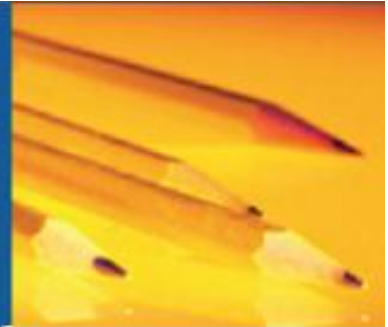


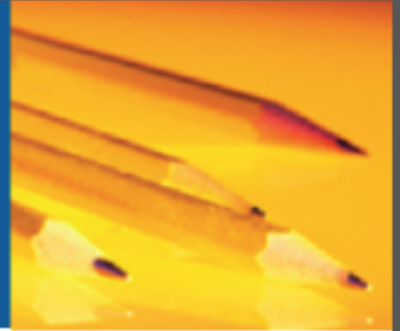
Interview Skills Boot Camp

Agenda



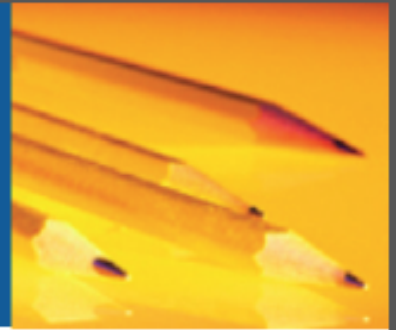
- Behavioral Interviews Introduction
- How to prepare for behavioral questions?
- Successful Interviewing Tips

Behavioral Interview



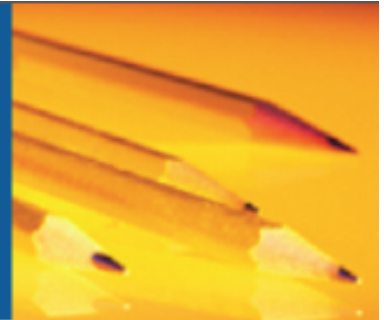
- **Behavioral Approach**
 - *“Tell me about a specific situation when you...”*
 - Past behaviors are indicative of future performance
 - Help determine your potential for success in the role
 - Focus is on how you responded to situations (not on the situation itself)
 - Demonstrating **behaviors**, **knowledge**, **skills** and **abilities** desirable in a particular position by providing specific examples from previous experiences

Preparing For The Interview



- Review the job description / opportunity / role for primary responsibilities
 - Identify behaviors, knowledge, skills and abilities desirable in a particular position
- If no interview package is provided, then assume there will be questions around common competencies such as Customer Service, leadership, communications...
- Also expect questions around the identified behaviors, knowledge, skills and abilities identified in the job description
- Ask others for assistance with potential questions
- Do research on the department, organization
 - Phone someone in the department or organization and ask about the job

Preparing For The Interview



- Spend time preparing for the interview – don't leave it to the last minute.
- Prepare competency / behavior examples demonstrating the behaviors / competencies
 - Use recent examples from work or home
 - Have more than 1 example ready
 - Extremely personal examples may not be appropriate for an interview.
 - Review your examples and relate them to other behaviors / competencies
- If you need help or get stuck, ask for help with your examples – from your Team Lead, another employee, etc...
- Do research on the department, organization
 - Phone someone in the department or organization and ask about the job
- Prepare responses to other potential interview questions
 - Why are you interested in this position?



How to prepare for Behavioral Questions?

Preparing for behavioral questions



- Document several scenarios you've experienced in the past
- Emphasize the steps you were personally responsible for that highlight your accomplishment, contribution, etc.
- Suggested Scenarios:
 - A time in your career or job where you had to overcome stress
 - A time in your job where you provided successful leadership or a sense of direction
 - A time in your job where you provided excellent customer service
 - A failure that occurred in your job and how you overcame it
 - A problem/difficult situation you were facing and what you did to address the problem/situation

Preparing for behavioral questions



- All scenarios should have three parts:
 - **Beginning** (set the stage-describe the situation, the time, task)
 - Situation - What was the situation? background and context?
 - Tasks - What specific task did you need to accomplish?
 - **Middle or process** (process you used or action you took)
 - Action - What specifically did you say and do? What were the actions you took?
 - **Outcome or resolution** (how you solved the problem and/or resolved the issue and/or delivered the outcome)
 - Results - What were the results of your actions? What was the impact? What did you learn?

Remember:

Focus is on how you responded to situations (not on the situation itself)

Preparing for behavioral questions



CAR Approach

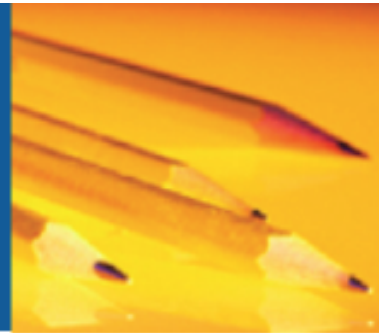
- **Circumstance** - What was the situation? What was the background and context?
- **Action**- What specifically did you say and do? What were the actions you took?
- **Result**- What were the results of your actions? What was the impact? What did you learn?

Preparing for behavioral questions



- **Prepare a binder with all the information you may need**
 - Job bulletin, resume, cover letter, competency examples
 - Prepare once and then use for future interviews
- **Practice, practice, practice**
 - Review your examples so you can speak to them thoroughly
 - Practice delivering the examples – in front of a mirror or with someone
 - Be prepared to tell “stories”.
 - Ask for help from someone who has been through the experience
 - Know your resume and skills
- **Get comfortable with the competencies and your examples**
 - Know your examples, take your time and tell the story

Behavioral Questions Do's

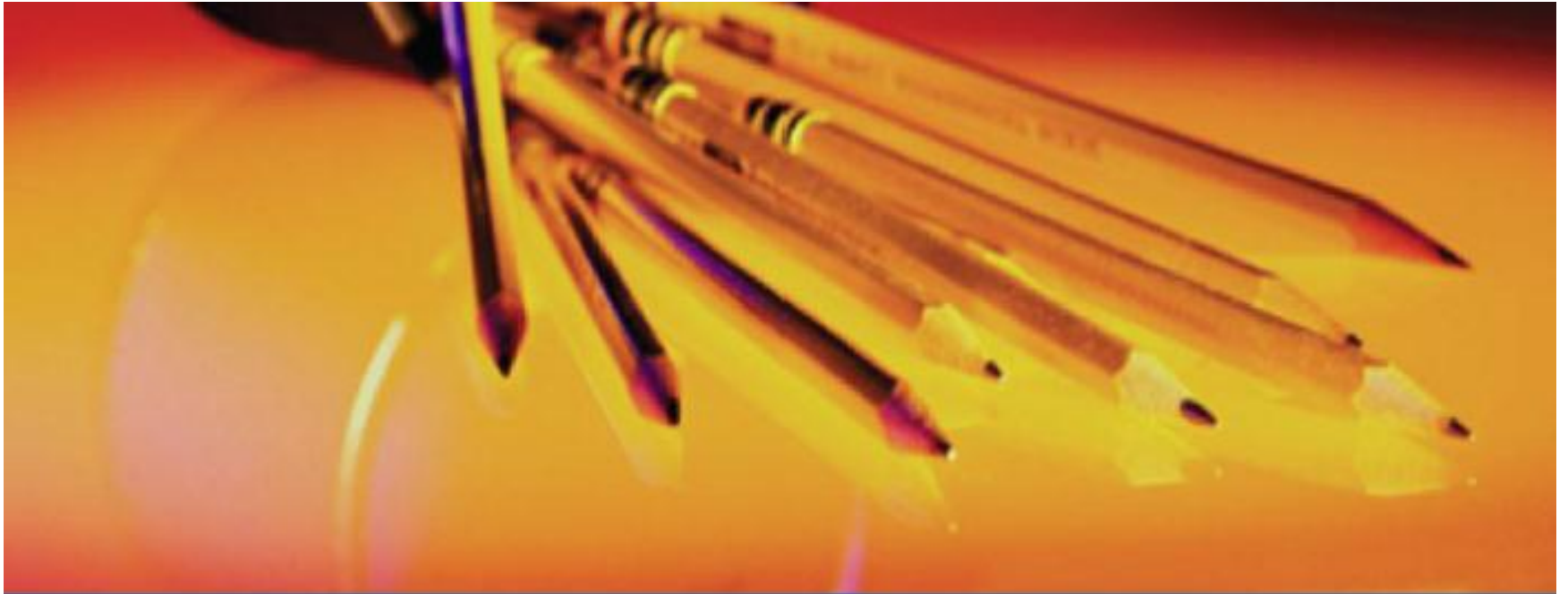


- Always speak in the first person: “ *I thought, felt, did*”
- Discuss events that have occurred and speak in the past tense: “*The way I handled the situation with the media was I first called my local contact...*”
- Focus on what actually happened: “*At that time, I responded by...*”
- Make sure your responses are specific. Tell your interviewer about a **specific** situation, not a general one.
- Structure your responses and don't forget the results/outcome!
- Be sure to answer the question that is asked.
- Focus is on how you responded to situations (not on the situation itself)

Behavioral Questions Don'ts

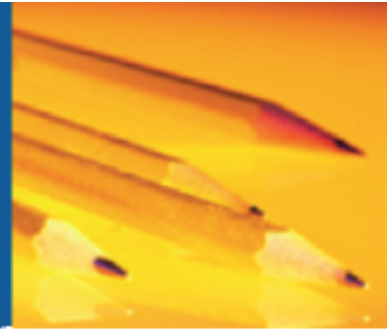


- Don't use plural/indirect subject statements: *"We did..."*
- Don't use hypothetical or future tense: *"What I usually do is..."*, *"What I would do is..."*
- Don't present thoughts on incident: *"I should have handled it by doing..."*
- Don't make your response or parts of your response up
- Don't use a personal or emotionally charged scenario



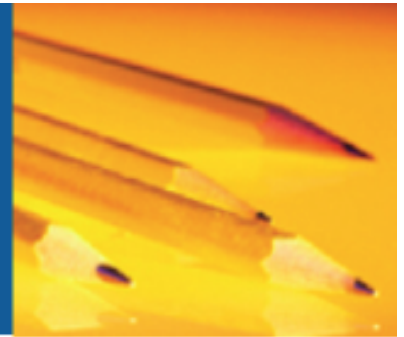
Successful Interviewing Tips

Day of the Interview Do's



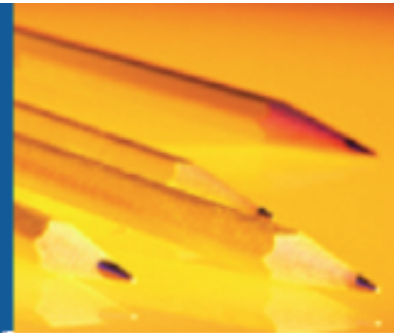
- Arrive early and turn off your cell phone.
- Dress professionally
- Portray a positive image; show self-confidence & enthusiasm; relax
- Have a resume and any other required documents handy
- Bring a professional-looking notebook for note-taking
- Know your strengths and your resume.
- Know specific examples of when you demonstrated these skills or behaviors.
- Listen carefully to each question. Take your time to think it out. Don't feel you have to rush.
- Ask for clarification if you need it before answering or even during your answer, "Am I answering the question..."
- Avoid using "we". Stick to **YOUR** role in the situation and what **YOU** did.
- Be honest.
- Thank the interviewer at the end of the interview.

Day of the Interview Don'ts



- Be unprepared and show a lack of knowledge about the company
- Discuss religion, politics, or personal relationships/issues
- Discuss salary requirements on first interview
- Ask questions such as: “What are my chances?” or “Is that what you were looking for?”
- Eat, drink, or chew gum during the interview
- Use a cell phone, for phone interviews (where avoidable)

After The Interview



- **Follow up**

- Thank you note or email (within 2 business days)
 - Show appreciation for their interest in you.
 - Reiterate your interest in the position and in the organization.
 - Review or remind the interviewer about your qualifications for the position.
 - If you thought of something you forgot to mention in the interview, mention it in your follow-up / thank-you letter.
 - Demonstrate that you have good manners and know to write a thank-you letter.
 - Follow up with any information the interviewer may have asked you to provide after the interview.

- **Feedback**

- Ask for feedback on your interview, regardless of whether you are the successful applicant or not and use the feedback as a development opportunity.