

## Question 1: Tell me about yourself!

Present – Where you are now

Past – Where you worked before

Future – Where you want to be in the future

I'm currently working as...

To work as + profession

*I'm working as a waiter.*

*I'm working as a cleaner*

*I'm working **like** a waiter*

I'm currently working at

To work at a + place

*I'm working at a clothes shop*

*I'm working **on** a clothes shop*

At my current job I..

I am working as ...+ profession

I'm working as a production engineer

I'm working as a manager

At the moment I...

I am looking for a job

I am looking for work

Before that I worked...

Before that

I worked as a + profession

I worked at + place

I worked as a software developer

I worked at IBM

I was travelling

I was studying

I was finishing my degree/ my masters

I really liked the job and now

I'm ready for new challenges

Now I'm looking for a career

in + AREA

Now I'm looking for a career

in + IT, engineering,

I got a lot of experience at my last job,

but now I would like to work in ...

To work in + area

To work in marketing/teaching

Well at the moment I'm working at a restaurant as a waiter,

and before that I worked as an engineer in my country.

I improved my English a lot working at the restaurant but now I'm looking for a job as an engineer to work in my area.

Present/past/future

## Question 2: What are your key strengths/strong points?

I'm good at

good with people

I'm good **in**

friendly

I'm good at working as part of a team

ready to help my team

I'm very/really good at :

Meeting deadlines

One of my best strengths is that I have...

Getting my work done on time

Good listening skills

Helping others

Good customer service skills

Dealing with clients

A good eye for detail

Solving problems

Working as part of a team

Good people skills

One of my strengths/strong points

The ability to cope with stress

is that I am...+ adjective

Good communication skills

Respectful

Analytical skills

Flexible

A very strong work ethic

A fast learner

To be good at + verb+ ING

I am very....

adaptable to change

One of my key strengths is that I am...+ adjective

Honest

Self motivated

One of my best strengths is that I have...+ noun

### Question 3: Why should we hire you?

I think my experience and  
skills make me suitable for the job

Suitable = correct or appropriate  
for a person/situation

*Suitable*

My skills are a really good match

for the kind of person

you are looking for.

“ a good match” = good together/ a good  
combination

I can offer a lot to the company with my skills

I work really well with others and as part of a  
team

My skills make me a really good match for  
the kind of person you are looking for

“ a good match” = good together/ a good  
combination

#### **Question 4: What are your weaknesses/ weak points?**

**I feel that my weakness is...**

**Impatience**

**I am critical of my own work**

**my lack of experience**

**Lack of = not enough**

**I have to admit that I...**

**I sometimes need to be a better listener**

**I have to admit I sometimes miss small details**

**I feel that my English is my weakest point**

**But...**

**I am working on this....**

**To work on something = to continue to work with something over time**

**To work on a big project**

**But...**

**I am working to get better at this**

**I am always working hard to be better at this**

**I feel that my management skills are my weakest point but I am constantly working on**

**them to get better at managing people**

**I have to admit that English is my weakest point but I am constantly working on my English everyday to get better and improve.**

## **Question 5: Where do you see yourself in 5 years?**

**In the next 2 to 3 years ...**

**I see myself + verb + ing**

**I see myself improving as much as possible in my job performance here.**

**I see myself working with an organisation where I can build my career**

**I see myself working with a great team**

**In the next 2 to 3 years ...**

**I plan to develop**

**I think to develop**

**I plan to develop professionally as much as possible**

**I plan to really understand my role at work**

**I plan to look for opportunities to improve my department**

**And after that**

**I would like to...**

**I would love to...**

**I would like to grow in the company**

**I would love to get a management position**

**I would like to be in a position to..**

**to take on more responsibility**

**To take on = accept**

**Get a lot of experience**

**Grow inside the company**

**In five years time I would really like to**

**Establish my career**

**Get a lot of experience**

**be making a real contribution**

## why do you want this job?

I think...

I see this job as...

I (really) feel that this job is...

In my opinion...

I think this job is...

I see this job as...

I (really) feel that this job is...

In my opinion...

a new challenge for me professionally

an opportunity to develop a long term career

an excellent opportunity to grow professionally

this job is a fantastic opportunity to work for a great company

I want this job because...

I want this job because it involves a lot of VERB+ING

Because I really enjoy VERB+ING

And I have a lot of experience with this

*I want this job because it involves a lot of working with children, because I really enjoy working with children and I have a lot of experience with this*

I want this job because...

I want this job because it involves a lot of VERB+ING

Because I really enjoy VERB+ING

And I have a lot of experience with this

*I want this job because it involves a lot of working with people, because I really enjoy working with people and I have a lot of experience with this*

I want this job because...

I want this job because

it will help me grow professionally

I see this job as an opportunity to develop my skills and help the company

I would like to get experience in this kind of work because I feel my skills are a good match

This company has a very good reputation and I think I can really help the company with my skills

This company is one of the best in (area)

One of the best in IT, Engineering

I want this job because I've admired the company for a long time and it would be a great opportunity for me

## **Why did you leave your last job?**

## **Why do you want to leave your current job?**

**I was fired = negative reason**

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

**I left my last job to travel**

**I left my last job for travel**

**I left my previous job to**

**to travel**

**to come to this country**

**to focus on my studies**

**to do a masters degree**

**to look for new opportunities and take a new step in my career.**

**to change my**

**profession**

**I was let go/laid off = not economically possible for the company to keep you as an employee**

**Why do you want to**

**leave your current job?**

**I would like to leave my current job because...**

**I'm looking for new opportunities to grow and develop a career.**

**The promotion opportunities at my current job are limited**

**1:I have been at my current job/company for (number of years/months) now**

**2: and have learned a lot from working with some amazing people.**

**3: but , I am starting to feel like I need some new challenges.**

**4: I'm interested in this position because it will give me new challenges and opportunities to grow in the company**

## Question 8: When are you available to start?

I can start in

In the next month

I'm available to start in

The Monday/Tuesday

a few days

To give your notice = informing your employer of your intention to leave

one week / two weeks

I need to give 2 weeks notice

I can start immediately

My contract requires me to give X weeks/months notice

I can start whenever you need me to start

I can start...

I am finishing an important project with the company and I need to stay until it's finished.

Next week

I will be ready to start in....2 weeks

Next month

Next Monday/ Tuesday etc

I will be ready to start by next week/next month

In the next week

By= not later than



## **How do you deal with pressure or stress?**

**To deal with something = take action to solve a problem**

**To handle / to manage something = to control**

**I actually work better under pressure**

**and I get great results from working under pressure.**

**I enjoy the pressure of a deadline and sometimes I do my best work under pressure.**

**I handle pressure really well and I stay calm during stressful situations**

**When working under pressure I...**

**think the most important thing is to**

**prioritize my work and not get overwhelmed**

**Overwhelmed = to feel like you have too much to do**

**I focus on the task at hand to**

**maintain the quality of my work**

**I manage stress by... VERB + ING**

**going to the gym**

**having a good work life balance**

**maintaining good communication with my colleagues**

**How did you hear  
about the position?**

**To hear about something = to be told or informed about something**

**I heard about the position**

**from a friend**

**from one of your current employees**

**from one of my current colleagues**

**Linked-in**

**Linked in**

**Link't in**

**I was researching on Linked -in for positions in my area**

**I saw the position on linked-in**

**I was researching**

**companies in my area online and I decided to apply**

**I was contacted by a recruiter**

**I was contacted by a recruitment agency**

**I saw the position on a jobs website**

**I saw the position advertised in a newspaper**

## What do you know about our company?

To search something on google

To google something

I googled

I googl'd

I googled your company and saw

some good reviews

I googled some information about your company.

I found good reviews about your services

I also saw that past employees said only good things about you on social media.

I know the company specializes in ...verb+ing

The company specializes in producing health products

The company specializes in giving technical support for big companies

I know the company produces/makes

I know the company produces medication for alzheimer's

To provide = to give

I know the company provides...training for engineers

I know that the company is a

new/ established company

The company has a good reputation in the area of engineering/pharmaceuticals

## **Do you have any questions?**

**Could you describe a typical day in this job?**

**Can you please tell me more about the day to day responsibilities**

**What are you looking**

**for in a candidate?**

**How long have you been**

**at the company?**

**How long have you been**

**at the company?**

**What's the best thing about working here?**

**What's the best thing about work here?**

**What do you enjoy most about**

**working for this company?**

**Who should I stay in touch with?**

**Who I should stay in touch with?**

**When can I expect to hear from you?**

**When I can expect to hear from you?**

**What are your salary expectations? What kind of salary are you expecting?**

**Annual salary 10k**

**Monthly salary 1200**

**Rate per hour 15.00**

**According to the Clearwater salary survey for this position and my experience, the average salary is \$X, and I feel I would be comfortable with something around it.**

**I'm open and flexible about salary,**

**My priority is to make a contribution to the company and receive a fair salary in return,**

**What kind of salary are you able to offer for this role?**

**I understand that positions similar to this one pay approximately X in our region.**

**With my experience, I would like to**

**receive something between \$Y and \$Z**

**Describe yourself in three/five words.**

**Describe your personality**

**I'm very**

**I'm really**

**I think I'm a very + adj + person**

**I'm a really adj + person**

**Honest**

**Always telling the truth**

**Not lying or cheating**

**an honest person has a lot of integrity**

**Resourceful**

**I'm able to think of creative solutions in  
difficult situations**

**I'm able to solve problems quickly with  
intelligent solutions**

**Reliable**

**Consistently good in quality or performance**

**I'm able to be trusted with responsibility**

**Customer focused**

**I'm always focused on the customer's needs**

**I always make sure the customer is satisfied**

**Conscientious**

**I really pay attention to details**

**I put a lot of effort into my work.**

**Easy going**

**I'm not a stressed person**

**I'm able to stay calm in stressful situations**

**Friendly**

**I get on very well with my co-workers.**

**To get on well with someone = to have a  
good relationship**

**I'm good with people**

**I'm a people person**

**Adaptable**

I can adapt quickly to change

I adapt my performance and duties to  
different situations

## What do you like to do in your free time?

I like watching netflix 70%

I like to watch netflix 30%

I enjoy watching netflix

I enjoy **to watch** netflix

I enjoy **watch** Netflix

Spending time with friends

Playing the (musical instrument)

Going for walks

Go cycling

Practice (sport )

Travelling

Learning new languages

In my free time I...

When I have some free time I..

When I get some time off...I Like/love/enjoy

I spend my free time verb + ing

## Key Phrases for STAR interview technique

SITUATION	TASK
<p><b>Well, I think that...</b></p> <p><b>One time when I was working at .</b></p> <p><b>There was a situation once where I..</b></p> <p><b>There was one time where I..</b></p> <p><b>I was in a situation once..</b></p> <p><b>I had been working on</b></p> <p><b>I was working at</b> <b>I was working as</b></p>	<p><b>I needed to...</b></p> <p><b>I had to ...</b></p> <p><b>My supervisor asked me to...</b></p> <p><b>I was given a deadline to...</b></p> <p><b>I had to make sure that</b></p> <p><b>I was asked to...</b></p> <p><b>I was responsible for verb+ing</b></p>



ACTION	RESULT
<p><b>I decided to...</b></p> <p><b>I suggested that....</b></p> <p><b>spoke to my boss/supervisor to explain the situation</b></p> <p><b>I was able to make sure that I was able to I managed to do it</b></p> <p><b>I did some research about</b></p> <p><b>I focused on it</b></p>	<p><b>In the end it was a great success,/result / outcome</b></p> <p><b>It was a great success</b></p> <p><b>Fortunately it worked well</b></p> <p><b>After the experience I feel more confident about....</b></p> <p><b>The result/outcome was that...</b></p> <p><b>Looking back I should have...</b></p>

## **Tell me about a time when you worked successfully as a member of a team.**

There was a situation once where I was working at a restaurant in the city center as a waiter, My supervisor was suddenly sick and couldn't come to work that day.

There was a situation once where/when I ...

was working at + place

was working as + profession

There was a situation once where I

was working at a restaurant

in the city center as a waiter

so I was asked to be the restaurant

supervisor for the night.

I was asked to manage a big project

I was asked to lead a team

It was a busy night and we had to work really hard, but I was able to make sure everything was ok with all the orders and the customer service. one of the hotel receptionists helped

with charging the bills because it was not normally my role to be the supervisor.

We had to work really hard

We had to working really hard

To have to do something = to need to do something

I have money = possessions

I have to do it = obligations

We had to design a new software

We had to fix the production problems

I was able to make sure everything was ok

In the end it was a great success, I was able to experience responsibility and management for the first time and after the experience I feel more confident about management and leadership.

I was able to experience management

I was able to = I had the opportunity to

In the end it was a great success

In the end it was a great result

In the end it was a great outcome

**Describe a difficult situation or task that you had to deal with?**

**One time when I was working at a factory as a production engineer, most of the workers of the factory went on strike because of salary disagreements.**

**Well..**

**One time when I was working at + place/ as + profession**

**There was a situation once where**

**One time when I was working at a factory as a production engineer,**

**I had to make sure that production didn't stop and we suddenly didn't have enough staff for production to continue.**

**I had to make sure (that) production continued**

**I had to make sure we completed the project on time**

**I had to make sure we had the right equipment**

**I had to make the really difficult decision to ask some of the other engineers to work on the factory floor, they were really unhappy**

**about changing their normal engineer tasks for the day but I was able to explain to them that without this help, production will stop and it will be bad for everyone.**

**I also decided to talk to the workers on strike, I managed to negotiate with them for some of them to come back to work.**

**I also decided to talk to the workers on strike, I managed to negotiate with them for some of them to come back to work.**

**I decide**

**I decided to talk to the workers on strike**

**I decided to talk to my supervisor to explain the situation**

**To manage to do something**

**To do something with effort or skill to deal successfully with a problem or difficult situation**

**I managed to negotiate with them**

**We managed to complete the project on time**

**I managed to help the customer**

The result was that production never stopped and we were able to negotiate an end to the strike.

After the experience I feel more confident about dealing with stressful or difficult situations

The result was that...

Production never stopped

We met the deadline for the project

I learned a lot from the experience

After the experience I feel more confident about dealing with stressful or difficult situations

I feel more confident about *deal* with stressful situations

After the experience I feel more confident about...

working under pressure

leading a team

dealing with difficult customers

**Tell me about your biggest accomplishment/achievement**

**I think my biggest  
accomplishment is..**

**I think my biggest  
achievement is..**

**There was one time where I was able to motivate my team to meet a  
deadline, it was my first management role before that I always worked as a  
developer, and I hadn't worked on the same kind of systems as a developer  
as my team.**

**One time when I was working at + place/ as + profession**

**There was a situation once where**

**There was one time where I ...**

**We were responsible for developing a software for the server to help solve  
coding problems automatically instead of needing an engineer.**

**To be responsible for verb + ing**

**I was responsible for finishing the project**

**I was responsible for finish the project**

**We were responsible for checking  
the quality of the products**

**In the final month it looked like we were not going to meet the deadline. I  
decided to have meetings with the team and we discussed the situation. I**

suggested that we all work longer hours in the final weeks to meet the deadline.

I suggested that + verb

I suggested that we work longer hours

I suggested to them that we work longer hours

I suggested **them** to work longer hours

We focused on the project and In the end we managed to complete the software in time to meet the deadline and fortunately it worked out well.

In the end we managed to

Get everything done

Meet the deadline

Finish developing the software

fortunately it worked out well.

Fortunately

To work out = to have a good result

It worked out well

It had a good result



# English for job interviews



**Question 1: Tell me about yourself!**

**Could you please tell me a little about yourself?**

**Can you tell me about yourself?**





**Present** – Where you are now

**Past** – Where you worked before

**Future** – Where you want to be in the future



**Present**

**Current = Now**

**Currently = Now/ at the moment**

**Actually = In fact/ in reality**







**I'm currently working as...**

**To work as + profession**

*I'm working as a waiter.*

*I'm working as a cleaner*

*I'm working **like** a waiter*



**I'm currently working at**

**To work **at** a + place**

*I'm working **at** a clothes shop*

*I'm working **on** a clothes shop*





**At my current job I..**

**I am working as ...+ profession**

**I'm working **as** a production engineer**

**I'm working **as** a manager**



**At the moment I...**

**In this moment**

**In moment**

**Of moment**





**At the moment I...**

**I am looking for a job**

**I am looking for work**

**I am searching a job**  
**I'm looking a job/ a work**

**To look for a job**



**Past**

**Before that I worked...**

**To work**

**I work**

**I worked**

**I work't**





## Past

**2 steps**

**1: Work**

**2: Work't**



## Past

**Before that**

**I worked as a + profession**

**I worked at + place**

**I worked as a software developer**

**I worked at IBM**





## **Past**

**Before that**

**I was travelling**

**I was studying**

**I was finishing my degree/ my masters**



## **Future**

**I really liked the job and now  
I'm ready for new challenges**

**Now I'm looking for a career  
in + AREA**

**Now I'm looking for a career  
in + IT, engineering,**





## **Future**

**I got a lot of experience at my last job,  
but now I would like to work in ...**

**To work in + area**

**To work in marketing/teaching**



## **Tell me about yourself**

**Present**

**Past**

**Future**





## **Tell me about yourself**

**Well at the moment I'm working at a restaurant as a waiter, and before that I worked as an engineer in my country.**

**I improved my English a lot working at the restaurant but now I'm looking for a job as an engineer to work in my area.**



## **Tell me about yourself**

**Now it's your turn!**

**Write your answer to the question**

**Tell me about yourself!  
Present/past/future**





**Question 2: What are your  
key strengths/strong points?**



**I'm good at**

**I'm good in**







**I'm good at working as part of a team**

**I'm good in work as part of a team**



**I'm very/really good at :**

**Meeting deadlines**

**Getting my work done on time**

**Helping others**

**Dealing with clients**

**Solving problems**

**Working as part of a team**





**One of my strengths/strong points  
is that I am...+ adjective**

**Respectful**

**Flexible**

**A fast learner**



**I am very....**

**adaptable to change**

**Honest**

**Self motivated**

**good with people**

**friendly**

**ready to help my team**





**One of my best strengths is that I have...**

**Good listening skills**

**Good customer service skills**

**A good eye for detail**



**Good people skills**

**The ability to cope with stress**

**Good communication skills**

**Analytical skills**

**A very strong work ethic**





**To be good at + verb+ ING**

**One of my key strengths is that I am...+  
adjective**

**One of my best strengths is that I  
have...+ noun**



**Write your own answer to the question  
now!**

**What are your key strengths?**





## Question 3: Why should we hire you?



**A direct question but an opportunity to show your best qualities and strengths!**

**It is similar to “what are your key strengths?”**

**Research the position!  
Make answers specific for the job!**





**I think my experience and skills make me **suitable** for the job**

**Suitable = correct or appropriate for a person/situation**

***Sootable***



**I can offer a lot to the company with my skills**

**I work really well with others and as part of a team**





**My skills are a really good match  
for the kind of person  
you are looking for.**

**“ a good match” = good together/ a good  
combination**



**My skills make me a really good match  
for the kind of person you are looking for**

**“ a good match” = good together/ a good  
combination**





**So go and write your answer now!**

**Why should we hire you?**



**Question 4: What are your weaknesses/ weak points?**







**Weak = adjective**  
**Weakness = noun**



**We all hate this question!**

**A simple strategy**

**Confession and recovery**





**Confession** = Explain your weak points

**Recovery** = explain what you are doing  
to be better at your weak points



**I feel that my weakness is...**

**Impatience**

**I am critical of my own work**

**my lack of experience**

**Lack of = not enough**





## **I have to admit that I...**

**I sometimes need to be a better listener**

**I have to admit I sometimes miss small details**

**I feel that my English is my weakest point**



**But...**

**I am working on this....**

**To work on something = to continue to work with something over time**

**To work on a big project**





**But...**

**I am working to get better at this**

**I am always working hard to be better at this**



**I feel that my management skills are my weakest point but I am constantly working on them to get better at managing people**

**I have to admit that English is my weakest point but I am constantly working on my English everyday to get better and improve**





**Write your own answer now to the question**

**What is your weakest point?**

**Remember  
Confession and recovery!**



**Question 5: Where do you see yourself in 5 years?**





### **Question 5: Where do you see yourself in 5 years?**

**The interview wants to know about your career goals/objectives and your level of motivation**

**Not *exactly* where you will be...**



**The interviewer wants to know...**

**Do you really want this job long term or do you plan to change job?**

**Do you want this job, and this job only? or are you just looking for something temporary?**





**In the next 2 to 3 years ...**

**I see myself + verb + ing**

**I see myself improving as much as possible in my job performance here.**

**I see myself working with an organisation where I can build my career**

**I see myself working with a great team**



**In the next 2 to 3 years ...**

**I plan to develop**

**I think to develop**

**I plan to develop professionally as much as possible**

**I plan to really understand my role at work**

**I plan to look for opportunities to improve my department**





**And after that**

**I would like to...**

**I would love to...**

**I would like to grow in the company**

**I would love to get a management  
position**



**I would like to be in a position to..**

**to take on more responsibility**

**To take on = accept**

**Get a lot of experience**

**Grow inside the company**







**In five years time I would really like to**

**Establish my career**

**Get a lot of experience**

**be making a real contribution**



**So go ahead and write your answer to the question:**

**Where do you see yourself in 5 years**





## **Question 6: why do you want this job?**

**Why are you interested in the company?**

**Why are you interested in the job?**



**The interviewer wants to know:**

- 1: that you are sincerely interested in the job and are motivated to work well**
- 2: What you know about the job/company**





**Research the company  
online as much as possible**

**Google  
Social media**

**Reviews left by customers of the company**

**New products  
New developments  
with the company**



**I think...**

**I see this job as...**

**I (really) feel that this job is...**

**In my opinion...**





**I think this job is...**

**I see this job as...**

**I (really) feel that this job is...**

**In my opinion...**

**a new challenge for me professionally  
an opportunity to develop a long term  
career  
an excellent opportunity to grow  
professionally**



**I want this job because...**

**I want this job because it involves a lot of  
VERB+ING**

**Because I really enjoy VERB+ING**

**And I have a lot of experience with this**

***I want this job because it involves a lot of  
working with children, because I really enjoy  
working with children and I have a lot of  
experience with this***





## **I want this job because...**

**I want this job because it involves a lot of  
VERB+ING**

**Because I really enjoy VERB+ING  
And I have a lot of experience with this**

***I want this job because it involves a lot of  
working with people, because I really enjoy  
working with people and I have a lot of  
experience with this***



## **I want this job because...**

**I want this job because**

**it will help me grow professionally  
I see this job as an opportunity to develop  
my skills and help the company  
I would like to get experience in this kind  
of work because I feel my skills are a  
good match**





**This company has a very good reputation  
and I think I can really help the company  
with my skills**

**This company is one of the best in (area)  
One of the best in IT, Engineering**

**I want this job because I've admired the  
company for a long time and it would be**



**Write your own answer to the question**

**Why do you want this job?**





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

**Why do you want to leave  
your current job?**



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

**I left my last job **to** travel**

**I left my last job **for** travel**





**I left my previous job to**

**to travel**

**to come to this country**

**to focus on my studies**

**to do a masters degree**

**to look for new opportunities and take a  
new step in my career.**

**to change my  
profession**



**Why did you leave your previous job?**



**I lost my job**

**I was let go/laid off = not economically  
possible for the company to keep you as  
an employee**

**I was fired = negative reason**







**Why do you want to leave your current job?**

**Employers will ALWAYS want to know why!**



**Why do you want to leave your current job?**

**I would like to leave my current job because...**

**I'm looking for new opportunities to grow and develop a career.**

**The promotion opportunities at my current job are limited**



 **1: I have been at my current job/company  
for (number of years/months) now**

**2: and have learned a lot from working  
with some amazing people.**

**3: but , I am starting to feel like I need  
some new challenges.**

**4: I'm interested in this position because it  
will give me new challenges and  
opportunities to grow in the company**



**Write your own answer  
to the questions!**

**Why do you want to leave your current  
job?**

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





## **Question 8: When are you available to start?**

**How soon are you available to start?**



**How soon can you start?**

**The employer wants to know *how quickly* can you start?**

**Sometimes they need you to start urgently**





**When** can you start?

**The employer wants to know *when* you  
can start**

**It's not urgent**



**Know your answer before you are asked  
this question**

**It is a really common question**





**I can start in  
I'm available to start in**

**a few days  
one week / two weeks**

**I can start immediately**

**I can start whenever you need me to start**



**I can start...  
Next week**

**Next month**

**Next Monday/ Tuesday etc**

**In the next week**

**In the next month**

**The Monday/Tuesday**





**To give your notice = informing your employer of your intention to leave**

**I need to give 2 weeks notice  
My contract requires me to give X  
weeks/months notice**



**I am finishing an important project with the company and I need to stay until it's finished.**

**I will be ready to start in....2 weeks**





**I will be ready to start **by** next week/next month**

**By= not later than**



**Go ahead and write your own answer to the questions**

**How soon are you available to start?  
When can you start?**





## **Question 9: How do you deal with pressure or stress?**

**How do you handle/manage  
pressure?**



**To deal with something = take action to  
solve a problem**

**To handle / to manage something = to  
control**







**Under pressure**

**Over pressure  
On the pressure  
Pression**



**I actually work better under pressure  
and I get great results from working  
under pressure.**

**I enjoy the pressure of a deadline and  
sometimes I do my best work under  
pressure.**

**I handle pressure really well and I stay  
calm during stressful situations**





## **When working under pressure I...**

**think the most important thing is to  
prioritize my work and not get  
overwhelmed**

**Overwhelmed = to feel like you have too  
much to do**

**I focus on the task at hand to  
maintain the quality of my work**



## **I manage stress by... VERB + ING**

**going to the gym**

**having a good work life balance**

**maintaining good communication with  
my colleagues**





**Go ahead and write your answer to the question**

**How do you handle stress?**



**How did you hear about the position?**





**To hear about something = to be told or informed about something**



**To hear**  
**I heard about the position from**

**Heard**  
*herd*





**I heard about the position**

**from a friend**

**from one of your current employees**

**from one of my current colleagues**



**Linked-in**

**Linked in  
Link't in**

**I was researching on Linked -in for  
positions in my area**

**I saw the position on linked-in**





**I was researching  
companies in my area online and I  
decided to apply**

**I was contacted by a recruiter**

**I was contacted by a recruitment agency**



**I saw the position on a jobs website**

**I saw the position advertised in a  
newspaper**





**Prepare your answer to  
the questions using the  
vocabulary from the video**

**How did you hear about the position?**



**What do you know  
about our company?**





**Research the company as much  
as possible before the interview!**

**Use this question to show what  
you know but also show your interest in  
the job**



**To search something on google  
To google something**

**I googled**

**I googl'd**

**I googled your company and saw  
some good reviews**







**I googled some information about your company.**

**I found good reviews about your services**

**I also saw that past employees said only good things about you on social media.**



**I know the company specializes in ...verb+ing**

**The company specializes in producing health products**

**The company specializes in giving technical support for big companies**





**I know the company produces/makes**

**I know the company produces medication  
for alzheimer's**

**To provide = to give**

**I know the company provides...training  
for engineers**



**I know that the company is a  
new/ established company**

**The company has a good reputation in the  
area of engineering/pharmaceuticals**





**Do you have an interview?**

**Can you research that company as much  
as possible?**

**Can you google them?**

**Do they have a website?**



**If you don't have an interview**

**Where would you like to work?**

**What is your dream job?**

**Prepare an answer for your dream job  
Think big!**





**Do you have any questions?**



**The most common answer for this question is “no”**





**It's an opportunity to show interest in the position**



**Prepare questions to ask **before** the interview!**





**Could you describe a typical day in this job?**


**Can you please tell me more about the day to day responsibilities**




**What are you looking for in a candidate?**

**How long have you been at the company?**



 **How long have you been at the company?**



**Action started in past**

**Continues now**

 **What's the best thing about working here?**  
**What's the best thing about **work** here?**

**What do you enjoy most about working for this company?**



**Who should I stay in touch with?**

**Who I **should stay** in touch with?**

**When can I expect to hear from you?**

**When I **can** expect to hear from you?**



**Prepare your answers for the question**

**Do you have any questions?**







**What are your salary expectations?**

**What kind of salary are you expecting?**



**Depending on the country salaries are measured differently**





**Annual salary 10k**

**Monthly salary 1 200**

**Rate per hour 15.00**



**Do your research online before the  
interview**

**Salary guides**

**Country**

**Positions**

**Recruitment companies publish salary  
guides online**





**According to the Clearwater salary survey for this position and my experience, the average salary is \$X, and I feel I would be comfortable with something around it.**



**I'm open and flexible about salary,**

**My priority is to make a contribution to the company and receive a fair salary in return,**

**What kind of salary are you able to offer for this role?**





**I understand that positions similar to this one pay approximately X in our region.**

**With my experience, I would like to receive something between \$Y and \$Z.**



**Go ahead now and prepare your own answer !**

**Research salaries in your area!**

**Look for salary guides from recruitment agencies!**





**Describe yourself in  
three/five words.**

**Describe your personality**



**I'm very**

**I'm really**

**I think I'm a very + adj + person**

**I'm a really adj + person**





## **Honest**

**Always telling the truth  
Not lying or cheating  
an honest person has a lot of integrity**



## **Resourceful**

**I'm able to think of creative solutions in  
difficult situations**

**I'm able to solve problems quickly with  
intelligent solutions**





## **Reliable**

**Consistently good in quality or performance**

**I'm able to be trusted with responsibility**



## **Responsible**

**I have good judgement**

**I'm able to act correctly and make decisions on my own**





## Customer focused

**I'm always focused on the customer's needs**

**I always make sure the customer is satisfied**



## Conscientious

**I really pay attention to details**

**I put a lot of effort into my work.**







## Easy going

**I'm not a stressed person**

**I'm able to stay calm in stressful situations**



## Friendly

**I **get on** very well with my co-workers.**

**To **get on well with someone** = to have a good relationship**

**I'm good with people**

**I'm a people person**





## **Adaptable**

**I can adapt quickly to change**

**I adapt my performance and duties to different situations**



**So prepare your answer to the question!**

**Describe yourself in 5 words**

**Practise your answer speaking alone and using ALL 5 personality adjectives**





**What do you like to do  
in your free time?**



**The interviewer wants to see if  
you  
keep your brain active in your free  
time!**

**Do you have an interest  
in your area outside of work?**





## Watching netflix

**I like watching netflix**

**I like to watch netflix**

**I like **watch** netflix**



**I like watching netflix 70%**

**I like to watch netflix 30%**





**I enjoy watching netflix**

**I enjoy **to watch** netflix**

**I enjoy **watch** netflix**



**Spending time with friends**

**Playing the (musical instrument)**

**Going for walks**

**Go cycling**

**Practice (sport )**

**Travelling**

**Learning new languages**





**In my free time I...**

**When I have some free time I..**

**When I get some time off...I**

**Like/love/enjoy**

**I spend my free time verb + ing**



**So go ahead and prepare  
your answer to the question!**

**What do you like to do in your  
spare time?**



# SECTION 2



## How to answer difficult interview questions





**What if this job interview is  
a really big opportunity?**

**Do you want to be ready for the  
hard questions?**



**After these videos you will feel  
confident about answering any difficult  
interview questions!**







**Section 1 was the preliminary  
interview questions section**

**It was only the beginning...**



**Section 2 is the competency  
based questions**

**The “hard” questions**





**Tell me about a time when you  
had to make a difficult decision.**

**Tell me about a time when you  
worked with a difficult team member.**

**Tell me about a time when you  
experienced pressure at university or  
at work.**



**Show evidence of your experience  
in the past**

**You have skills to  
offer a new employer!**





## Where to start?

Let me introduce the  
**STAR** interview technique



The **STAR** interview technique is  
about organizing your answer into

4 parts  
**S** – Situation  
**T** – Task  
**A** – Action  
**R** – Result





## **S – Situation**

**You explain the situation “**you tell the story**”**

**Where you were working**

**What ?**

**When ?**

**Where?**

**Who?**



## **T – Task**

**You explain what..**

**You needed to do**

**You had to do**

**What you were asked to do**





## **A – Action**

**What did you do to resolve the problem?**

**What action did you take ?**



## **R – Result**

**What happened?**

**What was the result?**

**What did you learn from the experience?**





**We are going to learn:**

## **Essential structures and phrases for STAR interview answers**

SITUATION	TASK	ACTION	RESULT
Well, I think that...	I needed to...	I decided to...	In the end it was a great success,/result / outcome
One time when I was working at .	I had to ...	I suggested that....	It was a great success
There was a situation once where I..	My supervisor asked me to... I was given a deadline to...	spoke to my boss/supervisor to explain the situation	Fortunately it worked well
There was one time where I..	I had to make sure that	I was able to make sure that	After the experience I feel more confident about....
I was in a situation once..	I was asked to...	I was able to I managed to do it	The result/outcome was that...
I had been working on	I was responsible for verb+ing	I did some research about	Looking back I
I was working at I was working as			



**We are going to see 5 example  
answers  
to five “hard” questions**

**You will learn how to make  
amazing answers using simple  
structures and the STAR interview  
technique**



**END VIDEO  
16**





# Start VIDEO

## 17



**Tell me about a time when  
you worked successfully  
as a member of a team.**







## **Working in teams is essential**

**Always try to connect a time you were successful as a team member with the job you are applying for !**

**It can be an example from your educational or professional life**



## **STAR interview technique**





**S – Situation**

**T – Task**

**A – Action**

**R- Result**



**Check your PDF for all the  
phrases and structures we  
use to make STAR interview  
answers**





**S – Working at hotel,  
supervisor sick**

**T – Asked to be the supervisor  
for the night**

**A – We had to work hard as a  
team**

**R – it was successful night. first**



## **S – Situation**

**There was a situation once where I was  
working at a restaurant in the city center as a  
waiter, My supervisor was suddenly sick and  
couldn't come to work that day.**





## **S – Situation**

**Well...**

**Give yourself a few seconds to concentrate**



## **S – Situation**

**There was a situation once where/when I ...**

**was working at + place  
was working as + profession**

**There was a situation once where I  
was working at a restaurant  
in the city center as a waiter**





## T – task

so **I was asked to be** the restaurant supervisor for the night.



## T – task

**To ask**

**Asked**

**Ask't**

**As't**





## **T – task**

**I was asked to be the supervisor**

**I was asked for be the supervisor**



## **T – task**

**I was asked to manage a big project**

**I was asked to lead a team**





## A – action

It was a busy night and **we had to work really hard, but I was able to make sure everything was ok** with all the orders and the customer service. one of the hotel receptionists helped with charging the bills because it was not normally my role to be the supervisor.



## A – action

We **had to** work really hard  
We had to **working** really hard

To have to do something = to need to do something

I have money = possessions  
I have to do it = obligations





## A – action

**I have money = possessions**

**I hav money**

**I have to do it = obligations**

**I hafta do it**



## A – action

**I had to do it = I needed to do it**

**I had to do it**

**I had ta do it**







## **A – action**

**We had to design a new software**

**We had to fix the production problems**



## **A – action**

**I was able to make sure everything was ok**





## **A – action**

**I was able to = 2 ideas**

**1: I was able to = I had the ability to**

**2: I was able to = to have the opportunity to**



## **A – action**

**I was able to make sure**

**I was able to = I had the ability to**





## **A – action**

**I was able to make sure everything was ok**

**=**

**I had the ability to confirm everything was ok**



## **R – result**

**In the end it was a great success, I was able to experience responsibility and management for the first time and after the experience I feel more confident about management and leadership.**





## **A – action**

**I was able to experience management**

**I was able to = I had the opportunity to**



## **R – result**

**In the end it was a great success**

**In the end it was a great result**  
**In the end it was a great outcome**





## **Prepare your answer!**

**Organize your answer into 4 parts**  
**Use the key structures in this video!**

**S – Situation**

**T – Task**

**A – Action**

**R- Result**



**Write your answer first**

**After practise the answer**  
**speaking out loud!**





# End video

## 17



# Start video

## 18





**Describe a difficult situation or task that you had to deal with?**



**Check your ability to solve difficult problems**

**Difficult customers**  
**Limited time deadlines**  
**Difficult circumstances**





**S – Situation**

**T – Task**

**A – Action**

**R- Result**



**S – factory workers go on strike**

**T – make sure production doesn't stop**

**A – find a way to continue production**

**R – production never**





## **S – Situation**

**One time when I was working at a factory as a production engineer, most of the workers of the factory went on strike because of salary disagreements.**



## **S – Situation**

**Well..**

**One time when I was working at + place/ as  
+ profession**

**There was a situation once where**





**One time when I was working at a factory as  
a production engineer,**



**T – task**

**I had to make sure that** production didn't stop  
and we suddenly didn't have enough staff for  
production to continue.





## T – task

**I had to make sure (that) production continued**

**I had to make sure we completed the project  
on time**

**I had to make sure we had the right equipment**



## A – action

**I had to** make the really difficult decision to ask some of the other engineers to work on the factory floor, they were really unhappy about changing their normal engineer tasks for the day but **I was able to** explain to them that without this help, production will stop and it will be bad for everyone.

**I also decided to** talk to the workers on strike, **I managed to** negotiate with them for some of them to come back to work.



## **A – action**

**I also decided to** talk to the workers on strike, **I managed to** negotiate with them for some of them to come back to work.



## **A – action**

**To decide to do something**

**To decide do something**





## **A – action**

**I decide**

**I decided to talk to the workers on strike**

**I decided to talk to my supervisor to explain  
the situation**



## **A – action**

**To manage to do something**

**To do something with effort or skill**

**to deal successfully with a problem or difficult  
situation**





## **A – action**

**I manage**

**I managed**

**I manag'd**



**2 steps**

**I manage to do it**

**I managed to do it**





## **A – action**

**I managed to negotiate with them**

**We managed to complete the project on time**

**I managed to help the customer**



## **R – result**

**The result was that production never stopped and we were able to negotiate an end to the strike. After the experience I feel more confident about dealing with stressful or difficult situations**





## **R – result**

**The result was that...**

**Production never stopped**

**We met the deadline for the project**

**I learned a lot from the experience**



## **R – result**

**After the experience I feel more confident  
about dealing with stressful or difficult  
situations**

**I feel more confident about deal with stressful  
situations**







## **R – result**

**After the experience I feel more confident  
about...**

**working under pressure  
leading a team  
dealing with difficult customers**



## **Prepare your answer!**

**Organize your answer into 4 parts  
Use the key structures in this video!**

**S – Situation**

**T – Task**

**A – Action**

**R- Result**





**Write your answer first**

**After practise the answer  
speaking out loud!**

**Your participation is essential!**



**End video**  
**18**





# Start video

# 19



**Tell me about your biggest accomplishment/achievement**





**Tell me about your biggest accomplishment/achievement**

**Tell me about a moment you are proud of in your career**

**Tell me about a great moment in your career**



**Accomplishment/achievement  
= a moment  
when you had success or victory in life**

**Getting promoted  
Graduating from university  
Leading a large team  
Resolving a communication  
issue**





**Think of 2 or 3 times  
before your interview**

**Try to connect your best achievement with  
the job interview if possible**



**My biggest accomplishment is**

**My bigger accomplishment**

**The my bigger accomplishment**





**I think my biggest accomplishment is..**

**I think my biggest achievement is..**



**S – Situation**

**T – Task**

**A – Action**

**R- Result**





**S** – motivated my team to meet a deadline

**T** – to develop a software on time

**A** – meetings with team/working longer hours

**R** – project finished on time



## **S** – Situation

**There was one time where I was able to** motivate my team to meet a deadline, it was my first management role before that I always worked as a developer, and I hadn't worked on the same kind of systems as a developer as my team.





## **S – Situation**

**One time when I was working at + place/ as  
+ profession**

**There was a situation once where**

**There was one time where I ...**



## **T – task**

**We were responsible for developing a  
software for the server to help solve coding  
problems automatically instead of needing an  
engineer.**







## **T – task**

**To be responsible for verb + ing**

**I was responsible for finishing the project**

**I was responsible for finish the project**

**We were responsible for checking the quality of the products**



## **A – action**

**In the final month it looked like we were not going to meet the deadline. I decided to have meetings with the team and we discussed the situation. I suggested that we all work longer hours in the final weeks to meet the deadline.**





## A – action

**I suggested that + verb**

**I suggested that we work longer hours**

**I suggested to them that we work longer hours**

**I suggested them to work longer hours**



## R – result

**We focused on the project and In the end we managed to complete the software in time to meet the deadline and fortunately it worked out well.**





## **R – result**

**In the end we managed to**

**Get everything done**

**Meet the deadline**

**Finish developing the software**



## **R – result**

**fortunately it worked out well.**

**Fortu**n**ately**





## **R – result**

**To work out = to have a good result**

**It worked out well**

**It had a good result**



## **R – result**

**fortunately it worked out well.**

**fortunately it work't out well.**





**Prepare your answer!**

**Organize your answer into 4 parts**  
**Use the key structures in this video!**

**S – Situation**

**T – Task**

**A – Action**

**R- Result**



**Write your answer first**

**After practise the answer**  
**speaking out loud!**

**Your participation is essential!**





# End video

## 19



# Start video

## 20





**Tell me about a time when  
you worked with a difficult  
team member.**



**Have you ever had problems  
getting on with a colleague?**

**To get on well with someone = to have a  
good relationship with that person**





**What sort of person do you find it  
difficult to work with?**

**Have you ever had to work with  
someone really difficult?**



**The interviewer wants to  
know about your**

**Interpersonal skills  
Ability to get on well with  
other workers  
Conflict resolution  
skills**







**Are you able to find  
ways **to deal with**  
difficult people?**



**S – Situation**  
**T – Task**  
**A – Action**  
**R- Result**





**S – A colleague started to verbally abuse other team members**

**T – find a way to stop the behaviour**

**A – spoke to my supervisor**

**R- The behaviour was not repeated**



## **S – Situation**

**One time when I was working on** a large project a team member started to get very stressed and it was really affecting her job performance

The problem was that she was starting to be more and more rude with me, instead of asking politely for the things she needed from us, she started to give orders and verbally abuse me and other staff members.





## **T – task**

**I needed to** be careful to never take it personally or react in the same way as her but after it happened a few times, it was clear the behaviour needed to stop.



## **A – action**

**I spoke to my supervisor to explain the situation** and at the end of the day **we were asked to** have a meeting with him about it





## R – result

**My manager explained the situation to her about how I and other team members were feeling and she apologized for her behaviour and saying that she had been working too much recently and was under a lot of stress at home. She apologized for her behaviour and it never happened again.**

**The result was that** she didn't repeat the behaviour but **looking back I should have** spoken to my supervisor after the first time it happened  
**What I learned was that I can't control other people's behaviour but I can control mine, and that it's**



## R – result

**The result was that....**

**She didn't repeat the behaviour**

**I managed to discuss it calmly**





## **R – result**

**Looking back = thinking about the past**

**On reflection ...**

**Thinking about it now**



## **R – result**

**Should = advice /obligation**

**I should do it = now/future**





## **R – result**

**I should HAVE done it**

**I should + have + past participle**




## **Now**

**You should do it now**

## **PAST**

**You should have done it  
yesterday**






yo  
u  
we  
the  
y  
he

shou  
ld

hav  
e


been  
done  
wante  
d



**Write your answer first**

**After practise the answer  
speaking out loud!**

**Your participation is essential!**





# End video 20



# Start VIDEO 21







**Tell me about a time when  
you had to make a difficult  
decision.**



**The interviewer wants to know**

**1: What you consider a difficult decision**

**2: How did you approach this difficult  
decision/problem?**





## **When preparing your answer**

**Try to connect your decision  
with the new job**

**Choose a decision that is the closest  
possible to the job requirements**



**S – Situation**

**T – Task**

**A – Action**

**R- Result**





**S – The company needed to lay off workers**

**T – I was asked to choose 3 workers**

**A – Met the workers individually and explained the situation to them**

**R – The workers who kept their jobs**



## **S – Situation**

**Well I think that** of the most difficult decisions I had to make was when **I was asked** to lay off 3 employees in my department due to budget cuts. The company was not doing well in the recession.





## T – task

**I was responsible for choosing 3 people out of 18 people to lose their jobs.**



## A – action

**It was really difficult but I decided to choose people based on how much experience they had with the company. I had to have meetings with those people individually and explain the situation to them. Obviously they were not happy but they accepted that there was no other choice.**





## **A – action**

**explain the situation to them.**

**To explain something to someone**

**To **explain someone** something**



## **A – action**

**I explain**

**I explained**

**Explain'd**





## **A – action**

**I explained the situation to them**

**I explained the situation to my supervisor**



## **R – result**

**The result was** the other staff members were sad to see members leave but they felt it was fair that **I decided to** choose people on how long they were with the company.





**Write your answer first**

**After practise the answer  
speaking out loud!**

**Your participation is essential!**



**END of VIDEO**  
**21 difficult**  
**decision**





# English for job interviews



**Question 1: Tell me about yourself!**

**Could you please tell me a little about yourself?**

**Can you tell me about yourself?**







**Present** – Where you are now

**Past** – Where you worked before

**Future** – Where you want to be in the future



**Present**

**Current = Now**

**Currently = Now/ at the moment**

**Actually = In fact/ in reality**





**I'm currently working as...**

**To work as + profession**

*I'm working as a waiter.*

*I'm working as a cleaner*

*I'm working **like** a waiter*



**I'm currently working at**

**To work **at** a + place**

*I'm working **at** a clothes shop*

*I'm working **on** a clothes shop*





**At my current job I..**

**I am working as ...+ profession**

**I'm working **as** a production engineer**

**I'm working **as** a manager**



**At the moment I...**

**In this moment**

**In moment**

**Of moment**





**At the moment I...**

**I am looking for a job**

**I am looking for work**

**I am searching a job**  
**I'm looking a job/ a work**

**To look for a job**



**Past**

**Before that I worked...**

**To work**

**I work**

**I worked**

**I work't**





## Past

**2 steps**

**1: Work**

**2: Work't**



## Past

**Before that**

**I worked as a + profession**

**I worked at + place**

**I worked as a software developer**

**I worked at IBM**





## Past

**Before that**

**I was travelling**

**I was studying**

**I was finishing my degree/ my masters**



## Future

**I really liked the job and now  
I'm ready for new challenges**

**Now I'm looking for a career  
in + AREA**

**Now I'm looking for a career  
in + IT, engineering,**





## **Future**

**I got a lot of experience at my last job,  
but now I would like to work in ...**

**To work in + area**

**To work in marketing/teaching**



## **Tell me about yourself**

**Present**

**Past**

**Future**





## **Tell me about yourself**

**Well at the moment I'm working at a restaurant as a waiter,  
and before that I worked as an engineer in my country.**

**I improved my English a lot working at the restaurant  
but now I'm looking for a job as an engineer to work in  
my area.**



## **Tell me about yourself**

**Now it's your turn!**

**Write your answer to the question**

**Tell me about yourself!  
Present/past/future**







## Question 2: What are your key strengths/strong points?



**I'm good at**

**I'm good in**





**I'm good at working as part of a team**

**I'm good in work as part of a team**



**I'm very/really good at :**

**Meeting deadlines**

**Getting my work done on time**

**Helping others**

**Dealing with clients**

**Solving problems**

**Working as part of a team**





**One of my strengths/strong points  
is that I am...+ adjective**

**Respectful  
Flexible  
A fast learner**



**I am very....**

**adaptable to change  
Honest  
Self motivated  
good with people  
friendly  
ready to help my team**





**One of my best strengths is that I have...**

**Good listening skills**

**Good customer service skills**

**A good eye for detail**



**Good people skills**

**The ability to cope with stress**

**Good communication skills**

**Analytical skills**

**A very strong work ethic**





**To be good at + verb+ ING**

**One of my key strengths is that I am...+ adjective**

**One of my best strengths is that I have...+ noun**



**Write your own answer to the question now!**

**What are your key strengths?**





## Question 3: Why should we hire you?



A direct question but an **opportunity** to show your best qualities and strengths!

It is similar to “what are your key strengths?”

**Research the position!**  
**Make answers specific for the job!**





**I think my experience and skills make me **suitable** for the job**

**Suitable = correct or appropriate for a person/situation**

***Sootable***



**I can offer a lot to the company with my skills**

**I work really well with others and as part of a team**





**My skills are a really good match  
for the kind of person  
you are looking for.**

**“ a good match” = good together/ a good combination**



**My skills make me a really good match for the kind of  
person you are looking for**

**“ a good match” = good together/ a good combination**







**So go and write your answer now!**

**Why should we hire you?**



**Question 4: What are your weaknesses/ weak points?**





**Weak = adjective**  
**Weakness = noun**



**We all hate this question!**

**A simple strategy**

**Confession and recovery**





**Confession** = Explain your weak points

**Recovery** = explain what you are doing to be better at your weak points



**I feel that my weakness is...**

**Impatience**

**I am critical of my own work**

**my lack of experience**

**Lack of = not enough**





## **I have to admit that I...**

**I sometimes need to be a better listener**

**I have to admit I sometimes miss small details**

**I feel that my English is my weakest point**



**But...**

## **I am working on this....**

**To work on something = to continue to work with something over time**

**To work on a big project**





**But...**

**I am working to get better at this**

**I am always working hard to be better at this**



**I feel that my management skills are my weakest point  
but I am constantly working on  
them to get better at managing people**

**I have to admit that English is my weakest point but I  
am constantly working on my English everyday to get  
better and improve.**





**Write your own answer now to the question**

**What is your weakest point?**

**Remember  
Confession and recovery!**



**Question 5: Where do you see  
yourself in 5 years?**





### **Question 5: Where do you see yourself in 5 years?**

**The interview wants to know about your career goals/objectives and your level of motivation**

**Not *exactly* where you will be...**



**The interviewer wants to know...**

**Do you really want this job long term or do you plan to change job?**

**Do you want this job, and this job only?  
or are you just looking for something temporary?**





**In the next 2 to 3 years ...**

**I see myself + verb + ing**

**I see myself improving as much as possible in my job performance here.**

**I see myself working with an organisation where I can build my career**

**I see myself working with a great team**



**In the next 2 to 3 years ...**

**I plan to develop**

**I think to develop**

**I plan to develop professionally as much as possible**

**I plan to really understand my role at work**

**I plan to look for opportunities to improve my department**







**And after that**

**I would like to...**

**I would love to...**

**I would like to grow in the company**

**I would love to get a management position**



**I would like to be in a position to..**

**to take on more responsibility**

**To take on = accept**

**Get a lot of experience**

**Grow inside the company**





**In five years time I would really like to**

**Establish my career**

**Get a lot of experience**

**be making a real contribution**



**So go ahead and write your answer to the question:**

**Where do you see yourself in 5 years**





## Question 6: why do you want this job?

**Why are you interested in the company?**

**Why are you interested in the job?**



**The interviewer wants to know:**

- 1: that you are sincerely interested in the job and are motivated to work well**
- 2: What you know about the job/company**





**Research the company  
online as much as possible**

**Google  
Social media**

**Reviews left by customers of the company**

**New products  
New developments  
with the company**



**I think...**

**I see this job as...**

**I (really) feel that this job is...**

**In my opinion...**





**I think this job is...**  
**I see this job as...**  
**I (really) feel that this job is...**  
**In my opinion...**

**a new challenge for me professionally**  
**an opportunity to develop a long term career**  
**an excellent opportunity to grow professionally**  
**this job is a fantastic opportunity to work for a great**  
**company**



**I want this job because...**

**I want this job because it involves a lot of VERB+ING**  
**Because I really enjoy VERB+ING**  
**And I have a lot of experience with this**

***I want this job because it involves a lot of **working with children**, because I really enjoy **working with children** and I have a lot of **experience with this*****





## I want this job because...

**I want this job because it involves a lot of VERB+ING  
Because I really enjoy VERB+ING  
And I have a lot of experience with this**

*I want this job because it involves a lot of **working with people**, because I really enjoy **working with people** and I have a lot of **experience with this***



## I want this job because...

**I want this job because**

**it will help me grow professionally  
I see this job as an opportunity to develop my skills and help the company  
I would like to get experience in this kind of work because I feel my skills are a good match**





**This company has a very good reputation and I think I can really help the company with my skills**

**This company is one of the best in (area)  
One of the best in IT, Engineering**

**I want this job because I've admired the company for a long time and it would be a great opportunity for me**



**Write your own answer to the question**

**Why do you want this job?**





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

**Why do you want to leave  
your current job?**



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

**I left my last job to travel**

**I left my last job for travel**







**I left my previous job to**

**to travel**

**to come to this country**

**to focus on my studies**

**to do a masters degree**

**to look for new opportunities and take a new step in my career.**

**to change my profession**



**Why did you leave your previous job?**

**I lost my job**

**I was let go/laid off = not economically possible for the company to keep you as an employee**

**I was fired = negative reason**





**Why do you want to leave your current job?**

**Employers will ALWAYS want to know why!**



**Why do you want to  
leave your current job?**

**I would like to leave my current job because...**

**I'm looking for new opportunities to grow and develop a  
career.**

**The promotion opportunities at  
my current job are limited**





**1: I have been at my current job/company  
for (number of years/months) now**

**2: and have learned a lot from working with some  
amazing people.**

**3: but , I am starting to feel like I need some new  
challenges.**

**4: I'm interested in this position because it will give me  
new challenges and opportunities to grow in the  
company**



**Write your own answer  
to the questions!**

**Why do you want to leave your current job?**

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





## Question 8: When are you available to start?

**How soon are you available to start?**



**How soon can you start?**

**The employer wants to know *how quickly* can you start?**

**Sometimes they need you to start urgently**





**When** can you start?

**The employer wants to know *when* you can start**

**It's not urgent**



**Know your answer before you are asked this question**

**It is a really common question**





**I can start in  
I'm available to start in**

**a few days  
one week / two weeks**

**I can start immediately**

**I can start whenever you need me to start**



**I can start...  
Next week**

**Next month**

**Next Monday/ Tuesday etc**

**In the next week**

**In the next month**

**The Monday/Tuesday**





**To give your notice = informing your employer of your intention to leave**

**I need to give 2 weeks notice**

**My contract requires me to give X weeks/months notice**



**I am finishing an important project with the company and I need to stay until it's finished.**

**I will be ready to start in....2 weeks**





**I will be ready to start **by** next week/next month**

**By= not later than**



**Go ahead and write your own answer to the questions**

**How soon are you available to start?**

**When can you start?**







## Question 9: How do you deal with pressure or stress?

How do you handle/manage  
pressure?



**To deal with something = take action to solve a problem**

**To handle / to manage something = to control**





**Under pressure**

**Over pressure  
On the pressure  
Pression**



**I actually work better under pressure  
and I get great results from working under pressure.**

**I enjoy the pressure of a deadline and sometimes I do  
my best work under pressure.**

**I handle pressure really well and I stay calm during  
stressful situations**





## **When working under pressure I...**

**think the most important thing is to  
prioritize my work and not get overwhelmed**

**Overwhelmed = to feel like you have too much to do**

**I focus on the task at hand to  
maintain the quality of my work**



## **I manage stress by... VERB + ING**

**going to the gym**

**having a good work life balance**

**maintaining good communication with my colleagues**





**Go ahead and write your answer to the question**

**How do you handle stress?**



**How did you hear  
about the position?**





**To hear about something = to be told or informed about something**



**To hear**  
**I heard about the position from**

**Heard**  
*herd*





**I heard about the position**

**from a friend**

**from one of your current employees**

**from one of my current colleagues**



**Linked-in**

**Linked in**  
**Link't in**

**I was researching on Linked -in for positions in my area**

**I saw the position on linked-in**





**I was researching  
companies in my area online and I decided to apply**

**I was contacted by a recruiter**

**I was contacted by a recruitment agency**



**I saw the position on a jobs website**

**I saw the position advertised in a newspaper**





**Prepare your answer to  
the questions using the  
vocabulary from the video**

**How did you hear about the position?**



**What do you know  
about our company?**







**Research the company as much  
as possible before the interview!**

**Use this question to show what  
you know but also show your interest in the job**



**To search something on google  
To google something**

**I googled**

**I googl'd**

**I googled your company and saw  
some good reviews**





**I googled some information about your company.**

**I found good reviews about your services**

**I also saw that past employees said only good things  
about you on social media.**



**I know the company specializes in ...verb+ing**

**The company specializes in producing health products**

**The company specializes in giving technical support for  
big companies**





**I know the company produces/makes**

**I know the company produces medication for  
alzheimer's**

**To provide = to give**

**I know the company provides...training for engineers**



**I know that the company is a  
new/ established company**

**The company has a good reputation in the area of  
engineering/pharmaceuticals**





**Do you have an interview?**

**Can you research that company as much as possible?**

**Can you google them?**

**Do they have a website?**



**If you don't have an interview**

**Where would you like to work?**

**What is your dream job?**

**Prepare an answer for your dream job**

**Think big!**





**Do you have any questions?**



**The most common answer for this question is “no”**





**It's an opportunity to show interest in the position**



**Prepare questions to ask **before** the interview!**





**Could you describe a typical day in this job?**

**Can you please tell me more about the day to day responsibilities**



**What are you looking for in a candidate?**

**How long have you been at the company?**



**ENGLISH with TERRY**

## How long have you been at the company?

**Action started in past**

**Continues now**

**ENGLISH with TERRY**

## What's the best thing about working here?

### What's the best thing about **work** here?

### What do you enjoy most about working for this company?





**Who should I stay in touch with?**

**Who I **should stay** in touch with?**

**When can I expect to hear from you?**

**When I **can** expect to hear from you?**



**Prepare your answers for the question**

**Do you have any questions?**





**What are your salary expectations?**

**What kind of salary are you expecting?**



**Depending on the country salaries are measured differently**





**Annual salary 10k**

**Monthly salary 1200**

**Rate per hour 15.00**



**Do your research online before the interview**

**Salary guides**

**Country**

**Positions**

**Recruitment companies publish salary guides online**





**According to the Clearwater salary survey for this position and my experience, the average salary is \$X, and I feel I would be comfortable with something around it.**



**I'm open and flexible about salary,**

**My priority is to make a contribution to the company  
and receive a fair salary in return,**

**What kind of salary are you able to offer for this role?**





**I understand that positions similar to this one pay approximately X in our region.**

**With my experience, I would like to receive something between \$Y and \$Z.**



**Go ahead now and prepare your own answer !**

**Research salaries in your area!**

**Look for salary guides from recruitment agencies!**





**Describe yourself in  
three/five words.**

**Describe your personality**



**I'm very**

**I'm really**

**I think I'm a very + adj + person**

**I'm a really adj + person**





## Honest

**Always telling the truth  
Not lying or cheating  
an honest person has a lot of integrity**



## Resourceful

**I'm able to think of creative solutions in difficult situations**

**I'm able to solve problems quickly with intelligent solutions**





## Reliable

**Consistently good in quality or performance**

**I'm able to be trusted with responsibility**



## Responsible

**I have good judgement**

**I'm able to act correctly and make decisions on my own**







## Customer focused

**I'm always focused on the customer's needs**

**I always make sure the customer is satisfied**



## Conscientious

**I really pay attention to details**

**I put a lot of effort into my work.**





## Easy going

**I'm not a stressed person**

**I'm able to stay calm in stressful situations**



## Friendly

**I **get on** very well with my co-workers.**

**To **get on well with someone** = to have a good relationship**

**I'm good with people**

**I'm a people person**





## **Adaptable**

**I can adapt quickly to change**

**I adapt my performance and duties to different situations**



**So prepare your answer  
to the question!**

**Describe yourself in 5 words**

**Practise your answer speaking alone and  
using ALL 5 personality adjectives**





**What do you like to do  
in your free time?**



**The interviewer wants to see if you  
keep your brain active in your free time!**

**Do you have an interest  
in your area outside of work?**





## Watching netflix

**I like watching netflix**

**I like to watch netflix**

**I like **watch** netflix**



**I like watching netflix 70%**

**I like to watch netflix 30%**





**I enjoy watching netflix**  
**I enjoy to watch netflix**  
**I enjoy watch netflix**



**Spending time with friends**  
**Playing the (musical instrument)**  
**Going for walks**  
**Go cycling**  
**Practice (sport )**  
**Travelling**  
**Learning new languages**





**In my free time I...**

**When I have some free time I..**

**When I get some time off...I Like/love/enjoy**

**I spend my free time verb + ing**



**So go ahead and prepare  
your answer to the question!**

**What do you like to do in your spare time?**






## Section 2 : How to answer Difficult interview questions





SITUATION	TASK	ACTION	RESULT
<p>Well, I think that...</p> <p>ENGLISH with TERRY</p> <p>One time when I was working at .</p> <p>There was a situation once where I..</p> <p>There was one time where I..</p> <p>I was in a situation once..</p> <p>I had been working on</p> <p>I was working at</p> <p>I was working as</p>	<p>I needed to...</p> <p>I had to ...</p> <p>My supervisor asked me to...</p> <p>I was given a deadline to...</p> <p>I had to make sure that</p> <p>I was asked to...</p> <p>I was responsible for verb+ing</p>	<p>I decided to...</p> <p>I suggested that....</p> <p>spoke to my boss/supervisor to explain the situation</p> <p>I was able to make sure that</p> <p>I was able to</p> <p>I managed to do it</p> <p>I did some research about</p> <p>I focused on it</p>	<p>In the end it was a great success,/result / outcome</p> <p>It was a great success</p> <p>Fortunately it worked well</p> <p>After the experience I feel more confident about....</p> <p>The result/outcome was that...</p> <p>Looking back I should have...</p>






SITUATION	
	<b>Well, I think that...</b>
	<b>One time when I was working at .</b>
	<b>There was a situation once where I..</b>
	<b>There was one time where I..</b>
	<b>I was in a situation once..</b>
	<b>I had been working on</b>
	<b>I was working at + place</b> <b>I was working as + profession</b>

TASK	
	<b>I needed to...</b>
	<b>I had to ...</b>
	<b>My supervisor asked me to...</b>
	<b>I was given a deadline to...</b>
	<b>I had to make sure that</b>
	<b>I was asked to...</b>
	<b>I was responsible for verb+ing</b>

ACTION	
	<b>I decided to...</b>
	<b>I suggested that....</b>
	<b>spoke to my boss/supervisor to explain the situation</b>
	<b>I was able to make sure that</b>
	<b>I was able to</b>
	<b>I managed to do it</b>
	<b>I did some research about</b>
	<b>I focused on it</b>

Result	
	<b>I decided to...</b>
	<b>I suggested that....</b>
	<b>spoke to my boss/supervisor to explain the situation</b>
	<b>I was able to make sure that</b>
	<b>I was able to</b>
	<b>I managed to do it</b>
	<b>I did some research about</b>
	<b>I focused on it</b>



## **How to answer difficult interview questions**



**What if this job interview is  
a really big opportunity?**

**Do you want to be ready for the  
hard questions?**





**After these videos you will feel  
confident about answering any difficult  
interview questions!**



**Section 1 was the preliminary  
interview questions section**

**It was only the beginning...**





**Section 2 is the competency  
based questions**

**The “hard” questions**



**Tell me about a time when you  
had to make a difficult decision.**

**Tell me about a time when you  
worked with a difficult team member.**

**Tell me about a time when you experienced  
pressure at university or at work.**





**Show evidence of your experience  
in the past**

**You have skills to  
offer a new employer!**



**Where to start?**

**Let me introduce the  
STAR interview technique**





The **STAR** interview technique is about organizing your answer into 4 parts

**S** – Situation

**T** – Task

**A** – Action

**R** – Result



**S** – Situation

You explain the situation “**you tell the story**”

Where you were working

What ?

When ?

Where?

Who?





## **T – Task**

**You explain what..  
You needed to do  
You had to do  
What you were asked to do**



## **A – Action**

**What did you do to resolve the problem?**

**What action did you take ?**







## **R – Result**

**What happened?  
What was the result?**

**What did you learn from the experience?**



**We are going to learn:**

**Essential structures and phrases for STAR  
interview answers**



SITUATION	TASK	ACTION	RESULT
Well, I think that...	I needed to...	I decided to...	In the end it was a great success,/result / outcome
One time when I was working at .	I had to ...	I suggested that....	It was a great success
There was a situation once where I..	My supervisor asked me to...	spoke to my boss/supervisor to explain the situation	Fortunately it worked well
There was one time where I..	I was given a deadline to...	I was able to make sure that	After the experience I feel more confident about....
I was in a situation once..	I had to make sure that	I was able to	The result/outcome was that...
I had been working on	I was asked to...	I managed to do it	Looking back I should have...
I was working at	I was responsible for verb+ing	I did some research about	
I was working as		I focused on it	



**We are going to see 5 example answers to five “hard” questions**

**You will learn how to make amazing answers using simple structures and the STAR interview technique**



**Tell me about a time when  
you worked successfully  
as a member of a team.**



**Working in teams is essential**

**Always try to connect a time you were successful as a  
team member with the job you are applying for !**

**It can be an example from your educational or  
professional life**





## **STAR** interview technique



**S – Situation**  
**T – Task**  
**A – Action**  
**R – Result**





**Check your PDF for all the phrases  
and structures we use to make STAR  
interview answers**



**S – Working at hotel, supervisor sick**  
**T – Asked to be the supervisor for the  
night**  
**A – We had to work hard as a team**  
**R- it was successful night, first  
management experience**





## **S – Situation**

**There was a situation once where I was working at a restaurant in the city center as a waiter, My supervisor was suddenly sick and couldn't come to work that day.**



## **S – Situation**

**Well...**

**Give yourself a few seconds to concentrate**





## **S – Situation**

**There was a situation once where/when I ...**

**was working at + place**  
**was working as + profession**

**There was a situation once where I**  
**was working at a restaurant**  
**in the city center as a waiter**



## **T – task**

**so I was asked to be the restaurant**  
**supervisor for the night.**





## T – task

To ask

Asked

Ask't

As't



## T – task

I was asked to be the supervisor

I was asked for be the supervisor







## **T – task**

**I was asked to manage a big project**

**I was asked to lead a team**



## **A – action**

**It was a busy night and we had to work really hard, but I was able to make sure everything was ok with all the orders and the customer service. one of the hotel receptionists helped with charging the bills because it was not normally my role to be the supervisor.**





## A – action

We **had to** work really hard  
We had to **working** really hard

To have to do something = to need to do something

I have money = possessions  
I have to do it = obligations



## A – action

I have money = possessions  
I **hav** money

I have to do it = obligations  
I **hafta** do it





## **A – action**

**I had to do it = I needed to do it**

**I had to do it**

**I ~~had~~ ~~to~~ do it**



## **A – action**

**We had to design a new software**

**We had to fix the production problems**





## **A – action**

**I was able to make sure everything was ok**



## **A – action**

**I was able to = 2 ideas**

**1: I was able to = I had the ability to**

**2: I was able to = to have the opportunity to**





## **A – action**

**I was able to make sure**

**I was able to = I had the ability to**



## **A – action**

**I was able to make sure everything was ok**

**=**

**I had the ability to confirm everything was ok**





## R – result

**In the end it was a great success, I was able to experience responsibility and management for the first time and after the experience I feel more confident about management and leadership.**



## A – action

**I was able to experience management**

**I was able to = I had the opportunity to**





## **R – result**

**In the end it was a great success**

**In the end it was a great **result****  
**In the end it was a great **outcome****



## **Prepare your answer!**

**Organize your answer into 4 parts**  
**Use the key structures in this video!**

**S – Situation**

**T – Task**

**A – Action**

**R- Result**





**Write your answer first**

**After practise the answer  
speaking out loud!**



**Describe a difficult situation or task that  
you had to deal with?**







## **Check your ability to solve difficult problems**

**Difficult customers**  
**Limited time deadlines**  
**Difficult circumstances**



**S – Situation**  
**T – Task**  
**A – Action**  
**R – Result**





- S – factory workers go on strike**
- T – make sure production doesn't stop**
- A – find a way to continue production**
- R- production never stopped/strike ended**



## **S – Situation**

**One time when I was working at a factory as a production engineer, most of the workers of the factory went on strike because of salary disagreements.**





## **S – Situation**

**Well..**

**One time when I was working at + place/ as + profession**

**There was a situation once where**



**One time when I was working at a factory as a production engineer,**





## **T – task**

**I had to make sure that** production didn't stop and we suddenly didn't have enough staff for production to continue.



## **T – task**

**I had to make sure (that) production continued**

**I had to make sure we completed the project on time**

**I had to make sure we had the right equipment**





## A – action

**I had to** make the really difficult decision to ask some of the other engineers to work on the factory floor, they were really unhappy about changing their normal engineer tasks for the day but **I was able to** explain to them that without this help, production will stop and it will be bad for everyone.

**I also decided to** talk to the workers on strike, **I managed to** negotiate with them for some of them to come back to work.



## A – action

**I also decided to** talk to the workers on strike, **I managed to** negotiate with them for some of them to come back to work.





## **A – action**

**To decide to do something**

**To decide **do** something**



## **A – action**

**I decide**

**I decided to talk to the workers on strike**

**I decided to talk to my supervisor to explain the situation**





## **A – action**

**To manage to do something**

**To do something with effort or skill**

**to deal successfully with a problem or difficult situation**



## **A – action**

**I manage**

**I managed**

**I manag'd**





**2 steps**  
**I manage to do it**  
**I managed to do it**



## **A – action**

**I managed to negotiate with them**  
**We managed to complete the project on time**  
**I managed to help the customer**







## **R – result**

**The result was that** production never stopped and **we were able to** negotiate an end to the strike. **After the experience I feel more confident about dealing** with stressful or difficult situations



## **R – result**

**The result was that...**

**Production never stopped**

**We met the deadline for the project**

**I learned a lot from the experience**





## **R – result**

**After the experience I feel more confident about dealing with stressful or difficult situations**

**I feel more confident about deal with stressful situations**



## **R – result**

**After the experience I feel more confident about...**

**working under pressure  
leading a team  
dealing with difficult customers**





## **Prepare your answer!**

**Organize your answer into 4 parts**  
**Use the key structures in this video!**

**S – Situation**

**T – Task**

**A – Action**

**R- Result**



## **Write your answer first**

**After practise the answer**  
**speaking out loud!**

**Your participation is essential!**





**Tell me about your biggest accomplishment/achievement**



**Tell me about your biggest accomplishment/achievement**

**Tell me about a moment you are proud of in your career**

**Tell me about a great moment in your career**





**Accomplishment/achievement  
= a moment  
when you had success or victory in life**

**Getting promoted  
Graduating from university  
Leading a large team  
Resolving a communication  
issue**



**Think of 2 or 3 times  
before your interview**

**Try to connect your best achievement with the job  
interview if possible**





**My biggest accomplishment is**

**My bigger accomplishment**

**The my bigger accomplishment**



**I think my biggest  
accomplishment is..**

**I think my biggest  
achievement is..**





**S – Situation**

**T – Task**

**A – Action**

**R- Result**



**S – motivated my team to meet a deadline**

**T – to develop a software on time**

**A – meetings with team/working longer hours**

**R- project finished on time**





## S – Situation

**There was one time where I was able to** motivate my team to meet a deadline, it was my first management role before that I always worked as a developer, and I hadn't worked on the same kind of systems as a developer as my team.



## S – Situation

**One time when I was working at + place/ as + profession**

**There was a situation once where**

**There was one time where I ...**







## T – task

**We were responsible for developing** a software for the server to help solve coding problems automatically instead of needing an engineer.



## T – task

**To be responsible for verb + ing**

**I was responsible for finishing** the project

**I was responsible for finish** the project

**We were responsible for checking**  
the quality of the products





## A – action

In the final month it looked like we were not going to meet the deadline. **I decided to** have meetings with the team and we discussed the situation. **I suggested that** we all work longer hours in the final weeks to meet the deadline.



## A – action

**I suggested that + verb**

**I suggested that we work longer hours**

**I suggested to them that we work longer hours**

**I suggested them to work longer hours**





## R – result

We **focused on** the project and **In the end we managed to** complete the software in time to meet the deadline and **fortunately it worked out well.**



## R – result

**In the end we managed to**

**Get everything done**

**Meet the deadline**

**Finish developing the software**





## **R – result**

**fortunately it worked out well.**

**Fortu**n**ately**



## **R – result**

**To work out = to have a good result**

**It worked out well**

**It had a good result**





## **R – result**

fortunately it worked**ed** out well.

fortunately it work'**t** out well.



## **Prepare your answer!**

**Organize your answer into 4 parts**  
**Use the key structures in this video!**

**S – Situation**

**T – Task**

**A – Action**

**R- Result**





**Write your answer first**

**After practise the answer  
speaking out loud!**

**Your participation is essential!**



**Tell me about a time when you worked  
with a difficult team member.**





**Have you ever had problems  
getting on with a colleague?**

**To get on well with someone = to have a good  
relationship with that person**



**What sort of person do you find it  
difficult to work with?**

**Have you ever had to work with  
someone really difficult?**





**The interviewer wants to  
know about your**

**Interpersonal skills  
Ability to get on well with  
other workers  
Conflict resolution  
skills**



**Are you able to find  
ways **to deal with**  
difficult people?**







**S – Situation**

**T – Task**

**A – Action**

**R- Result**



**S – A colleague started to verbally abuse other team members**

**T – find a way to stop the behaviour**

**A – spoke to my supervisor**

**R- The behaviour was not repeated**





## S – Situation

**One time when I was working on** a large project a team member started to get very stressed and it was really affecting her job performance

The problem was that she was starting to be more and more rude with me, instead of asking politely for the things she needed from us, she started to give orders and verbally abuse me and other staff members.



## T – task

**I needed to** be careful to never take it personally or react in the same way as her but after it happened a few times, it was clear the behaviour needed to stop.





## A – action

**I spoke to my supervisor to explain the situation and at the end of the day we were asked to have a meeting with him about it**



## R – result

**My manager explained the situation to her about how I and other team members were feeling and she apologized for her behaviour and saying that she had been working too much recently and was under a lot of stress at home. She apologized for her behaviour and it never happened again.**

**The result was that she didn't repeat the behaviour but looking back I should have spoken to my supervisor after the first time it happened. What I learned was that I can't control other people's behaviour but I can control mine, and that it's important to stay calm when dealing with difficult team members or customers.**





## **R – result**

**The result was that....**

**She didn't repeat the behaviour**

**I managed to discuss it calmly**



## **R – result**

**Looking back = thinking about the past**

**On reflection ...**

**Thinking about it now**





## **R – result**

**Should = advice /obligation**

**I should do it = now/future**



## **R – result**

**I should HAVE done it**

**I should + have + past participle**





**Now**

**You should do it now**

**PAST**

**You should have done it yesterday**



I  
you  
we  
they  
he  
she

should

have

been  
done  
wanted





**Write your answer first**

**After practise the answer  
speaking out loud!**

**Your participation is essential!**



**Tell me about a time when you had  
to make a difficult decision.**





## **The interviewer wants to know**

**1: What you consider a difficult decision**

**2: How did you approach this difficult decision/problem?**



## **When preparing your answer**

**Try to connect your decision  
with the new job**

**Choose a decision that is the closest  
possible to the job requirements**







**S – Situation**

**T – Task**

**A – Action**

**R- Result**



**S – The company needed to lay off workers**

**T – I was asked to choose 3 workers**

**A – Met the workers individually and explained the situation to them**

**R- The workers who kept their jobs thought the decision was fair**





## S – Situation

**Well I think that** of the most difficult decisions I had to make was when **I was asked** to lay off 3 employees in my department due to budget cuts. The company was not doing well in the recession.



## T – task

**I was responsible for choosing** 3 people out of 18 people to lose their jobs.





## A – action

It was really difficult but **I decided to** choose people based on how much experience they had with the company. **I had to** have meetings with those people individually and **explain the situation to them**. Obviously they were not happy but they accepted that there was no other choice.



## A – action

**explain the situation to them.**

**To explain something to someone**

**To explain someone something**





## **A – action**

**I explain**

**I explained  
Explain'd**



## **A – action**

**I explained the situation to them**

**I explained the situation to my supervisor**





## R – result

**The result was** the other staff members were sad to see members leave but they felt it was fair that **I decided to** choose people on how long they were with the company.



**Write your answer first**

**After practise the answer  
speaking out loud!**

**Your participation is essential!**

