

Preparing for an interview

Preparation calms the nerves!

- Think about the skills required to do the job
- Think about the type of questions they may ask you
- Do your research on the division/company
- Know where to go on the day, how long it will take, where to park and what to wear
- Go to bed early the night before
- Eat a decent breakfast or lunch prior
- Be prepared for the different types of interview formats

During the interview

What employers really want to know

- What kind of attitude you possess
- Everything about you that isn't on your resume
- Is it just about the money?

An interviewer's impression is formed in the first 7 seconds of meeting you

- Firm handshake
- Smartly dressed
- Make polite small talk

- Remember - Everyone is nervous at a job interview
- Deep breathing
- Easiest to only accept water to drink in the interview
- Show your interviewer that you are enthusiastic
- Smile as frequently as possible
- Keep eye contact at all times
- Try and answer the questions in a precise and confident manner
- Actively listen to the questions you are asked and allow your interviewer to finish them before you start answering
- Don't be overly familiar

Different types of interview questions

- Interviews normally comprise of:
 - Overviewing your education and work history
 - Competency questions
 - Telling you about the role
- Open questions – Why..., How..., What..., Describe...
- Theoretical questions – What would you do...
- Behavioural questions – Tell me about a time when...

Competency based interviews

Competency based (or behavioural) interviews are based on the premise that past behaviour is the best predictor of future behaviour. The questions relate to essential competencies required for success in the vacancy.

How to answer a competency based question

Use the **STAR** technique

S/T - Situation/Task

A - Action

R - Result

Think back to your work history and identify specific examples

Examples of competency questions

Sales

- Give me a recent example of when you negotiated a successful sales outcome....how did you go about it?

Resilience

- Describe a situation in which you had to work under pressure...what impact did this have on your work?

Reliability

- Tell me about a time when you have demonstrated real commitment to an organisation or group...what conflicts did this cause you...how did you show this...how did your attitude compare to others?

Relating to customers

- Tell me about a recent situation when you had to build a relationship with a new customer....how did you develop it?

Communicating Orally

- Give me an example of when you had to explain something difficult over the phone

Teamwork

- Tell me about a time when you were in a team where something wasn't quite right...what did you do to improve the situation?

Fact finding

- Give me an example of when you had to be extremely careful when checking your facts...how did you probe the information?

Problem solving

- Give me a recent example of when you came up with different solutions to a problem...what did the others think....how well did they work...

Business Awareness

- Give me an example of a time when you spotted a good business opportunity...why did you think it was worthwhile?...what were the results of your efforts?

Specialist knowledge

- Describe an occasion when you felt that your level of specialist knowledge was insufficient...what action did you take?

Quality orientation

- Describe a time when you did not meet your usual standards for work...what alerted you to this...how did you address it?

Results driven

- Tell me about the last time you exceeded your personal targets

Using initiative

- Give me an example of when you had to work without any guidance. How did you cope...what feedback did you receive?
- Give me a recent example of when you showed initiative? In what way? What resulted?