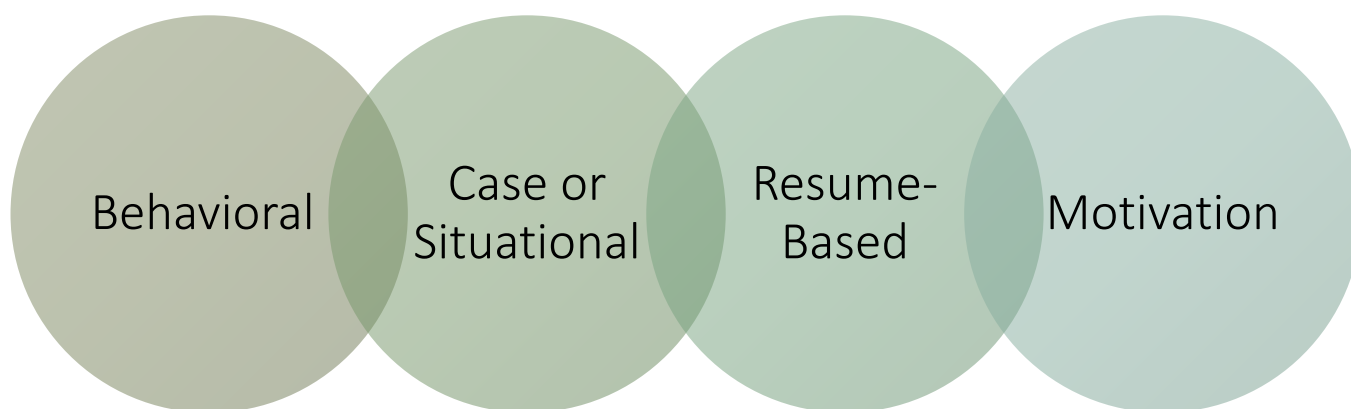


INTERVIEW QUESTIONS

TYPES OF QUESTIONS AND HOW TO ANSWER THEM

4 TYPES OF INTERVIEW QUESTIONS



	WHAT ARE THEY	EXAMPLES
BEHAVIORAL QUESTIONS	→ Take examples of your past behavior to gauge how you will react in similar situations in the future	→ Tell me about a time when... → Give me an example...
CASE OR SITUATIONAL QUESTIONS	→ Evaluate your problem solving and analytical abilities	→ How would you... → What would you do...
RESUME-BASED QUESTIONS	→ Gain a better understanding of the experience presented on your resume	→ Your resume says you increased sales at your last job, can you tell me more about this?

MOTIVATION QUESTIONS

- Better understand your motivation for applying to the position and the organization
- What drew you to this position?
- Why do you want to work with this organization?
- Are you willing to relocate?

BEHAVIORAL QUESTION EXAMPLES

- Explain the most difficult problem you had to solve in the last year. Describe what you did to create the solution to that problem.
- Pick an example from your current job that best reflects your ability to deal with pressure.
- Describe a time when you were not effective in managing a conflict situation with a co-worker.
- Talk about a time when you had to work closely with someone whose personality was very different from yours.
- Give me an example of a time you faced a conflict while working on a team. How did you handle that?
- How do you organize your work? Describe a time when you were extremely busy and had to make tough choices about what to prioritize.
- Tell me about a time you needed to get information from someone who wasn't very responsive.
- Give me an example of when you were able to persuade someone to see things your way at work.
- Tell me about a time you were dissatisfied in your work. What could have been done to make it better?

CASE OR SITUATION QUESTION EXAMPLES

- Describe a difficult situation you have encountered at work and how you handled it?
- Describe a time when you had a heavy workload and how you handled it.
- Describe a time when you interacted with a difficult client. How did you handle it?
- What would you do if you made a mistake that no one else noticed? Would you address the error and risk slowing things down or ignore it to keep the project or task moving forward?
- What would you do if you were asked to perform a task you've never done before?
- Tell me about a time when you failed. How did you deal with this experience?
- What professional accomplishment are you most proud of and how did you achieve it?

RESUME-BASED QUESTION EXAMPLES

- You mentioned html experience in your resume, can you please tell when and how you used this?
- You mentioned volunteer experience in your resume, can you please elaborate on your experience?
- What skills have you gained from previous work experiences that will be transferable to this position?

MOTIVATION QUESTION EXAMPLES

- What goals, including career goals, have you set for your life?
- What are you passionate about?
- How would you define success for your career? At the end of your work life, what must have been present for you to feel as if you had a successful career?
- What inspires you to work in this industry?
- What role does your manager or supervisor play in your personal motivation at work?
- Observing your coworkers, in your current or a past job, describe what actions, interactions, and encouragement motivated their best performance.
- What actions, behaviors, or workplace events, would limit or destroy your workplace motivation?
- How do you ensure that your personal level of motivation is high on a daily basis?

RESOURCES ON INTERVIEW QUESTIONS

‘Interview Questions to Assess Motivation’ – Susan Heathfield with The Balance Career

<https://www.thebalancecareers.com/motivation-job-interview-questions-for-employers-to-ask-1918749>

‘4 Kinds of Interview Questions’ – Allison Jones with Idealist Careers

<https://idealistcareers.org/4-kinds-interview-questions-answer/>

‘3 Interview Question Formats’ – Valerie Sutton with LinkedIn Learning

<https://www.linkedin.com/learning/mastering-common-interview-questions/be-prepared-with-authentic-answers>

‘Types of Interview Questions’ – University of California, Davis Campus Career Center

<https://icc.ucdavis.edu/interview/questions>

‘30 Behavioral Interview Questions You Should be Ready to Answer’ – Lily Zhang

<https://www.themuse.com/advice/30-behavioral-interview-questions-you-should-be-ready-to-answer>

‘Situational Interview Questions and Answers’ – Indeed Career Guide

<https://www.indeed.com/career-advice/interviewing/situational-interview-questions-and-answers>

‘Case Interview Questions’ – Victor Cheng with Case Interview

<https://www.caseinterview.com/case-interview-questions>

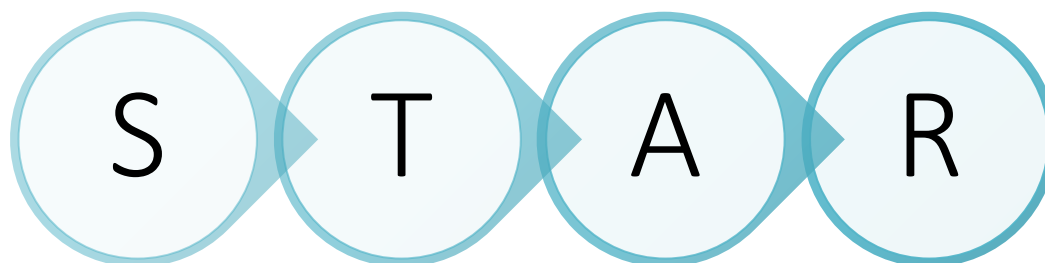
‘Situational Interview Questions and Tips for Answering’ – Alison Doyle with The Balanced Career

<https://www.thebalancecareers.com/situational-interviews-2061636>

ChatGPT Questions for Job Interviews

See the additional document “ChatGPT Questions for the Job Interview” in the student and mentor resource portals.

STAR METHOD FOR ANSWERING INTERVIEW QUESTIONS



WHAT IS STAR?

S	SITUATION	→ Briefly explain the situation.
T	TASK	→ Your role in the situation and level of responsibility.
A	ACTION	→ What action did you take to overcome the challenges?
R	RESULT	→ How was the situation resolved?

RESOURCES ON STAR

'Understanding the STAR Interview Format' – Indeed.com

<https://www.indeed.com/hire/c/info/star-interview-format>

By using the STAR interview format, you can prepare good responses using real-life examples. STAR can often be used for interview questions that begin with the following:

Tell me about a...

Describe a situation...

Give me an example of...

Have you ever...

Using the STAR format, you can create a story with a conflict and resolution. Here is what each part of the STAR format includes:

Situation: The candidate describes the scene and provides relevant details of their example. Employers look for an answer that explains the context of the situation and why it connects to their question.

Task: Next, the candidate describes their role in the situation. This can help the employer determine what level of responsibility they had in their previous roles.

Action: They explain how they addressed the situation and what steps they took to overcome the challenge. A good answer shows how the candidate added value to the situation and made logical decisions.

Result: At the end of their answer, the candidate explains the outcome of the situation. A quality answer includes concrete examples and quantifiable achievements. They should explain the direct effects of their efforts in their answer.

WHY USE THE STAR METHOD

- The STAR method helps ensure you give a detailed answer to the interview questions and hit all the key points the interviewer will be looking for in your response.
- Using the STAR method to prepare for your interview ahead of time will help you identify your professional skills and accomplishments and how they relate to the position you are applying for.

EXAMPLE STAR QUESTIONS

- Have you ever had to work with limited resources? What did you do to adapt?
- Tell me about one of your greatest achievements. How did you get there?
- Describe a situation where you made a mistake. What did you do to fix it?
- Give me an example of when you led a team during a challenging time.

EXAMPLE STAR RESPONSE

Question: Describe a situation when you had to work with a difficult customer.

Situation: “When I worked at the garden nursery, one customer was upset that we did not have her favorite tulips in stock.”

Task: “As the customer service representative, it was my responsibility to think of a solution to her problem. A major part of my job was to make sure the customers left the store happy.”

Action: “After checking our inventory, I saw that she was incorrect, so I kindly explained that we moved the tulip display. I guided her to the display. She said that we didn’t have enough for her garden, so I contacted our seller to speed deliver more of the bulbs.”

Result: “Since I took the time to work with this customer, she went from upset to happy during our interaction. Later that evening, I noticed that she left us a 5-star online review and mentioned my name.”