about establishing your credibility quickly with the legal staff?
- There's no right or wrong answer, but if you could be anywhere in the world right now, where would you be?
- How would you feel about working for someone who knows less than you?
- Was there a person in your career who really made a difference?
- What's your ideal law firm?
- What attracted you to this law firm?
- What are you most proud of?
- What are you looking for in terms of career development?

- What do you like to do?
- Give examples of ideas you've had or implemented.
- What are your lifelong dreams?
- What do you ultimately want to become?
- How would you describe your work style?
- What kind of car do you drive?
- Tell me about a time where you had to deal with conflict on the job.
- What's the last book you read?
- What magazines do you subscribe to?
- What would be your ideal working situation?
- Why should we hire you?
- What did you like least about your last job?
- What do you think of your previous boss?
- How do you think I rate as an interviewer?
- Do you have any questions for me?
- When were you most satisfied in your job?
- What can you do for us that other candidates can't?
- What are three positive things your last boss would say about you?
- What negative thing would your last boss say about you?
- If you were an animal, which one would you want to be?
- What salary are you seeking?
- What's your salary history?
- Do you have plans to have children in the near future?
- What were the responsibilities of your last position?
- What do you know about this industry?
- What do you know about our company?
- How long will it take for you to make a significant contribution?
- What was the last project you headed up, and what was its outcome?

- What kind of goals would you have in mind if you got this job?
- Give me an example of a time that you felt you went above and beyond the call of duty at work.
- What would you do if you won the lottery?
- Can you describe a time when your work was criticized?
- Have you ever been on a team where someone was not pulling their own weight? How did you handle it?
- What is your personal mission statement?
- Tell me about a time when you had to give someone difficult feedback. How did you handle it?
- What is your greatest failure, and what did you learn from it?
- What irritates you about other people, and how do you deal with it?
- What is your greatest fear?
- Who has impacted you most in your career, and how?
- What do you see yourself doing within the first 30 days of this job?
- What's the most important thing you've learned in school?
- What three character traits would your friends use to describe you?
- What will you miss about your present/last job?
- If you were interviewing someone for this position, what traits would you look for?
- List five words that describe your character.
- What is your greatest achievement outside of work?
- Describe to me this pencil.
- If I were your supervisor and asked you to do something that you disagreed with or thought was unethical, what would you do?
- Do you think a leader should be feared or liked?
- What's the most difficult decision you've made in the last two years?
- What do you like to do for fun?
- Why are you leaving your present job?
- What do you do in your spare time?
- How do you feel about taking "no" for an answer?

- What was the most difficult period in your life, and how did you deal with it?
- What is your favorite memory from childhood?
- Give me an example of a time you did something wrong. How did you handle it?
- Tell me one thing about yourself you wouldn't want me to know.
- Tell me the difference between good and exceptional.
- Why did you choose your major?
- What are the qualities of a good leader? A bad leader?
- What is your biggest regret, and why?
- What are three positive character traits you don't have?
- What irritates you about other people, and how do you deal with it?
- If you found out your law firm was doing something against the law, like fraud, what would you do?
- How many times do a clock's hands overlap in a day?
- How would you weigh a plane without scales?
- What assignment was too difficult for you, and how did you resolve the issue?
- If I were to ask your last supervisor to provide you additional training or exposure, what would she suggest?
- If you could choose one super hero power, what would it be and why?
- What's the best movie you've seen in the last year?
- Describe how you would handle a situation if you were required to finish multiple tasks by the end of the day, and there was no conceivable way that you could finish them.
- What techniques and tools do you use to keep yourself organized?
- If you could get rid of any one of the US states, which one would you get rid of, and why?
- With your eyes closed, tell me step-by-step how to tie my shoes.
- If you had to choose one, would you consider yourself a big picture person or a detail oriented person?
- If selected for this position, can you describe your strategy for the first 90 days
- Who are your heroes?
- Tell me 10 ways to use a pencil other than writing.

How to Give Job-Winning Answers to Interview Questions

Figuring out how to provide the best answers to job interview questions can be tricky. Here's a systematic way to do it right every time and greatly boost your chances of hearing, "You're hired!"

(PRWEB) November 20, 2004 — Human Resources personnel, professional recruiters and other career experts all agree: one of the best ways to prepare yourself for a job interview is to anticipate questions, develop your answers, and practice.

Plenty of websites offer lists of popular job interview questions, and knowing the types of questions to expect can be very useful. But having a proven, systematic way to ANSWER those questions can mean the difference between getting the job and getting the "reject letter."

But first, know these important facts:

- 1. There is no way to predict every question you will be asked during a job interview. In other words, expect unexpected questions they'll come up no matter how much preparation you do.
- 2. Treat any sample answers you find, such as in discussion forums, books or on Internet job sites, as GUIDES only. Do not use any sample answers word for word! Interviewers can spot "canned" answers a mile away, and if they suspect you are regurgitating answers that are not your own, you can kiss that job goodbye. You must apply your own experiences, personality and style to answer the questions in your own way. This is crucial, and it will give you a big advantage over candidates who simply recite sample answers.
- 3. Job interview questions are not things to fear, they are opportunities to excel. They allow you to show why you are the best person for the job, so instead of dreading them, look forward to them! The key is to give better answers than anyone else, and that's where your preparation comes in.

Now, take these actions:

- 1. Make a list of your best "selling points" for the position. What qualifications, skills, experience, knowledge, background, personality traits do you possess that would apply to this particular job? Write them down and look for opportunities to work them into your answers.
- 2. In addition to any sample job interview questions you find through various resources, you must develop your own list of probable questions based on the job for which you are applying. Put yourself in the hiring manager's shoes... what kinds of questions would you ask to find the best person for this job?

- 3. Write down your answers to likely questions. Study the job announcement carefully. Note the phrases they use when describing the desired qualifications. You'll want to target these as much as possible when developing your answers. For example, if the announcement specifies someone with "strong customer service skills," make sure you include "strong customer service skills," in at least one of your answers. That will make a better impression than saying "I helped customers."
- 4. Review and edit your answers until you feel they are "just right." Read them over and over until you are comfortable that you know them fairly well. Don't try to memorize them; don't worry about remembering every word. Practice saying them out loud. If possible, have a friend help you rehearse for the interview.

BIG TIP: Be a (Short) Story Teller. Make use of this old marketing tip: "Facts tell but stories sell."

During a job interview, you are selling yourself. Whenever possible, answer questions with a short story that gives specific examples of your experiences.

For example, imagine two candidates for a dog groomer position are asked, "Have you ever dealt with aggressive dogs?" Candidate Joe answers, "Yes, about 10% of the dogs I've groomed had aggressive tendencies." Candidate Mary answers, "Yes, quite often. I remember one situation where a client brought in his Pit Bull, Chomper. He started growling at me the moment his owner left, and I could tell from his stance he wasn't about to let me get near his nails with my clippers. I think he would've torn my arm off if I hadn't used the Schweitzer Maneuver on him. That calmed him down right away and I didn't have any problems after that." (Note: I know nothing about dog grooming; I made the Schweitzer Maneuver up for illustrative purposes.)

Don't you agree that Mary's answer is better? Sure, Joe answered the question, but Mary did more than that — she gave a specific example and told a quick story that will be remembered by the interviewers.

In today's job market where there are dozens of highly qualified candidates for each opening, anything you do that will make you stand out and be remembered will greatly increase your odds of getting hired.

BIG TIP: Keep the Interviewer's Perspective in Mind; Answer His "What's in it for Me?" Question

Many questions asked during job interviews appear to focus on your past accomplishments, but know this: they may be asking about what you did before, but what they really want to know is what you can do NOW, for THEM.

The key is to talk about your past accomplishments in a way that shows how they are relevant to the specific job for which you are interviewing. Doing advance research about the company (such as at their website or at www.hoovers.com) and the position will be extremely helpful.

Here's another example with Joe and Mary. The interviewer asks, "What is the most difficult challenge you've faced, and how did you overcome it?" Joe answers with, "In one job I was delivering pizzas and I kept getting lost. By the time I'd find the address, the pizza would be cold, the customer would be unhappy, and my boss was ready to fire me. I overcame this problem by purchasing a GPS navigation device for my car. Now I never get lost!" Mary answers, "In my current job at Stylish Hounds, management ran a special promotion to increase the number of customers who use the dog-grooming service. It was a bit too successful because we suddenly had more customers than we could handle. Management would not hire additional groomers to help with the workload. Instead of turning customers away or significantly delaying their appointments, I devised a new grooming method that was twice as fast. Then I developed a new work schedule. Both efforts maximized productivity and we were able to handle the increased workload effectively without upsetting our customers."

Joe's answer shows initiative and commitment (he bought that GPS gadget with his own money, after all). But Mary's answer relates specifically to the job they are applying for (dog groomer). And Mary had done research about the company and discovered it was about to significantly expand it's dog-grooming operations. So she picked an example from her past that addressed an issue the interviewer was likely to apply to a future situation in his company. See the difference?

Here's another example. Joe and Mary are asked, "What's your greatest accomplishment?" Joe answers, "I won two Olympic Gold Medals during the 2000 Olympics in the high-jump competition." Mary answers, "I was named Stylish Hounds's Dog Groomer of the Year in 2003 for increasing productivity in my section by 47%."

Joe's accomplishment is pretty spectacular. But remember the interviewer's perspective. He might be impressed, but he's thinking "What's in it for me? What does being a world-class high-jumper four years ago have to do with helping me to increase sales in my dog-grooming department?" Mary's answer is much less spectacular than Joe's, but it's relevant to the position and indicates that she has what it takes to be successful in this particular job. It tells the interviewer, "I have what you're looking for; I can help you with your specific needs."

Looks like Mary has a new job!

In summary, here's what you need to do when preparing to answer job interview questions:

1. Study the job announcement.

- 2. Research the company.
- 3. Anticipate likely questions.
- 4. Prepare answers to those questions that are relevant to the position and the company.
- 5. Promote your best "selling points" (relevant qualifications, capabilities, experience, personality traits, etc.) by working them into your answers.
- 6. Practice!

Bonnie Lowe is author of the popular "Job Interview Success System" and publishes a free ezine called "Career-Life Times." More information, and additional strategies for job seekers, are available at her website, http://www.best-interview-strategies.com. She put a book out on all this.

For attorneys, the "right match" means they have identified individuals capable of performing the immediate challenges. More important, they hope the individuals have the potential to be future resources and assets to the firm.

The interviewer is the mechanism used to determine the "right match." You are being interviewed by the attorney to determine whether you have the qualifications necessary to do the job and whether a mutually rewarding professional relationship can be formed.

Similarly, you must determine whether you can be successful in the available position and whether the company will give you the opportunity for growth and development.

Present yourself in the best possible light. However, be yourself; everyone has the same goal — the "right match."

Some "DOs" & "DON'Ts"

DO...

... plan to arrive on time or a few minutes early. Late arrival for a job interview is never excusable.

... If presented with an application, do fill it out neatly and completely. Don't rely on your application or résumé doing the selling for you. Interviewers will want you to speak for yourself.

... greet the interviewer by last name if you are sure of the pronunciation. If not, ask the employer to repeat it. Give the appearance of energy as you walk. Smile! Shake hands firmly. Be genuinely glad to meet the interviewer.

... wait until you are offered a chair before sitting. Sit upright, look alert and interested at all times. Be a good listener as well as a good communicator.

... look a prospective employer in the eye while speaking.

... follow the interviewer's leads, but try to get the interviewer to describe the position and the duties to you early in the interview so that you can apply your background, skills and accomplishments to the position.

... make sure that your good points come across to the interviewer in a factual, sincere manner. Stress achievements.

... always conduct yourself as if you are determined to get the job you are discussing. Never close the door on opportunity.

... show enthusiasm. If you are interested in the opportunity, enthusiastic feedback can enhance your chances of being further considered. If you are not interested, your responsiveness will still demonstrate your professionalism.

DON'T ...

... forget to bring a copy of your résumé and writing sample! Keep several copies in your briefcase if you are afraid you will forget.

... chew gum.

... answer with a simple "yes" or "no." Explain whenever possible. Describe those things about yourself that relate to the situation.

... lie. Answer questions truthfully, frankly and succinctly.

... make unnecessary derogatory remarks about your present or former employers. Obviously, there were issues or else you would not have left a prior company or be looking to leave a present employer. However, when explaining your reasons for leaving, limit your comments to those necessary to adequately communicate your rationale.

... over-answer questions. And if the interviewer steers the conversation into politics or controversial issues, try to do more listening than speaking since this could be a sensitive situation.

... inquire about salary, vacations, bonuses, retirement, etc., on the initial interview unless you are sure the employer is interested in hiring you. If the interviewer asks what salary you want, indicate what you've earned but that you're more interested in opportunity than in a specific salary.

Be prepared to ASK questions, such as —

What would I be expected to accomplish in this position?

What are the greatest challenges in this position?

How do you think I fit the position?

Remember a lack of questions may be mistaken as a lack of interest.

Not letting these kinds of subjects catch you off-guard is a key factor in maintaining your composure during an interview. Rehearse these questions and answers in your mind (or even out loud, if you can) in the days before the interview.

NEGATIVE FACTORS EVALUATED BY AN INTERVIEWER

Personal appearance that is less than professional.

Overbearing, over-aggressive or egotistical behavior.

No positive purpose.

Lack of interest and enthusiasm — passive and indifferent.

Lack of confidence and poise; nervousness.

Overemphasis on compensation.

Evasiveness; making excuses for unfavorable factors in work history.

Lack of tact, maturity and courtesy.

Condemnation of past employers, managers, projects or technologies.

Inability to maintain a conversation.

Lack of commitment to fill the position at hand.

Failure to ask questions about the position.

Persistent attitude of "what can you do for me?"

Lack of preparation for interview — failure to get information about the company, resulting in inability to ask intelligent questions.

Networking

Want to meet lawyers who might be potential employers?

Bar associations have meetings and also offer continuing legal education (CLE) programs (a requirement for lawyers). CLE programs are never a waste of time. Besides the educational aspect of these programs, it also gives you an opportunity to meet potential employers who work in the field you are interested in. It never hurts to shmooze!

Brooklyn Bar Association: http://www.brooklynbar.org/

Bronx Bar Association: http://www.bronxbar.com/

Dominican Bar Association: http://www.dominicanbarassociation.org/

Gay and Lesbian Bar Association: http://www.le-gal.org/site/

Nassau County Bar Association: http://www.nassaubar.org/

New York County Bar Association: http://www.nycla.org/

New York City Bar: http://www.abcny.org/index.php

New York State Bar Association: http://www.nysba.org/

Latino Lawyers Association of Queens County: http://www.latinolawyers.org/

Puerto Rican Bar Association: http://www.prba.net/

Queens County Bar Association: http://www.qcba.org/

Richmond County Bar Association: http://www.richmondcountybar.org/

Women's Bar Association of the State of New York: http://www.wbasny.bluestep.net/

Appendix

Some Valuable Web Sites

National Federation of Paralegal Associations Career Center: http://paralegals.legalstaff.com/JobSeeker/JSHome.aspx?abbr=PARALEGALS

New York Law Journal's Law Jobs: http://www.lawjobs.com/

New York Times Job Market Web Site (make sure you look at "paralegal" as well as "legal assistant" jobs: http://jobmarket.nytimes.com/pages/jobs/

Craig List's Paralegal Listings for New York City: http://newyork.craigslist.org/lgl/

Some NYC Staffing Agencies with Paralegal Jobs Available

Law Registry by Kelly Services: http://www.kellylawregistry.com/

Filcro Legal Staffing Legal Jobs: http://www.legal-jobs.com/

Robert Half Legal: http://www.roberthalflegal.com/

Legend Staffing Services: http://www.legalcareers.com/index.html

Law Crossing: http://www.lawcrossing.com/index.php

Some Job-search Websites with Paralegal Positions Listed

Monster: http://www.monster.com/

Career Builder: http://www.careerbuilder.com

Yahoo's Hot Jobs: http://hotjobs.yahoo.com/

Smart Hunt: http://www.smarthunt.com/

Indeed: http://www.indeed.com/q-Paralegal-I-New-York,-NY-jobs.html

BEST OF LUCK!