



ADVANCED COMMUNICATION

# Securing your Dream Job: Mastering Job Interview Essentials

TERM 2 | A.Y. 2024 - 2025

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*Course Facilitator*

# Opening Prayer

Heavenly Father, we gather here today with grateful hearts, seeking Your guidance and wisdom as we embark on our journey of learning in Advanced Communication. Grant us clarity of mind and eloquence of speech, both in speaking and writing, so that we may convey our thoughts effectively and with compassion.

May our interactions be marked by respect, integrity, and a deep commitment to truth, reflecting the core values of our beloved institution. Bless our endeavors with Your grace, that we may grow not only in knowledge but also in character, fostering a community of learners dedicated to the pursuit of excellence and the betterment of society.

Amen.



# Learning Targets



I can define what a job interview is.



I can identify the key elements and principles of a job interview.



I can analyze different interview scenarios to understand how to respond effectively to interview questions.



I can demonstrate professional communication and problem-solving skills during a simulated job interview.

# Essential Question:

How does Advanced Communication prepare me to be an **effective** and **impactful** communicator in professional settings?



# Focus Question:

How can I prepare for and succeed in a job interview using my skills and experiences?



# Pause and Reflect

If you could have any job  
in the world, what would it  
be and why?

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# Definition of a Job Interview

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# Job Interview



A job interview is a formal conversation between a job applicant and a potential employer, conducted to assess the applicant's qualifications, skills, experience, and overall fit for a specific role.

*-LinkedIn*

# Job Interview



It serves as a two-way process where the employer evaluates the candidate, and the candidate gathers information about the company and position.

*-LinkedIn*





## The Most In-Demand Skills for 2024



Dan Brodnitz

Head of Global Content, LinkedIn Learning (he/him)

February 8, 2024



### The 2024 Most In-Demand Skills

- |                       |                    |
|-----------------------|--------------------|
| 1. Communication      | 6. Analytics       |
| 2. Customer service   | 7. Teamwork        |
| 3. Leadership         | 8. Sales           |
| 4. Project management | 9. Problem-solving |
| 5. Management         | 10. Research       |

Top skill of the moment: Adaptability

LinkedIn Learning



## Top 10 skills of 2025



Analytical thinking and innovation



Active learning and learning strategies



Complex problem-solving



Critical thinking and analysis



Creativity, originality and initiative



Leadership and social influence



Technology use, monitoring and control



Technology design and programming







Resilience, stress tolerance and flexibility



Reasoning, problem-solving and ideation

### Type of skill

-  Problem-solving
-  Self-management
-  Working with people
-  Technology use and development

Source: Future of Jobs Report 2020, World Economic Forum

QUINES 2024







Think about this...



## Top 10 skills of 2025

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### Type of skill

-  Problem-solving
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How can you  
prepare for and  
succeed in a job  
interview using  
these skills an  
employer is looking  
for an employee?

Source: Future of Jobs Report 2020, World Economic Forum



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# Elements of a Job Interview

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# Preparation Phase



- Researching the company, role, and industry.
- Preparing necessary documents such as resumes, portfolios, and references.
- Understanding the interview format (in-person, virtual, or panel).



# Introduction Phase



- The first impression is created through professional attire, punctuality, and a confident demeanor.
- Brief exchange of pleasantries sets the tone for the conversation.





# Question and Answer Phase



- Employer asks structured or behavioral questions to gauge skills and experiences.
- Candidate answers using methods like the STAR (Situation, Task, Action, Result) technique.



# Conclusion Phase



- Opportunity for the applicant to ask questions about the company or role.
- Summarization and setting expectations for follow-up.

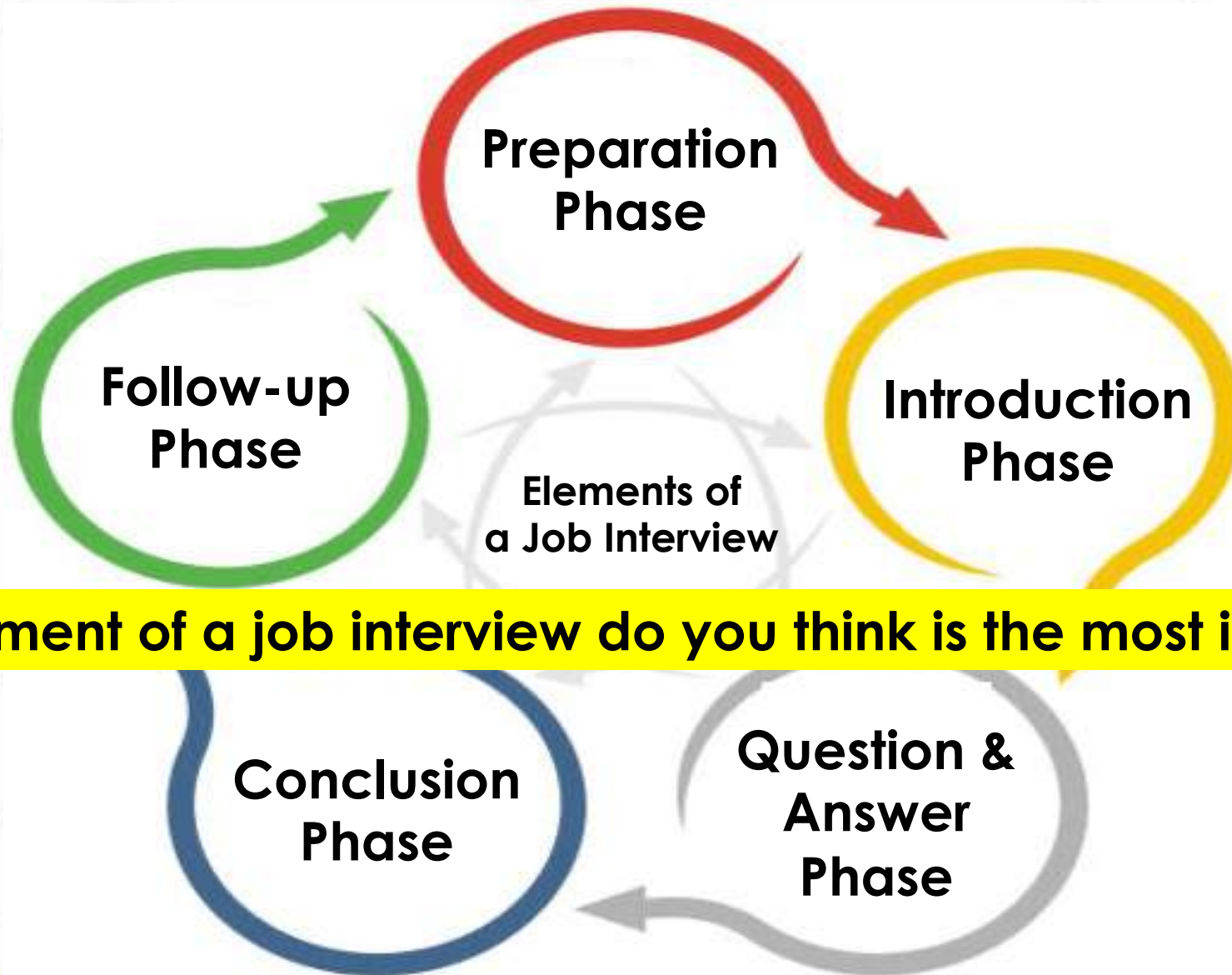
# Follow-up Phase



- Sending a thank-you email expressing appreciation for the opportunity.
- Reiterating interest in the position.



# Elements of a Job Interview



**Which element of a job interview do you think is the most important? Why?**

# Focus Question:

How can I prepare for and succeed in a job interview using my skills and experiences?



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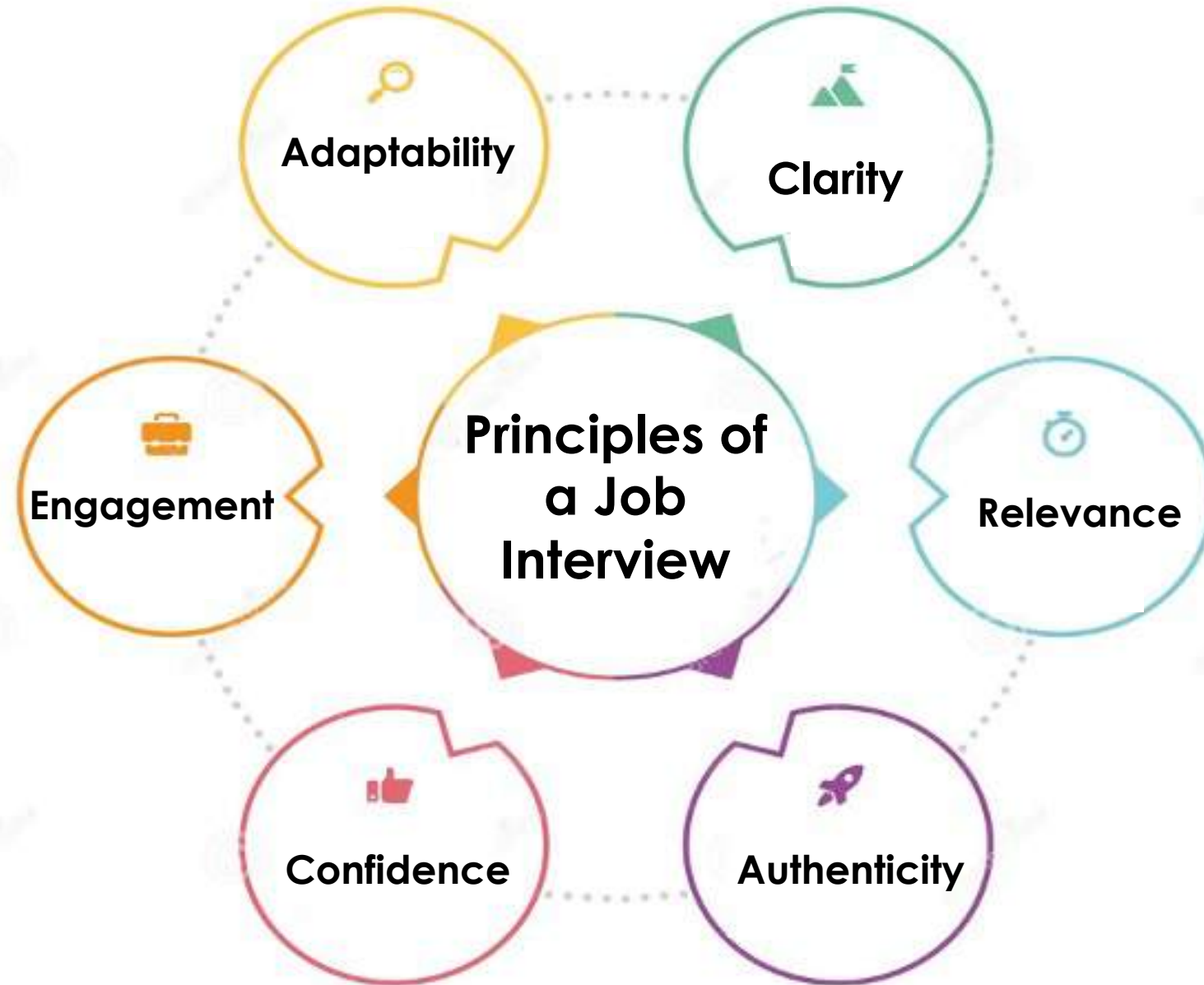
I can demonstrate professional communication and problem-solving skills during a simulated job interview.



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# Principles of a Job Interview

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# Clarity

- Communicate clearly and concisely to demonstrate effective communication skills.







# Relevance



- Tailor responses to align with the job description and company's values.





# Authenticity



- Be genuine and truthful in responses while highlighting strengths.

# Confidence



- Maintain a calm and professional demeanor while showcasing expertise.



# Engagement



- Listen actively and show interest in the role and organization.

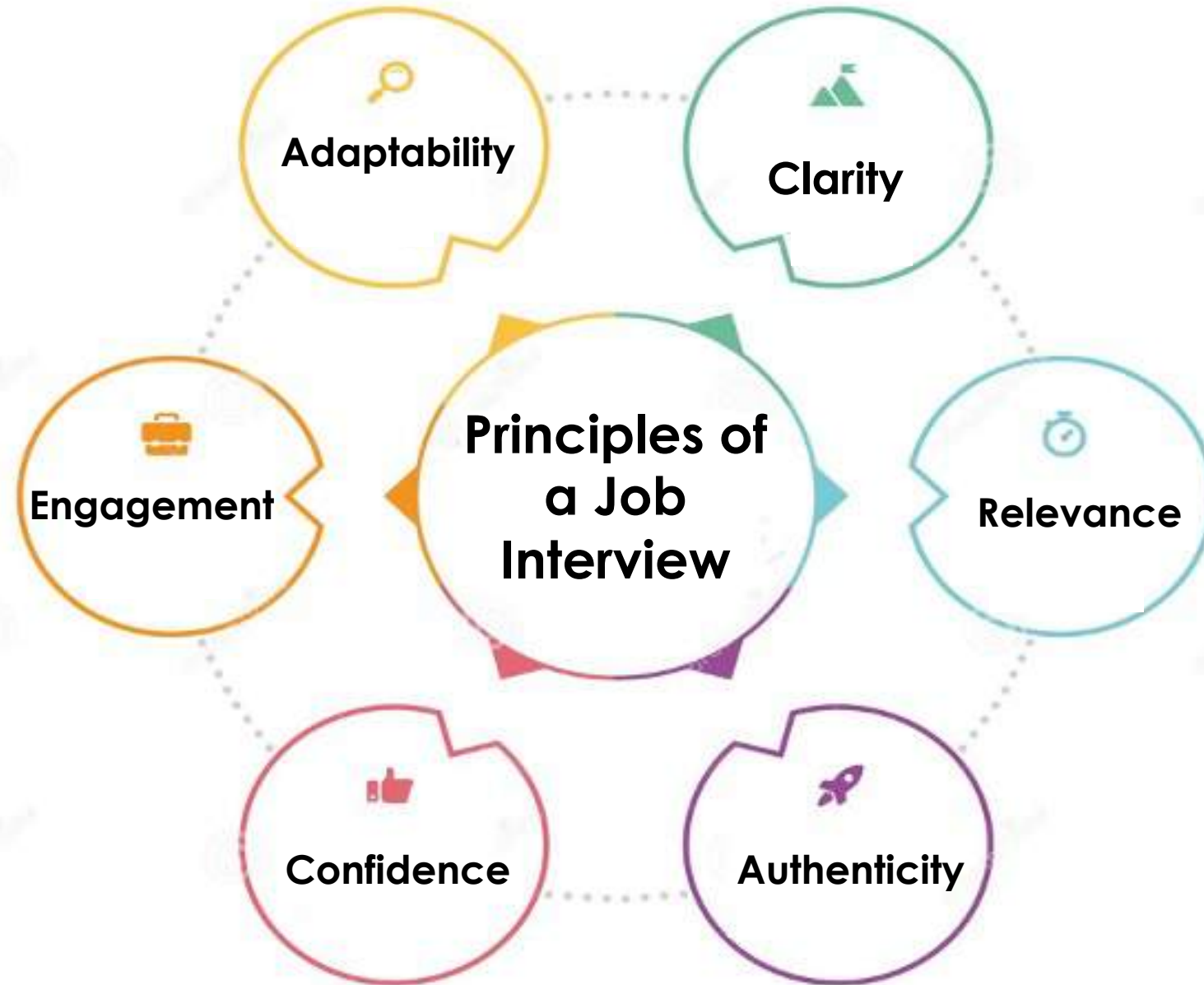
# Adaptability



- Adjust to different interview formats (e.g., virtual, panel, or situational) and questions.



# Which principle of a job interview do you think is the most important? Why?



# Focus Question:

How can I prepare for and succeed in a job interview using my skills and experiences?



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# **How to prepare for a job interview in the 21<sup>st</sup> Century vis-à-vis the Top 10 Skills of 2025?**

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# Behavioral Questions



- **Behavioral questions** are a type of interview question designed to evaluate how a candidate has handled specific situations in the past.
- The premise is that **past behavior is often a good predictor of future performance.**



# Behavioral Questions



## Teamwork

- Can you give an example of a time you worked on a team project and faced challenges? How did you handle it?

## Problem Solving

- Describe a situation where you identified a problem and solved it effectively.

# Behavioral Questions



## Time Management

- Tell me about a time when you had to prioritize tasks under a tight deadline.

## Leadership

- Have you ever led a team or project? How did you motivate the team to achieve success?

# Behavioral Questions



## Adaptability

- Describe a time you had to adjust to a significant change at work.

## Conflict Resolution

- Tell me about a time you dealt with a difficult coworker or client. What steps did you take to resolve the conflict?





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# STAR METHOD

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# STAR Method



- The **STAR Method** is a structured approach for answering **behavioral interview questions**, allowing you to clearly and concisely share examples of your experiences.
- It helps applicants highlight their skills and accomplishments by focusing on specific situations and the outcomes achieved.

# Situation

- Describe the context or background of the experience.

## *Example:*

- *"In my previous role as a sales associate, we were experiencing a 20% decline in customer satisfaction scores."*





# Task



- Explain the task or challenge you were responsible for in the situation.

## *Example:*

- *"My responsibility was to identify the issues causing dissatisfaction and propose solutions to improve customer service."*

# Action



- Detail the specific steps you took to address the task or challenge.
- Focus on your role and actions, not what others did.

## **Example:**

- *"I surveyed customers, analyzed feedback, and organized a staff training on effective communication."*



# Result



- Share the outcome of your actions, quantifying results when possible.

## *Example:*

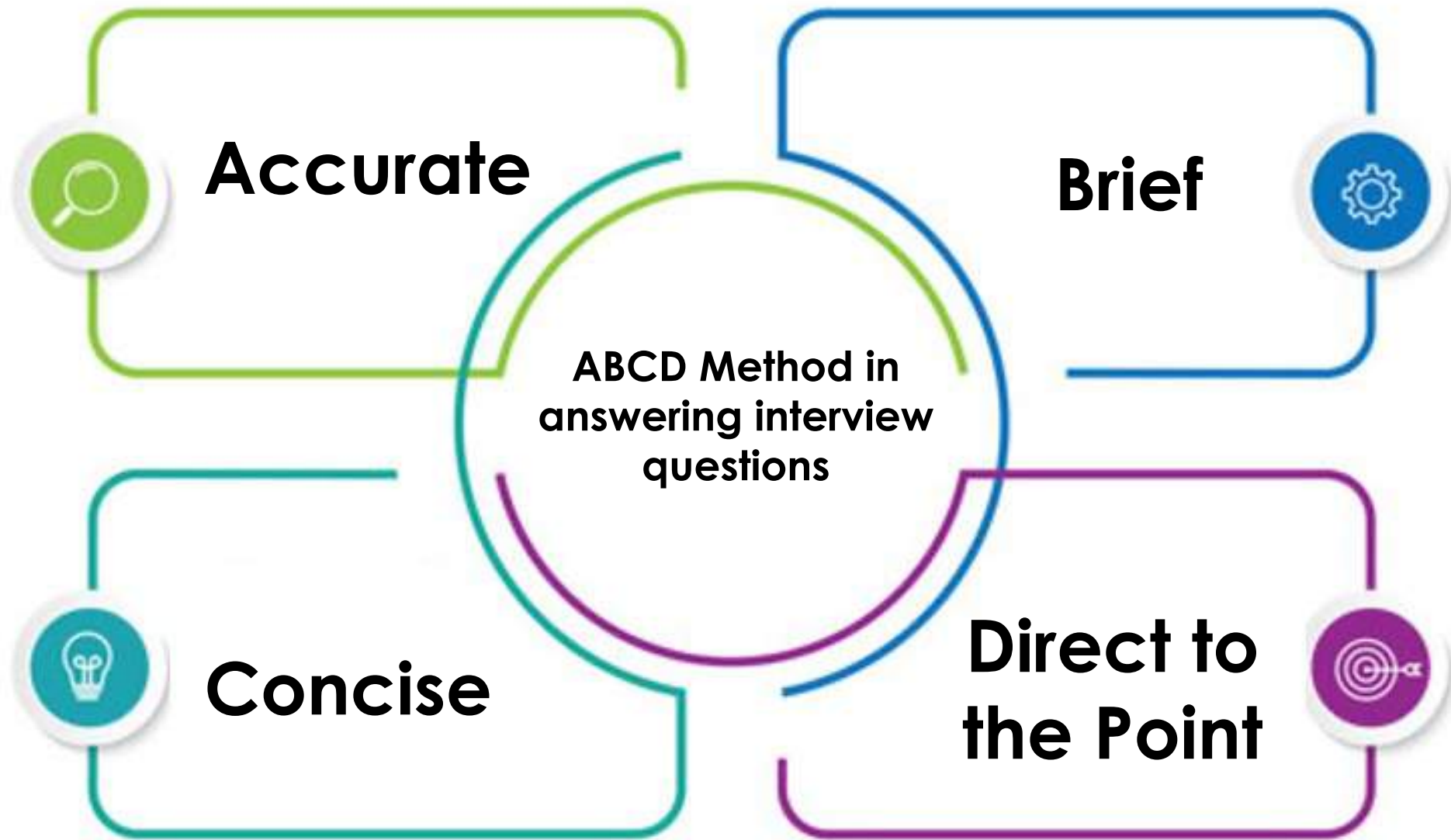
- *"As a result, customer satisfaction scores increased by 30% within three months."*



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# **ABCD Method in Answering Interview Questions**

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# Accurate



- Provide truthful and relevant information that directly answers the question.
- Avoid exaggeration or information that doesn't align with your experiences.





# Brief



- Keep your answer focused and to the point without unnecessary elaboration.
- Aim for a balance between detail and brevity—typically, a 1–2 minute response is ideal.

# Concise



- Use clear and simple language, avoiding jargon or overly complex explanations unless relevant.
- Avoid repeating yourself or adding unrelated details.



# Direct to the Point



- Address the specific question being asked without veering off-topic.
- Ensure that every part of your response ties back to the question or the job role.



# EXAMPLE



## Question: Why should I hire you?

**Accurate:** *"I have 5 years of experience in digital marketing, specializing in content strategy and analytics."*

**Brief:** *"In my previous role, I increased website traffic by 40% through a targeted SEO campaign."*

**Concise:** *"This achievement demonstrates my ability to drive measurable results in line with your company's focus on digital growth."*

**Direct to the Point:** *"My skills in data-driven decision-making and creative problem-solving make me a strong fit for this role."*

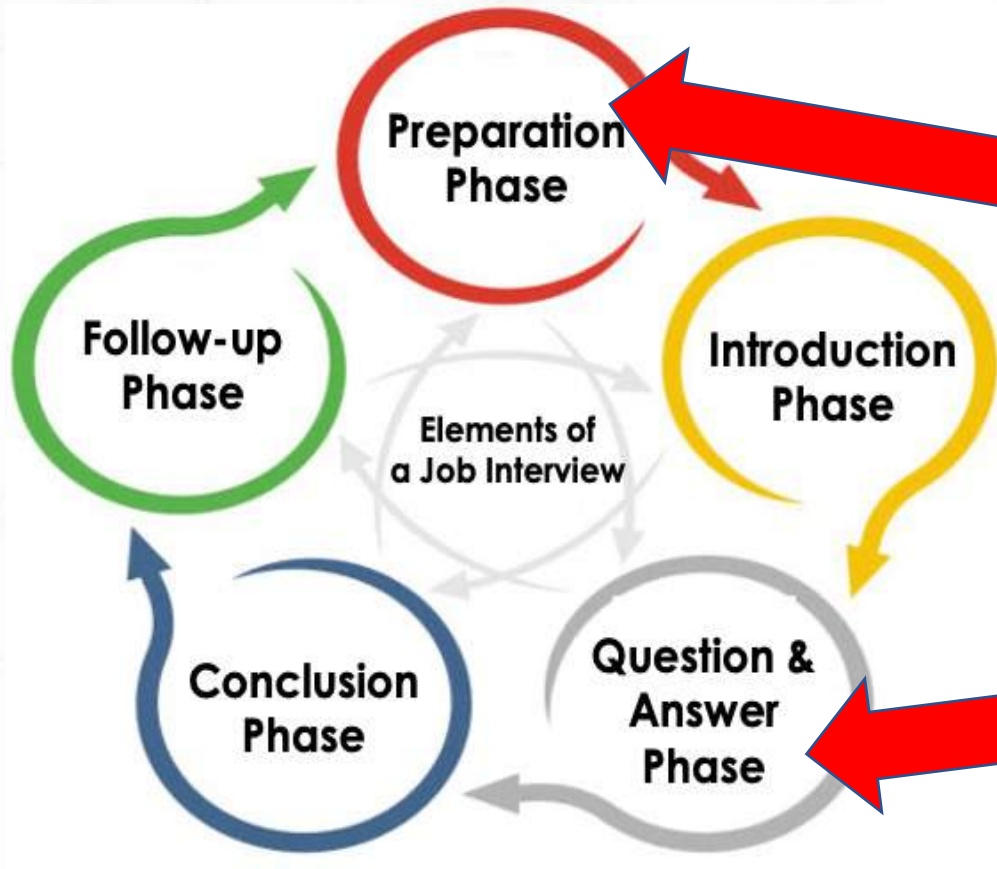




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# Let's connect the dots...

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**S = SITUATION**

**T = TASK**

**A = ACTION**

**R = RESULT**



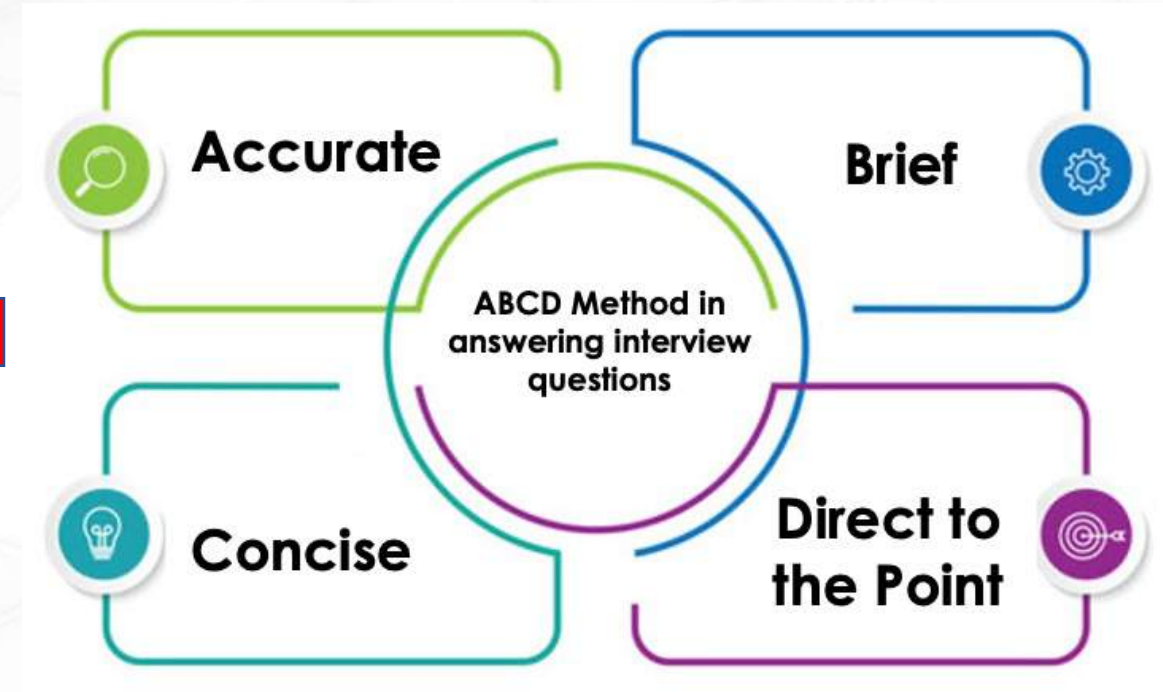


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# Focus Question:

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# ACTIVITY

## Mock Interview Simulation using STAR and ABCD Methods





1. You will be assigned to a group in a breakout room. Within your group, each member will take turns acting as the **Candidate**, **Interviewer**, and **Observer**. You will be assigned interview scenarios.
2. The **Interviewer** will choose one scenario from the provided list and present it to the **Candidate**. The **Candidate** will respond to the scenario by answering questions using the STAR Method (Situation, Task, Action, Result) and ABCD Method. The **Observer** will evaluate the Candidate's response using the analytic rubric provided.
3. After each round, roles will rotate so that everyone experiences being the Candidate, Interviewer, and Observer. After each round, the **Observer** will share feedback with the **Candidate** based on their rubric evaluation.





## Scenario 1: Team Collaboration

*You were part of a team tasked with creating a marketing campaign for a new product. Halfway through the project, a key team member left unexpectedly. How did you handle this situation to ensure the project's success?*

### Questions for the Applicant:

- How do you typically handle unexpected challenges in a team setting?*
- What specific steps did you take to address this situation and keep the project on track?*
- What was the outcome of your actions?*







## Scenario 2: Problem-Solving Under Pressure

*Your department was given an urgent task to present a financial report in 24 hours, but a technical issue delayed access to key data. How did you resolve the issue and meet the deadline?*

### Questions for the Applicant:

- How do you approach solving problems under tight deadlines?*
- What actions did you take to address the technical issue?*
- What was the result of your problem-solving efforts?*





## Scenario 3: Adaptability to Change

*Your company transitioned to a new project management software that significantly altered your workflow. Some team members struggled with the change, delaying projects. What steps did you take to adapt and help your team adjust?*

### Questions for the Applicant:

- How do you handle major changes in the workplace?*
- What specific actions did you take to help yourself and your team adjust to the new system?*
- What was the impact of these actions on the project timeline?*





## Scenario 4: Leadership Challenge

*You were asked to lead a diverse team on a project with a tight deadline. Team members had conflicting priorities and some interpersonal tensions. How did you ensure the project stayed on track and delivered results?*

### Questions for the Candidate:

- What leadership strategies did you use to manage conflicting priorities within the team?*
- How did you address interpersonal tensions to maintain team harmony?*
- What was the result of your leadership efforts?*







## Scenario 5: Customer Service Excellence

*A dissatisfied customer contacted your team with a major complaint about a product or service. Your supervisor was unavailable, and it was up to you to handle the situation. What actions did you take to resolve the issue and ensure customer satisfaction?*

### Questions for the Applicant:

- How do you typically handle difficult customer interactions?*
- What specific steps did you take to address the customer's concerns?*
- What was the result of your actions in resolving the issue?*



**Rubric for Mock Interview Activity**

Criteria	Advanced 5	4 Proficient 4	Approaching Proficiency 3	Developing 2	Beginning 1	Score
1. <b>Clarity of Situation</b>	Provides a highly relevant and vividly described context that fully supports the scenario.	Provides a clear and relevant context that supports the scenario effectively.	Provides an adequate and somewhat clear context to support the scenario.	Provides minimal context that only partially supports the scenario.	Fails to provide a clear context or the context is irrelevant.	
2. <b>Relevance of Task</b>	Demonstrates a highly relevant and insightful understanding of the task and aligns it perfectly with the scenario.	Demonstrates a clear and relevant understanding of the task and aligns it well with the scenario.	Demonstrates a reasonable understanding of the task and aligns it somewhat with the scenario.	Demonstrates limited understanding of the task and only partially aligns it with the scenario.	Fails to demonstrate an understanding of the task or the task is irrelevant to the scenario.	
3. <b>Specificity of Action</b>	Describes highly detailed, specific, and innovative actions taken to address the task.	Describes clear and detailed actions taken to address the task.	Describes some specific actions taken to address the task.	Describes vague actions with minimal detail that only partially address the task.	Fails to describe actions taken to address the task.	
4. <b>Impact of Result</b>	Demonstrates an exceptional and impactful outcome with clear and measurable results tied directly to the actions.	Demonstrates a clear and measurable outcome with positive results tied to the actions.	Demonstrates somewhat positive outcomes with partial links to the actions taken.	Demonstrates minimally relevant outcomes with few or no measurable results.	Fails to demonstrate outcomes or the outcomes are unclear and not tied to actions.	
5. <b>Communication Skills</b>	Displays exceptional confidence, professionalism, and clarity in tone, body language, and language use.	Displays strong, confident, and professional communication skills that are clear and coherent.	Displays moderate confidence and clarity, with occasional lapses in professionalism or coherence.	Displays limited coherence, professionalism, or confidence, with significant lapses in communication.	Displays poor communication skills, lacking clarity, confidence, or professionalism.	
<b>Total Score:</b>						/25





# Pause and Reflect

How does this activity connect to real-world situations you might face when applying for jobs?



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**In interviews,  
preparation is the key,  
with STAR you'll shine  
professionally.**



# HAPPY LEARNING!

**“Great communication begins with connection.”**

-Oprah Winfrey

