

*Thank you for attending today's Interview Workshop! Take this handout with you as a reminder of your lessons and to continue preparing for your next interview!*

### **Key Concepts to Remember to Ace the Interview:**

1. Create connection, confidence, likeability, and trust
2. Prepare and familiarize yourself with the company and job description
3. Express your skills and abilities as the perfect fit to fill their needs
4. Use power posing or visualization to create confidence for yourself

### **Creating Your Personal Commercial**

Use this to answer the question "Tell me about yourself..." This can also be used when networking. Compose your answer in your own words, but use this as a model to satisfy the these key elements:

1. Introduce yourself and express gratitude
2. Convey your passion, skills, knowledge, and abilities
3. Express how you can fill their specific needs

Thank you for taking the time to meet with me today. I'm really excited to learn if we will be a good match. I have extensive experience working in

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My passion in doing this work is \_\_\_\_\_

(or)

What I love about this type of work is \_\_\_\_\_

Most recently, I held the position of \_\_\_\_\_ where my main role was to

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One of my significant accomplishments was \_\_\_\_\_

I am really excited to be interviewing for this position because *(Anything in the company's mission*

*statement that resonates with you)* \_\_\_\_\_

I am confident that by becoming part of your team, I can bring a strong set of skills to this position that will help you meet your long range goals and move forward.

### ***Preparing Your Situational Stories***

“Tell me about a time when you had a disagreement with a coworker and how you resolved it?”

“Describe a time you went above and beyond your job duties at work?”

There are an infinite amount of questions they may ask you in an interview, but they are all working to satisfy the same end, **“how will you perform or behave if I hire you for this position?”**

Prepare **three to five stories** to demonstrate your professional strengths, a professional accomplishment, how you can overcome a challenge, and how you have learned from your mistakes.

Use the STAR method to set up each story:

***Situation: (set up the scenario: where you worked, what was happening)***

***Task: (was the problem that needed solved)***

***Action: (what action did you take to resolve the problem)***

***Result: (what ended up happening as a result of your action)***

\*\*Use the accompanying chart to practice this method for several situational questions.\*\*

### ***Strengths and Weakness***

Know what you're good at and relate your strengths to what is required in the job description. If you don't report on your strengths, who will? You have a lot of skills and abilities- to show you are the best fit, prepare to respond to this question with requirements from the job description that apply to you.

My 3 greatest strengths are (related to the requirements of the job description you are applying for)

\_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_

What are they really asking when they ask for your greatest weakness?

- Do you know you are an imperfect human, are you aware of what could use improvement, are these necessary for the job, and how are you working on them?

Don't answer with a characteristic required for this position and explain how you are working on it.

My greatest weakness is \_\_\_\_\_ and how I am working on it is

\_\_\_\_\_

## Example Questions & Answers

*(Do not memorize these: use the examples and format to create your own responses in your own words)*

### 1. Tell me about yourself?

First of all, I would like to thank you very much for taking the time to meet with me today and giving me this opportunity. I am passionate about helping people inventory their skills and act on fulfilling their purpose, which is why I am very excited about this position. In my last job as a Career Facilitator, I sharpened my strengths of developing curriculum and content, facilitating large groups of people with diverse skills and abilities, empowering them to see new possibilities, and collaborating side-by-side with other professionals. At this time I think my knowledge, skills, and abilities directly align with the job description and I'm eager to learn if we will be a good match.

### 2. What are your greatest strengths?

I pride myself on my customer service skills and my ability to resolve what could be difficult situations. With five years of experience as a customer service associate, I have learned to effectively understand and resolve customer issues. On a related note, I also have strong communication skills, which helps me work well with customers, team members, and executives. I am known for being an effective team member with a talent for giving presentations.

### 3. What is your greatest weakness?

I think we all have opportunities to grow and improve. One specific area I have worked on is managing time effectively between different tasks, as I like to focus in and finish a project before moving to another. I have learned that this is not always possible, but I have been working on this by breaking down the day's tasks into priorities and setting timers for myself to move from project to project in order to get it all done.

### 4. Why should we hire you?

You described in the job listing that you are looking for a teacher's assistant with an abundance of patience and compassion. Having served as a tutor for the past two years, I have developed my ability to be extremely patient while still achieving academic gains for my students. I will bring not only experience, but patience and creative problem solving to this position.

### 5. What are your salary expectations? (don't bring up unless they do)

Through my research, I understand that positions like this one range annually from \$39,000 to \$45,000 in our region. With my experience and expertise, I would expect something on the higher end of that range.

**6. Why did you leave your last job?**

(DON'T WAVE A RED FLAG!)

I chose to leave my previous employer because I was not able to grow in the way and direction that I wanted to, which makes me very excited about the growth potential and your focus on empowering your employees to find the answers for themselves.

**7. Tell me about a time you handled a conflict between two employees. (STAR)**

A year ago two of my employees started having problems getting along with each other. It looked like it had potential to escalate quickly. I called separate meetings with each of the employees. They had remarkably similar stories but did not know the other shared similar feelings. They agreed on a joint meeting, where I was able to help them realize that they really were on the same page. Things between them are now back to the way they were and both are very productive team members.

**8. Tell me about a situation where you dealt with an upset customer. (STAR)**

When I worked for Company ABC at the distribution center, a customer called in very upset because something we had shipped to him arrived damaged. The item was going to be picked up by one of his customers in two days and he didn't want to lose the sale. I ensured him that he would have the item in time and took the initiative to take the item directly to the shipping department myself and have it overnight delivered. The customer called the next day confirming its arrival, expressing his gratitude and placed another order.

**9. What are your goals for the future?**

My long term goals involve growing on the career track and continuing to learn, to take on additional responsibilities, be challenged, create results, and contribute as much value as I can.

**10. What is your greatest professional achievement?**

When I was a project manager for DEF Inc., I was tasked with the challenge to evaluate our onboarding process, since we had seen an increase in mistakes and consequential disciplinary actions for new staff. I thoroughly evaluated the content of our training, observed multiple trainers delivering content, gathered data, and executed a comparative analysis of the information I gathered. I discovered that we were missing a crucial element of application of one process and then created an adjustment to our procedures. Once we implemented the new activities, new staff mistakes decreased by 55% within the first month.