



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

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

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

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



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'†

As'†



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.

Fortuna**tely**



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!

