



Practice Storytelling about Yourself





Hi, I'm XXX!

Career Coach @RevoU

XXX hours Recruiting (working as Senior Recruitment at XXX & previously worked at XXX)

XXX hours Sharing & Educating in several events

XXX hours Career Coaching

How are you today?



Happy



Surprised



Dramatic



Hungry



Annoyed



Fabulous



Cool



Grumpy



Hopeful



Misunderstood



Confident



Responsible



Mischievous



Weird



Fun



Helpful



Quiet



Curious



Frustrated



Lovestruck



Sad



Calm



Hyper



Positive



Shy



Nervous



Mahna Mahna



Silly



Confused

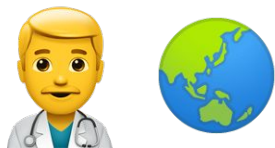


Smart

**Before we start,
Let's play a game!**

**Guess the name of a song and
its singer through emojis**











What did you learn yesterday?



1. Understanding Recruitment Process
2. Preparing for Assessment/Test
3. Preparing for Interview
4. Craft Your Personable Self - Introduction

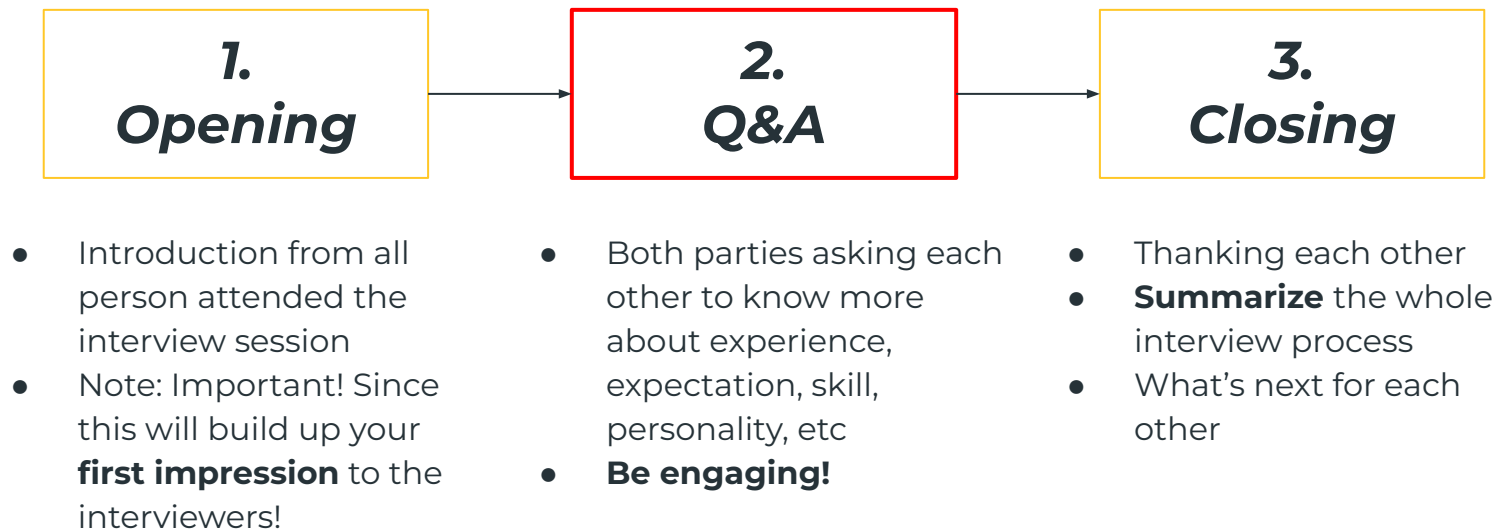
Content

1. Understanding Q&A Session in Interview
2. Story-tell Your Answer using STAR Structure
3. Workshop: Structure & Share Your "STAR" Story

1. Understanding Q&A Session in Interview

- A. HR Interview Introduction:
a Behavioral Interview
- B. Types of Behavioral
Questions
- C. The "Past Experience"

Interview Structure



**What's the most difficult question
in HR Interview for you?**

1.A. HR Interview Introduction: a Behavioral Interview

Behavioral based interviewing is interviewing based on **discovering how the interviewee acted in specific employment-related situations.**

The logic is that how you behaved in the past will predict how you will behave in the future, i.e., past behavior predicts future performance.

(The Balance Career, 2020)

1.B. Types of Behavioral Questions

Traditional Interview Questions

Typically straightforward:

- Apa kelebihan dan kekuranganmu?
- Bagaimana kamu mengatasi sebuah tantangan
- Deskripsikan pekerjaanmu dalam seminggu

Note:

Both can be used at the same time.



Behavioral Interview Questions

Typically more pointed, more probing, and more specific:

- Beri 1 contoh mengenai pengalamanmu dalam mencapai suatu target dan bagaimana kamu mencapainya
- Coba ceritakan bagaimana kamu bekerja secara efektif ketika berada di bawah tekanan
- Apa yang kamu lakukan saat jadwalmu terganggu? Tolong berikan contoh bagaimana kamu mengatasinya.

Other Behavioral Interview Question Examples

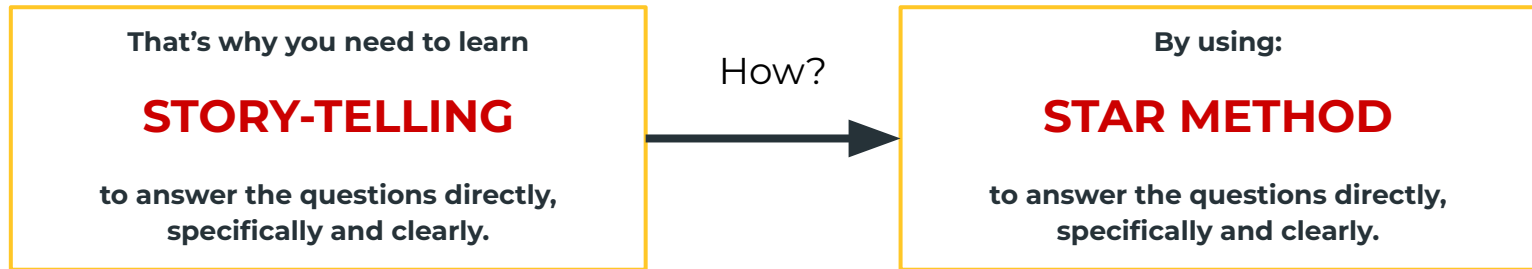
Teamwork	Client-facing Skills	Ability to Adapt	Time Management Skills	Communication Skills	Motivation and Values
<p>Ceritakan saat kamu harus bekerja dengan seseorang yang memiliki kepribadian yang berbeda denganmu.</p> <p>Berikan satu contoh saat kamu dihadapi sebuah konflik ketika harus bekerja dalam tim. Bagaimana kamu mengatasinya?</p>	<p>Berikan satu contoh saat kamu tidak bisa memenuhi ekspektasi klien. Apa yang terjadi dan bagaimana kamu memperbaikinya?</p> <p>Ceritakan saat kamu harus memastikan bahwa customer puas dengan kinerjamu.</p>	<p>Ceritakan saat tim atau perusahaan kamu mengalami perubahan. Bagaimana itu mempengaruhi kamu dan bagaimana kamu beradaptasi?</p> <p>Ceritakan saat kamu mengalami kegagalan. Bagaimana kamu menghadapi situasi tersebut?</p>	<p>Deskripsikan project dengan jangka waktu yang panjang yang pernah kamu tangani. Bagaimana kamu memastikan semua berjalan sesuai dengan rencana?</p> <p>Terkadang, tidak semua hal dapat diselesaikan secara bersamaan. Ceritakan saat kamu merasa bahwa tanggung jawabmu terlalu banyak dan apa yang kamu lakukan saat itu?</p>	<p>Ceritakan saat kamu memiliki sebuah ide bagus dan bagaimana kamu menyampaikannya pada timmu? Bagaimana reaksi mereka?</p> <p>Berikan contoh saat kamu harus menjelaskan suatu hal yang kompleks kepada klien yang frustrasi. Bagaimana kamu mengatasi situasi yang sensitif seperti ini?</p>	<p>Deskripsikan saat kamu melihat ada masalah dan mengambil inisiatif untuk memperbaikinya daripada menunggu orang lain untuk bergerak.</p> <p>Ceritakan saat kamu tidak setuju dengan pandangan orang lain terhadap satu hal dan bagaimana kamu mengatasinya?</p>

Other Interview Question Examples

Company Profile	Interest & Intention	Coping Mechanism	Leadership	Personality	Benefits
<p>Apa yang kamu ketahui tentang perusahaan ini?</p> <p>Siapa saja kompetitor perusahaan ini?</p> <p>Kenapa kamu tertarik untuk melamar di posisi ini?</p> <p>Dari mana kamu tahu tentang lowongan ini?</p>	<p>Apa yang dapat kamu kontribusikan terhadap perusahaan?</p> <p>Kenapa kamu mengubah karir kamu?</p> <p>Kenapa kamu resign dari perusahaan sebelumnya?</p> <p>Kenapa ada year gap dalam resume kamu?</p>	<p>Apa yang kamu lakukan saat sedang stress?</p> <p>Apa hobi kamu?</p> <p>Apa yang membuat kamu senang?</p> <p>Apa yang membuatmu tidak nyaman dalam bekerja?</p>	<p>Ceritakan pengalamanmu saat harus mendelegasikan tugas kepada kelompokmu?</p> <p>Apa yang kamu lakukan apabila ada member dalam tim yang tidak akur dan menghambat tugas?</p>	<p>Apa yang biasanya orang-orang katakan tentang kamu?</p> <p>Apa keunikan yang kamu miliki?</p>	<p>Berapa gaji kamu sekarang & apa saja benefit yang kamu dapatkan?</p> <p>Berapa gaji dan benefit apa yang kamu inginkan?</p> <p>Apakah kamu keberatan untuk bekerja onsite?</p>

1.C. The "Past Experience"

Instead of asking how you would behave, they will ask **how you did behave** to find out whether you have the skills needed to do the job.



2. Story-tell Your Answer using STAR Structure

- A. The "STAR" structure & Example
- B. Benefit of using STAR in Interview
- C. STAR sheet to prepare your story-tell
- D. Simulation:
Filled-in STAR sheet
- E. More example of STAR structure usage

2.A. The "STAR" structure & Example

S

Situation

Open the story by telling a **specific situation** of your previous experience that relates to the question:

- What is the project?
- What was the objective/challenge?
- Who's involved in the project (team)?

T

Task

Telling the role you are assigned, your goal, your target.

Focus on “your role in the team”, not the “team” itself

A

Action

Telling the **real specific action(s) that you did took** to complete the task.

Includes any skills or knowledge you used.

Again, focus on “you”, not the “team”

R

Result

Close the story by telling what were the results that followed from your efforts, **the impact from your action**

2.B. Benefits of using STAR in Interview

★ Show off your skills

By showing how you have used your skills and abilities in practical applications, you provide the interviewer with **insights** into how you will **match** into their **organization** or company **culture**.

★ Give focused responses

A STAR interview response provides the interviewer with exactly the **information** they are **seeking**. This is critical when responding to behavioral questions as interviewers frequently will **grade** your responses to questions based on a STAR response

★ Take the wheel

STAR responses allow you to control the direction of the interview and effectively **highlight your strengths** in areas where you have an advantage.

2.C. Steps to Prepare

- ★ Review the job description and required skills
- ★ Review common behavioral interview questions (see Slide 11)
- ★ Write down various situations
- ★ Practice talking through your answers



For example, the interviewer might ask about “**a time you were under pressure,**” or they might ask about “**how you handle stress.**” Either way, their goal is to understand **how you deal with tense situations.**

What kind of person are they looking for?

Digital Marketing Specialist

Company : Chinese Food Manufacturer (B2B)

Requirements:

- Degree in Marketing/Communication/Business
- 2-4 years in Digital Marketing, exposure to B2B Marketing, social media is an advantage
- Able to analyze and solve problems
- Self-starter and flourish under pressure
- Comfortable with multi tasking and good time management
- Assertive communication
- Active in English written and speaking
- Expert knowledge in handling Google Ads marketing channel

Responsibilities:

- Plan & publish regular marketing campaign on digital marketing channels (Google ads)
- Conduct SEO Keyword research & finding to collaborate with content team and increase product sales.
- Handling B2B EC Site product page management
- Closely monitor campaigns, analyze, and optimize in order to deliver the most cost-efficiency performance
- Measures and reports performance of all digital campaigns and assess against goals (ROI & KPI's)
- Implementing and analyzing budget plan projection while supervising members
- Work with agent closely to constantly learn about new features and products to improve on campaigns

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- Work with agent closely to constantly learn about new features and products to improve on campaigns

2.D. STAR Sheet to Prepare Your Story-Tell

S

Situation

The situation that I'm facing is ...

T

Task

And in that situation my task / role is ...

A

Action

What I did in that situation is ...

or

My action in that situation is ...

R

Result

The result followed from my effort is ...

or

The impact from my action is ...

2.D. Simulation: Filled-in STAR Sheet

"Ceritakan saat kamu harus menyelesaikan tugas dengan deadline yang sempit. Apa yang kamu lakukan?"

(Time management, Initiative, Problem solving)

S

Situation

The situation that I'm facing is

- Ada karyawan yang kabur tidak menyelesaikan proyek customer

T

Task

And in that situation my task/role is

- Diminta oleh atasan untuk menyelesaikannya dengan deadline yang sempit

A

Action

What I did in that situation is

- Membentuk tim
- Membuat detail pekerjaan

R

Result

The result follow from my effort is

- Selesai 1 hari sebelum deadline

Corporate STAR to a complete story

"Ceritakan saat kamu harus menyelesaikan tugas dengan deadline yang sempit. Apa yang kamu lakukan?"

(Time management, Initiative, Problem solving)

S

→ "Walaupun biasanya saya lebih suka merencanakan kerjaan saya dalam tahapan dan menyelesaikannya satu per satu, saya juga dapat menghasilkan pekerjaan dengan kualitas tinggi dalam deadline yang sempit. Saat di perusahaan saya sebelumnya, salah satu karyawan meninggalkan proyeknya beberapa hari sebelum tenggat waktu pengumpulan.

T

→ Oleh atasan, saya ditugaskan untuk mengambil alih pekerjaan tersebut dengan sisa hari yang singkat. Saya harus mempelajari hingga menyelesaikan proyek tersebut.

A

→ Kemudian, saya membuat tim proyek baru dan mendelegasikan tugas dengan detail kepada tiap member.

R

→ Untungnya, semua dapat terselesaikan dengan baik dengan satu hari luang. Bahkan, saya percaya bahwa saya makin berkembang saat bekerja di bawah deadline yang ketat."

More Example of STAR Structure Usage

"Apa yang kamu lakukan apabila anggota tim menolak menyelesaikan pekerjaan bagiannya?"

(Leadership, Communication, Problem Solving)

S

Situation

The situation that I'm facing is

- 2 anggota tim bertengkar dan menolak menyelesaikan pekerjaan bagiannya

T

Task

And in that situation my task/role is

- Ketua proyek

A

Action

What I did in that situation is

- Berbicara dua mata dengan masing-masing anggota
- Mengatur kembali pembagian tugas antara mereka berdua

R

Result

The result follow from my effort is

- Kerja lebih produktif dan selesai tepat waktu

Corporate STAR to a complete story

"Apa yang kamu lakukan apabila anggota tim menolak menyelesaikan pekerjaan bagiannya?"

(Leadership, Communication, Problem Solving)

S

→ "Ketika ada konflik / masalah tim, saya selalu mencoba yang terbaik untuk menjadi pemimpin tim jika diperlukan. Saya pikir keterampilan komunikasi saya membuat saya menjadi pemimpin dan moderator yang efektif. Misalnya, suatu kali, ketika saya sedang mengerjakan proyek tim, dua anggota tim terlibat pertengkaran, keduanya menolak untuk menyelesaikan tugas mereka.

T

→ Pada saat itu saya ditugaskan sebagai ketua proyek dan memastikan bahwa proyek yang diberikan selesai tepat waktu.

A

→ Agar masalah tidak berangsur lama, saya mengajak berbicara kedua anggota tersebut sendiri-sendiri dan mencari tahu apa akar permasalahannya. Saya dapatkan bahwa mereka berdua tidak puas dengan beban kerja mereka, jadi saya mengatur pertemuan tim di mana kami mengatur kembali pembagian tugas di antara anggota tim berdasarkan kemampuan mereka.

R

→ Ini membuat semua orang lebih bahagia. lebih produktif, dan lebih cepat menyelesaikan proyek sehingga berhasil.

3. Workshop: Structure & Share Your "STAR" Story

Practice:

- A. Filling In The STAR Sheet
- B. Sharing Your "STAR" Story

Choose one of the questions below and pinpoint the objective.

1. Ceritakan pengalamanmu ketika kamu menghadapi suatu masalah di project-mu?
2. Apakah kamu pernah mendapatkan tugas yang sulit untuk diselesaikan? Bagaimana kamu menghadapinya?
3. Ceritakan pengalamanmu dalam meng-*handle* project Digital Marketing (or related to the job role you apply)

3.A. Fill-in the STAR Sheet

S

Situation

The situation that I'm facing is ...

T

Task

And in that situation my task / role is ...

A

Action

What I did in that situation is ...

or

My action in that situation is ...

R

Result

The result followed from my effort is ...

or

The impact from my action is ...

3.C. Sharing Your “STAR” Story

What to-do:

- Learn from each other stories
- Try to identify the STAR within other’s stories
- Give & Get constructive feedback to improve next time

Have Fun!

What's next ...?

Research



Practice



Well-Rested



Trust Yourself

- Learn about the company, interviewer, their expectation, shared-values, interview questions, roles, etc (relevant information)

- Practice by reading out loud the answers and know what's good and what needs to be improved

- Get enough rest so you can increase your focus and mood. Remember to take a breather minutes before the interview

- You have done all you can, just be yourself, and enjoy the session!

Exercise : STAR Method

Your task is to:

- A. Fill in the Skill List with the skills ***that you have*** and ***you want to share*** to recruiter
- B. Create Story based on those skill list

A. Skill List Table

Job Role (Your Career Goals) :

MY LIST OF SKILLS, ABILITIES, STRENGTHS, AND TRAITS

1.

2.

3.

4.

5.

6.

7.

A. Skill List Table

Job Role (Your Career Goals) :
Social Media Specialist.

MY LIST OF SKILLS, ABILITIES, STRENGTHS, AND TRAITS

1. Social Media Planning
2. Understanding Trend
3. Creativity
4. Good Communication
5. Overcoming Challenges
6. ...
7.

B. Create Story

Skills/abilities/strengths/traits the story highlights: XXXX

Situation: What was the **situation** where you needed this skill? Here you should provide the relevant context that the interviewer should know so that they understand the urgency of the situations. Usually there would be a problem or an opportunity that had to be addressed.

Task: What was the **task** ahead of you? What goal had to be achieved that required the skill you want to highlight? It might help for you to highlight what was expected of you - by others or by yourself. You should describe what goal you were trying to achieve in this situation

Action: What was the **action** you took which showcases your ability/trait/strength/skill? Try to be clear in terms of your personal contribution if your contribution happened within a team. Explain why you took this specific action in relation to the situation and the task.

Result: What was the **outcome?** Explain how your action achieved the task and goal and how it changed the situation for the better. It's always better if you can be specific in your description. For example: 'we increased revenue by 20%' is always better than 'we increased revenue'.

B. Create Story

The skill(s) you want to explain	Self-starter , Grit, drive, resourcefulness, willing to take risks, learning attitude, solution orientedness, cares for family,
What is the situation when you are able to show off those skills (S)	I was doing well in the hospitality industry but with COVID hitting the company, they had to close down our branch and let all of us go. As all companies in the industry were suffering, nobody seemed to be hiring.
What is the goal of the situation (T)	I have a family at home who are relying on me and I simply cannot afford to let them down. I had to find a new job.
What is your action (A)	<p>I started doing research on which other industries would be a good fit for what I like and what I'm good at. I decided to find something in Digital Marketing as I had always been interested in it and have a marketing background from my previous role.</p> <p>I took a job in a restaurant as a waiter while I was taking RevoU classes at night to become a digital marketer</p>
How is the outcome (R)	I just finished the course as one of the top graduating students and RevoU has offered me a role as a digital marketing strategist. The whole process has shown me that you can make things happen if you really set your mind to it and go for it.

Resource

Behavioral Interview Questions:

- [How to Prepare for a Behavioral Job Interview](#)
- [30 Behavioral Interview Questions](#)

Story-tell your answer with STAR structure:

- [How to use STAR for interview](#)
- [Other example of STAR Sheet](#)

Then...

Close the Interview with Personalized Questions

See example from material Week 3 → Day 1. Preparing Yourself for The Interview → Slide 30-31

After the interview, send a Thank You note to make yourself memorable, example [here](#)



THANK YOU VERY MUCH!