



# PROFESSIONAL ETIQUETTE

Preparing for Your Summer

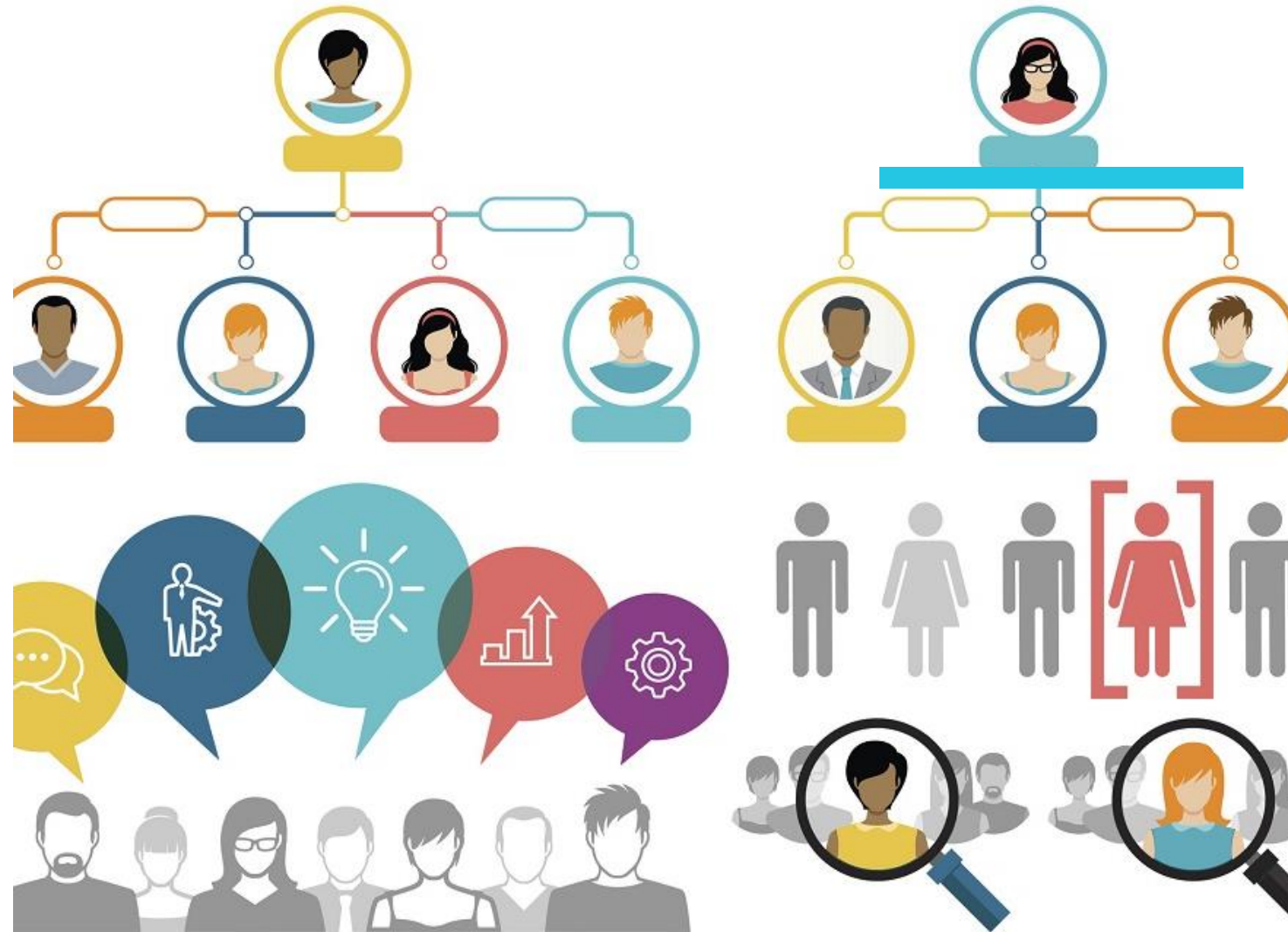
*Johnson & Johnson*

**fhi360**  
THE SCIENCE OF IMPROVING LIVES

# Pathways Objectives

Remember the core objectives of Pathways

- Help youth from underserved communities enter and succeed in college and successfully enter the professional workforce
- Improve communities in which we live and work
- Build a future pipeline of diverse talent
- Engage Johnson & Johnson employees as internship hosts and volunteer experiences





# How To Use Microsoft Office

You Must Be Proficient in the Following





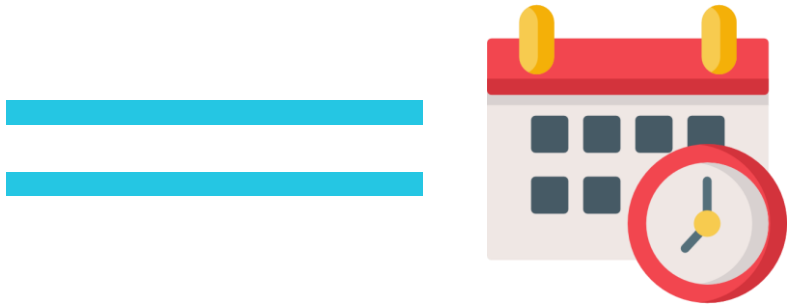


# Getting Ready for the Professional Portfolio

Your Summer Experience

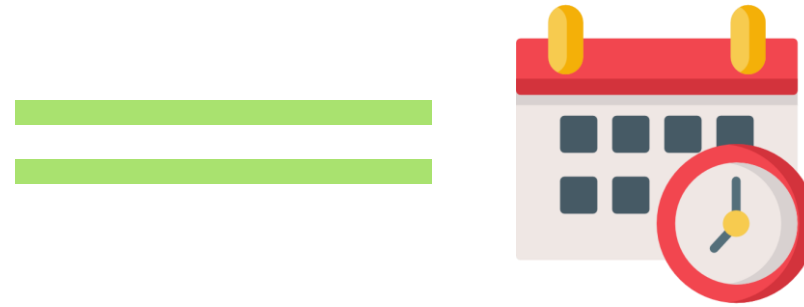
# Key Logistics

## Schedule Options (9am-5pm)



### Option 1: Monday, June 7<sup>th</sup>-Tuesday, June 15<sup>th</sup>

- Monday, June 7<sup>th</sup>
- Tuesday, June 8<sup>th</sup>
- Wednesday, June 9<sup>th</sup>
- Thursday, June 10<sup>th</sup>
- Friday, June 11<sup>th</sup>
- Monday, June 14<sup>th</sup>
- Tuesday, June 15<sup>th</sup>



### Option 2: Thursday, June 17<sup>th</sup>-Friday June 25<sup>th</sup>

- Thursday, June 17<sup>th</sup>
- Friday, June 18<sup>th</sup>
- Saturday, June 19<sup>th</sup>
- Sunday, June 20<sup>th</sup>
- Wednesday, June 23<sup>rd</sup>
- Thursday, June 24<sup>th</sup>
- Friday, June 25<sup>th</sup>

# Introduction to Your New Team



## Licensed Career Counselor

- Colin Liebttag, Career Focused Solutions, Rutgers University
  - Higher Education Expert
  - Resume
  - Cover Letter
  - Social Media & Professional Branding
  - Mock Interviews



**PETER FASOLO**  
CHIEF HR OFFICER

*Johnson & Johnson*

## Johnson & Johnson

- J&J Human Resources Representative
- J&J Information Interviews:
  - J&J Intern/Co-op
  - Recent Hire (<5 years)
  - Seasoned Hire (>5 years)
  - Human Resources 1:1
    - Digital Interviews
    - LDPs

# Questions for Consideration

Please reflect on the Professional Portfolio experience. Do you have any outstanding questions? Any conflicts? Any restrictions?





# GUIDE TO A SUCCESSFUL INTERVIEW

PATHWAY TO SUCCESS



# COMMON INTERVIEW TYPES



- Behavioral Based Interviews (BBI; common J&J practice)
- Group Interviews (Roundtable)
- Case Interviews (medical, business)
- Virtual/Telephone Interviews (Skype, Adobe Connect)

# INTERVIEW BEST PRACTICES

- Prepare for your interview
  - Know who you are interviewing with (i.e. 1 person v. 4; colleague v. CEO)
    - Check out their LinkedIn profiles to learn more
  - Know the type of interview you are going to have (i.e. BBI, group, phone)
    - If having a virtual interview, be sure to have the required software, internet access, and a quiet place to conduct the interview
  - Research your future employer (i.e. Credo, department mission, products, projects, values)
  - Know your resume and background (i.e. coursework, research projects, internships, extra curriculars, work history)
    - Bring extra copies of your resume/CV (at least 5)
  - Practice interviewing:
    - **Mock Interview Appointment:** schedule an appointment with a career developmental specialist/advisor
    - **Virtual Mock Interview:** use your own computer to rehearse interview questions online
    - **Mock Interview Clinic:** employers travel to universities and practice with students during an all-day program

\*College students can login to their career services account to access all of the aforementioned free resources.

# KNOW THE CREDO & WHAT IT MEANS

## OUR CREDO

We believe our first responsibility is to the patients, doctors and nurses, to mothers and fathers and all others who use our products and services. In meeting their needs everything we do must be of high quality. We must constantly strive to provide value, reduce our costs and maintain reasonable prices. Customers' orders must be serviced promptly and accurately. Our business partners must have an opportunity to make a fair profit.

We are responsible to our employees who work with us throughout the world. We must provide an inclusive work environment where each person must be considered as an individual. We must respect their diversity and dignity and recognize their merit. They must have a sense of security, fulfillment and purpose in their jobs. Compensation must be fair and adequate and working conditions clean, orderly and safe. We must support the health and well-being of our employees and help them fulfill their family and other personal responsibilities. Employees must feel free to make suggestions and complaints. There must be equal opportunity for employment, development and advancement for those qualified. We must provide highly capable leaders and their actions must be just and ethical.

We are responsible to the communities in which we live and work and to the world community as well. We must help people be healthier by supporting better access and care in more places around the world. We must be good citizens — support good works and charities, better health and education, and bear our fair share of taxes. We must maintain in good order the property we are privileged to use, protecting the environment and natural resources.

Our final responsibility is to our stockholders. Business must make a sound profit. We must experiment with new ideas. Research must be carried on, innovative programs developed, investments made for the future and mistakes paid for. New equipment must be purchased, new facilities provided and new products launched. Reserves must be created to provide for adverse times. When we operate according to these principles, the stockholders should realize a fair return.

# KNOW THE CREDO & HOW YOU ALIGN WITH IT

## Our Credo

We believe our first responsibility is to the patients, doctors and nurses, to mothers and fathers and all others who use our products and services. In meeting their needs everything we do must be of high quality. We must constantly strive to provide value, reduce our costs and maintain reasonable prices. Customers' orders must be serviced promptly and accurately. Our business partners must have an opportunity to make a fair profit.

We are responsible to our employees who work with us throughout the world. We must provide an inclusive work environment where each person must be considered as an individual. We must respect their diversity and dignity and recognize their merit. They must have a sense of security, fulfillment and purpose in their jobs. Compensation must be fair and adequate and working conditions clean, orderly and safe. We must support the health and well-being of our employees and help them fulfill their family and other personal responsibilities. Employees must feel free to make suggestions and complaints. There must be equal opportunity for employment, development and advancement for those qualified. We must provide highly capable leaders and their actions must be just and ethical.

We are responsible to the communities in which we live and work and to the world community as well. We must help people be healthier by supporting better access and care in more places around the world. We must be good citizens — support good works and charities, better health and education, and bear our fair share of taxes. We must maintain in good order the property we are privileged to use, protecting the environment and natural resources.

Our final responsibility is to our stockholders. Business must make a sound profit. We must experiment with new ideas. Research must be carried on, innovative programs developed, investments made for the future and mistakes paid for. New equipment must be purchased, new facilities provided and new products launched. Reserves must be created to provide for adverse times. When we operate according to these principles, the stockholders should realize a fair return.

# PREPARING FOR YOUR INTERVIEW: DRESS FOR SUCCESS

## Men's Interview Attire

- Men should always default to wearing a suit. All clothes should fit well and be free of stains.
- Suit in a solid color such as navy, black, or dark grey
- Long sleeved shirt that is white or color coordinated with the suit
- Leather belt
- Tie
- Dark socks and conservative leather shoes
- Little or no jewelry
- Neat, professional hairstyle
- Limited amount of aftershave
- Neatly trimmed nails
- Portfolio or briefcase
- Here are examples of [interview outfits for men](#).







# PREPARING FOR YOUR INTERVIEW: DRESS FOR SUCCESS

## Women's Interview Attire

- Suit in navy, black, or dark grey
- Suit skirt just below or above the knee
- Coordinated blouse
- Conservative shoes
- Limited jewelry
- No dangling earrings or arms full of bracelets
- Neutral colored pantyhose
- Light make-up and limited amount of perfume
- Clean, neatly manicured nails
- Portfolio or briefcase
- Handbag (neutral, large enough to hold resume)
- Here are examples of [interview outfits for women](#).

# INTERVIEW DAY: BEFORE THE INTERVIEW

## Dress for Success

- Prepare your clothes the night before

Eat

Have a travel plan in place

Bring your portfolio and/or copies of your resume

## Bring a pen and notebook

- Prepare questions ahead of time if you think you will forget

Bring photo ID

Arrive at least 15 minutes early

Breathe

# INTERVIEW DAY: DURING THE INTERVIEW

## DOs & DON'Ts



## IN AN INTERVIEW

- Greet the interviewer(s) with a firm handshake and smile. Be sure to maintain eye contact.
- Be yourself & be confident
- Listen closely and answer the questions with relevant info
  - When possible, demonstrate that you've done research about their company and/or department
- Provide specific and detailed examples of how you have demonstrated key skills and strengths
- Be aware of your non-verbal communication (i.e. body language)
- Watch your grammar and be articulate (i.e. don't speak how you write or text)
  - Use pauses rather than "ums" and "uhs" (this is a hard one)
- Stay positive, especially when discussing others
  - **Never** criticize an employer, teacher, colleague, or school
- Ask questions
  - Always prepare 2-3 questions to ask your interviewer(s)
  - Ask about goals for the department and/or the position you are interviewing for
  - Opportunities for professional development
  - Management style
- At the end of the interview, ask for a business card and next steps
- Thank them for their time and meeting with you

# INTERVIEW FAILS



- Coming unprepared
- Arriving late
- Lack of knowledge of the company
- Inability to communicate clearly
- Not answering the question asked
- Negative attitude or lack of interest
- Poor body language
- Chewing gum
- Not asking questions
- Leaving your phone on

# INTERVIEW DAY: AFTER THE INTERVIEW



- **Write a thank you note to your interviewer(s)**
  - Thank them (by name) for taking the time to interview you
- **State your interest in the position**
  - “I really enjoyed learning more about this role...”
- **Add a sentence or two on how you feel you are a best-fit for the position**
  - “I strongly believe my qualifications make me an excellent fit for this role...”
- **Highlight a particular project or task you are looking forward to working on**
  - “After learning more about “X”, I am excited to begin working on...”
- **Keep open lines of communication**
  - “Please feel free to reach out to me at any time if you have any further questions about my experience.”
- **Highlight your enthusiasm for the organization**
  - “I am very excited to be given the opportunity to interview for this position. It would be a privilege to work for Johnson & Johnson.”



# SAMPLE THANK YOU NOTE

Dear Mr. Smith:

Thank you very much for taking so much time out of your busy schedule to meet with me and show me around your office. After meeting you and the members of your team, I was impressed not only with the congeniality of your office, but also with the depth of knowledge and the professionalism you all demonstrated. I believe that I would be an asset on your projects and would welcome the opportunity to learn from all of you.

As we discussed during my interview, my internship last year had responsibilities very similar to those required for this position.

I am well-versed in meeting challenging project benchmarks and deadlines, and I thrive in situations that require team collaboration, a strong work ethic, and clear-cut communication skills. In regard to our discussion about whether I'd have the flexibility to work overtime or on weekends in order to complete deadline-critical projects, I'd like to assure you that I would be readily available to go this extra mile to contribute to my team's success.

Thank you again for taking the time to speak with me about this position. I believe that this career opportunity is an excellent match for my talents and would truly appreciate the opportunity to work for a forward-thinking and progressive organization like T&J Enterprises. Please let me know if there is any additional information I can provide for you to help in your decision-making process.

I look forward to hearing from you very soon.

Best regards,

Tim Moore

# INTERVIEW TIPS



## INTERVIEWING 101

# BEHAVIORAL BASED INTERVIEWS (BBI)



**Behavioral based interview** questions focus on how you handled various work situations in the past. Your response will reveal your skills, abilities, and personality. The logic behind this interview tactic is that your behavior in the past reflects and predicts how you will behave in the future.

- ❖ Describe a situation when...
- ❖ What exactly did you do when...
- ❖ Give an example of when...

# HOW TO ADDRESS BBI QUESTIONS USING THE STAR TECHNIQUE

|  |   |
|--|---|
| <b>S</b> Situation   | Detail the background. Provide a context. Where? When?                        |
| <b>T</b> Task  | Describe the challenge and expectations. What needed to be done? Why?         |
| <b>A</b> Action  | Elaborate your specific action. What did you do? How? What tools did you use? |
| <b>R</b> Results   | Explain the results: accomplishments, recognition, savings, etc. Quantify.    |
| <b>'STAR' Technique to Answer Behavioral Interview Questions</b> |   |

# HOW TO ADDRESS BBI QUESTIONS USING THE STAR TECHNIQUE

|                    |   |
|--------------------|---|
| <b>S</b> Situation | Detail the background. Provide a context. Where? When?                        |
| <b>T</b> Task      | Describe the challenge and expectations. What needed to be done? Why?         |
| <b>A</b> Action    | Elaborate your specific action. What did you do? How? What tools did you use? |
| <b>R</b> Results   | Explain the results: accomplishments, recognition, savings, etc. Quantify.    |

'STAR' Technique to Answer  
Behavioral Interview Questions

| Question   | Situation | Task | Action | Result |
|--|-----------|------|--------|--------|
| Describe a moment when you had to make a sudden shift or change under an approaching deadline? |           |      |        |        |
| Tell me about a time when you collaborated with a difficult co-worker on a task or project?    |           |      |        |        |
| Give an example of an innovative idea you created and implemented.                             |           |      |        |        |
| Describe the steps you took to solve a difficult problem and the result of the solution.       |           |      |        |        |



## COMMON BBI QUESTIONS:



- ❖ Give an example of an occasion when you used logic to solve a problem.
- ❖ Give an example of a goal you reached and tell me how you achieved it.
- ❖ Give an example of a goal you didn't meet and how you handled it.
- ❖ Describe a stressful situation at work and how you handled it.

Sample BBI questions and answers can be found [here](#).

# TIPS FROM J&J RECRUITERS

- Do your research on the company
- Know everything on your resume
- Be familiar with the job description
- Illustrate solid communication skills / energetic
- Leadership experience (examples from affiliations with organizations, school projects, clubs, fraternities and sororities)
- Polished – professional dress
- Problem solver / ID problems / ideas – offers suggestions or solutions (process improvement)
- Innovative and looks for challenges
- Detailed examples / talk in I not we in your examples – remember the STAR Method (Situation, Task, Action, Result)
- Have thoughtful questions for the interviewers

# WORKDAY ESSENTIALS

---



## Outlook

- Check your email first thing in the morning, before lunch, after lunch, and before COB (or more!)
- Add deadlines to your calendar (preferably a day or two before they are actually due)



## Notetaking

- Bring your own notepad w/ pen
- Write things down the first time they are told
- Don't rely on memory
- Take your own minutes



## Organization

- Create a weekly To-Do list
- Create a daily To-Do list
- Set reminders in your Outlook calendar
- Do not wait until a deadline to ask for clarification on a task



## Communication

- Communicate with your team daily
- Ask questions whenever you have them
- Under-promise & over-deliver
- Always respond within one business day to emails
- Meet with your hiring manager weekly to discuss goals and performance



## Efficiency

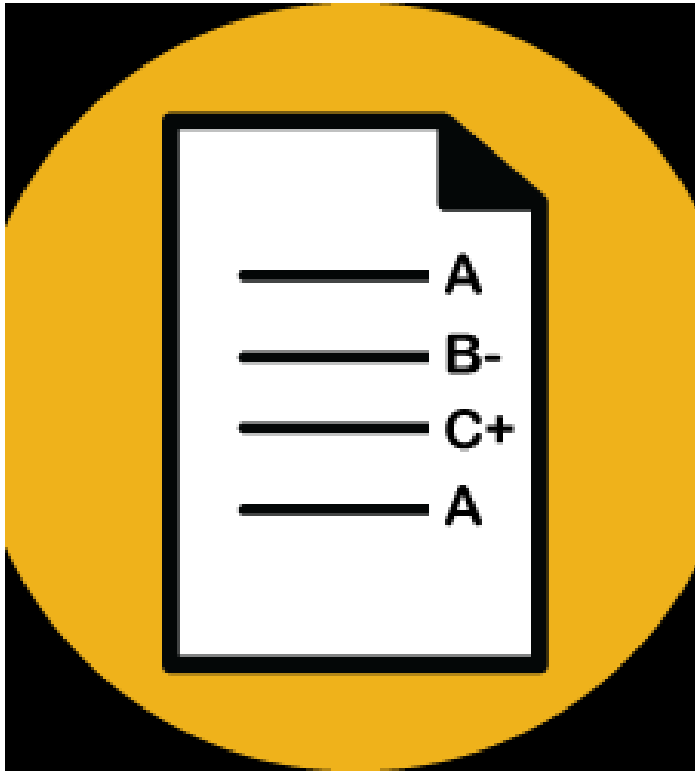
- Proofread all things written, especially emails and resources that will be made public
- Time management is key to task management
- Aim to complete a task successfully the first go around
- Always check your work before sharing



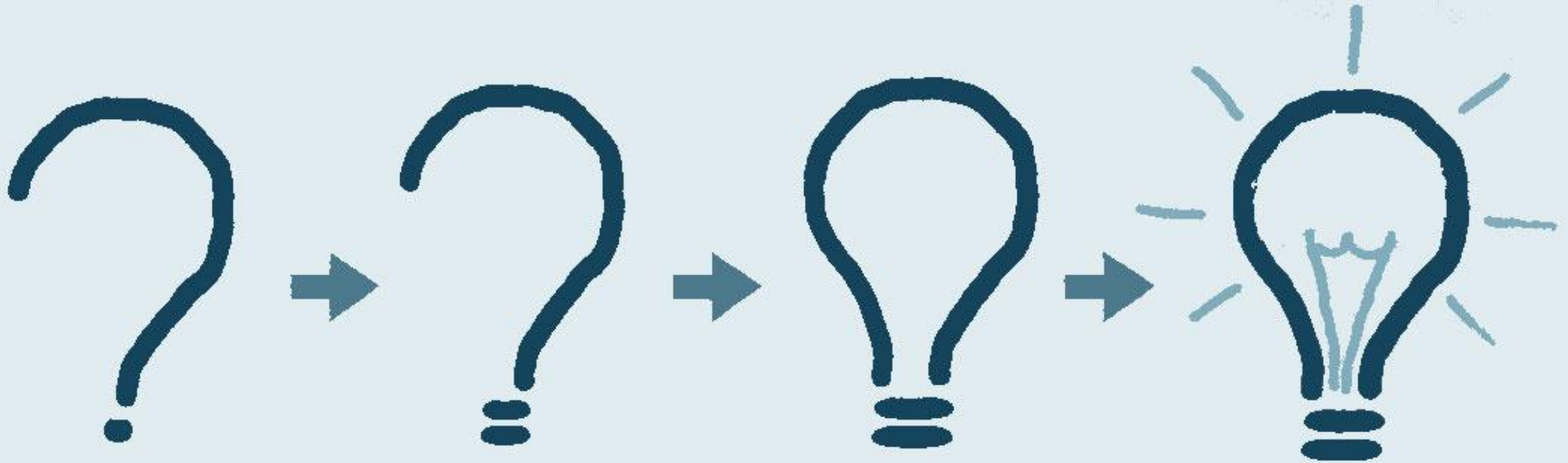
## House Rules

- Pay attention to department policies and protocol
- Your workspace is your WORK space
- Your cell phone should be used during official breaks only
- Clean up at the end of each day

## NEXT STEPS: FHI360



- FHI360 needs an updated transcript from your university for evaluation purposes. An unofficial copy is fine.
- Transcripts must be submitted to Tiffany Nesbey ([tnesbey@fhi360.org](mailto:tnesbey@fhi360.org)) **no later than Monday, June 1<sup>st</sup>.**



# QUESTIONS



# UPDATES & ANNOUNCEMENTS



## BTE Lancaster, PA Alumni Speaker

- Wednesday, April 7<sup>th</sup> at 3:15pm
  - TBD
- Wednesday, April 14<sup>th</sup> at 6:30pm
  - Luis Parker



## BTE 30 Years Celebration

- Now & Then
- Alumni Blog



## Pathways Professional Portfolio

- 9am-5pm daily
- Option 1: Monday, June 7<sup>th</sup>-Tuesday, June 15<sup>th</sup>
- Option 2: Thursday, June 17<sup>th</sup>-Friday, June 25<sup>th</sup>