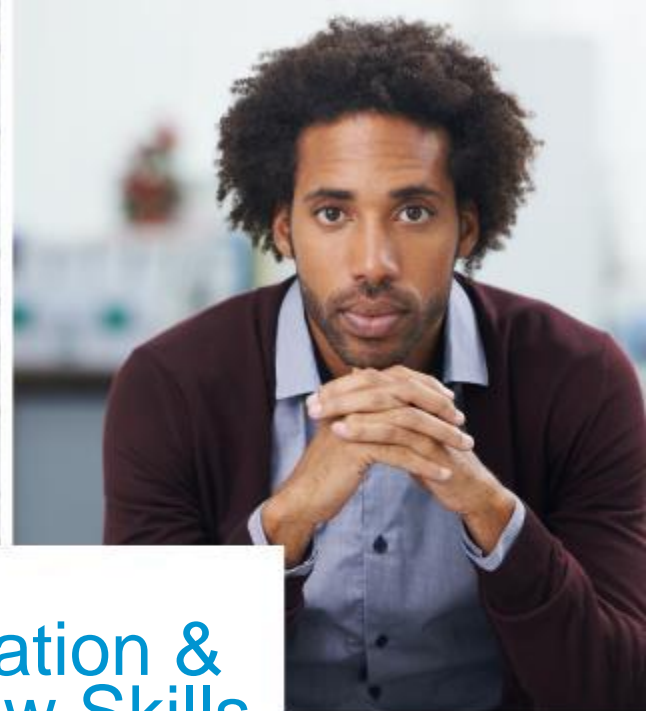




'Prepping for Placement'
10th October 2018

Application & Interview Skills Master Class



WHAT WE WILL COVER TODAY:

1

Applications

2

Interviews

3

How to Improve
your Interview
Technique



1

Applications

CV



CV stands for curriculum vitae, which is Latin for 'course of life'. It is a summary of your experience, skills and education

1

Applications CV



It takes a recruiter
on average 6
seconds to find the
information they
want in a CV

- No more than two pages in length (ideally one)
- Should be in chronological order (most recent experience first)
- Make sure all contact information is correct (professional email addresses only!)
- Personal profiles – not needed. Often where the most mistakes are
- No need to include a picture
- No need to include your date of birth
- Check grammar/spelling mistakes (ask someone to review)
- Ideal structure:
 - Education
 - Experience
 - Achievements/Skills/Hobbies + Other
- Keep it simple and easy to read!
- Bullet points are great
- Explain CV gaps (travelling etc.)
- Don't exaggerate the truth
- Try to tailor it to each application (i.e. Tech, Banking, Consulting, Engineering etc.)
- No need to include references or certificates

Remember.... Your CV is a FACTUAL document. For most placement opportunities you will go through a background screening process which checks everything on your CV. If there is any false information or 'fabrications' of the truth, you are likely to fail background screening and your offer may be rescinded. 4

1

Applications Covering Letter



Your covering letter
is an extension of
your CV – you do not
need to repeat your
experience

- Only needs to cover the following facts;
 - Why Citi (company and role)
 - Why you?
- No longer than one page
- Don't copy and paste from the website – we wrote it!
- Address to 'Hiring Manager', 'Campus Recruitment' or 'Sir/Madam'
- Be careful when 'name dropping'
- Be careful of spelling and writing style – you need to use full sentences and not bullet points like your CV

Remember.... If you have a generic Covering Letter for the different industries you are applying to make sure you change the company names!

1

Applications Networking Events



6 Tips for Networking Success

- Be prepared
- Be passionate and proactive
- Have a short introduction ready
- Be present and pay attention
- Exchange contact details and stay in touch if you have a meaningful conversation
- Don't promise things you can't deliver on



**Network,
Network,
Network**

4 Things to Avoid

- Being late!
- Drinking too much
- Interrupting others in a group conversation
- Taking pictures of name badges

If you are looking to speak to a business representative from a specific division, be sure to speak to HR as they will be able to point you in the direction depending on who is at the event.

Remember.... Companies have events to meet with people they would like to hire, if you make a good impression and ensure you follow up, they will remember you when you eventually apply.



2

Interviews



2

Interviews

Definition and Purpose



What is an interview?

A somewhat formal discussion between a hirer and an applicant or candidate, typically in person, in which information is exchanged, with the intention of establishing the applicant's suitability for a position.

Think of an interview as a two way process – you can ask questions too!

Key Points

- The person taking the role of interviewer has decision making power so start as you mean to go on – first impressions count!
- Since its formal, be aware of your personal presentation and delivery (be mindful of appropriate greetings, language etc.)
- It's a two way process; you can interject and ask questions in a non disruptive way
- The interviewer will gauge suitability for the role by asking questions based on your CV or competencies (behaviours) which are deemed critical for being successful in the role and organisation

Before the Interview

- Know the company (always do your research!)
- Know your CV
- Plan your route so you're not late
- Make sure you wear suitable clothing

2

Interviews

Types and Structures



Type

CV

Questions based around education, work experience, skills and achievements

Technical

Questions based around technical knowledge required for the role and organisation

Competency

Questions based around behaviours e.g. communication, analytical ability, team work, problem solving, commercial acumen etc. When answering competency based questions, draw on a variety of experiences e.g. academic, professional and extra curricular

Structure

30 minutes

- 5 minutes on introductions and setting the scene
- 20 minutes for questions from the Assessor(s)
- 5 minutes for questions from you – always have a good question or 2 prepared!

2

Interviews

What to be mindful of



Face to Face Interviews

- Arrive around 10 minutes before your interview – Map your journey and check for travel disruptions
- Be professional in your attire and aware of your personal hygiene!
- Be conscious of your body language; shake hands firmly, smile and maintain eye contact during the interview
- Listen carefully and respond clearly – think about the tone, pace and pitch of your voice
- Use the STAR technique
- Appear enthusiastic throughout, and close positively
- Be concise with your answers – take notes or repeat the question back to the interviewer if it helps focus your answer
- Stay hydrated, have a glass of water by your side
- Have a question ready for the interviewer
- Expect the unexpected so that you don't crumble under pressure
- Send a personalized thank you note to your interviewer 24 hours within completing the interview



2

Interviews

Types & Best Practices



Telephone Interviews

- Don't think you can “wing it”; this is a serious formal interview. Be prepared and practice ahead of the interview
- Choose a quiet place with a good mobile reception and pick a location where you won't be interrupted
- Make sure your telephone number and contact details are correct
- Don't type whilst on the phone

Best Practices

- Listen carefully and respond clearly and concisely; think about the tone, pace and pitch of your voice
- Use the STAR technique
- Be concise with your answers – take notes or repeat the question back to the interviewer if it helps focus your answer
- Expect the unexpected so that you don't crumble under pressure
- Have a question ready for the interviewer

2

Interviews

STAR Technique



S

Situation

- Provide context & BACKGROUND
- Where? When?

T

Task

- Describe problem, & CHALLENGES
- What was required? Why?

A

Action

- Explain WHAT YOU DID & how
- "We solved ..."
- "I calculated ..."

R

Results

- State BENEFITS, savings, rewards, recognitions, etc.
- "The impact of ..."



2

Interviews

Case Study Exercises



Case Study Exercise

- A case study is often a problem-based exercise, where a situation is presented that requires resolutions.
- This exercise allows us to see you in action and a chance for you to demonstrate skills such as problem solving, time management, analysis, commercial awareness and presentation.

TIPS!

- ✓ Read the instructions thoroughly before you start preparing
- ✓ Don't forget the presentation! Make sure it is structured and logical
- ✓ Make sure you know your numbers!
- ✓ Manage your time well
- ✓ Be prepared for questions

2

Interviews

Group Exercises



Group Exercise

- A Group exercise is often a task where you are asked to discuss ideas and decide on solutions based on a case study brief. Often, the materials are based on a real-life business scenario.
- It is used to assess communication and problem-solving skills in action and to ensure you are able to work well in a team

TIPS!

- ✓ Get involved
- ✓ Get others involved
- ✓ Don't speak over others
- ✓ It's not all about the end goal, it's how you get there

2

Interviews

Assessment Day Tips



In addition to factoring in all the Interview Tips for the Assessment Centre day, we also encourage you to:

- Be yourself, be authentic
- Note that we're not expecting you to be an expert at this stage. Instead we're reviewing your propensity to learn and become a future leader
- Appear enthusiastic and listen attentively – pay attention, maintain eye contact and build rapport – even if you are more quiet in your nature, it is till important to actively engage and show your energy with the interviewer
- Answer the question you have been asked, not the question you want to answer – if you don't understand, ask the interviewer to repeat
- Always have questions at the end – ask about the interviewers role, their opinions about the industry and events
- Use real examples rather than hypothetical answers
- Be inclusive i.e. when it comes to interacting with peers
- Treat others how you expect to be treated; everyone from the reception staff to the recruiter and assessor team is equally important
- Try to enjoy the experience and take something out of the process even if you are not offered a position. Ask for feedback if given the opportunity

**Practicing interview questions with your
friends/family and peers always helps!**

2

Interviews

After the Assessment Day/Interview



Things to consider:

- Think about how the day went:
 - Did you enjoy the experience?
 - Did you like the people you met?
 - Did you set a good sense of what the job would be and what day to day life would be like?
 - Do you want to work there?
- Leave the company in no doubt that you want the job
- It is always polite to follow up after interview, but be cautious of being too keen!
- Don't email interviewers straight away – especially if you are still at the assessment centre, take the time to think about the conversations you have and write personal emails focusing on your discussion.
- Interviewers will not be responsible for making offers so do not push them for feedback

2

Interviews

Handling Offers



- Most firms will get back to you within a week of interview – follow up afterwards if you have not heard – but don't be pushy!
- If you get another offer whilst waiting for feedback, let the company know – but don't make it up. All Graduate recruiters know each other – It's a small world!
- Expect rejection emails
- Take the feedback well – it will help you improve
- If you get the job, don't forget to email your interviewers to thank them again
- If you don't want the job, don't accept the offer. You are taking the opportunity away from others
- Cross Offers or 'Exploding Offers' - if you receive more than one offer, be open with the recruitment team, they can sometimes arrange for you to visit the office again to work shadow/spend more time with the team to help you make the right decision



3

How to Improve Your Interview Technique



3

How to Improve Your Interview Technique

Commercial Awareness

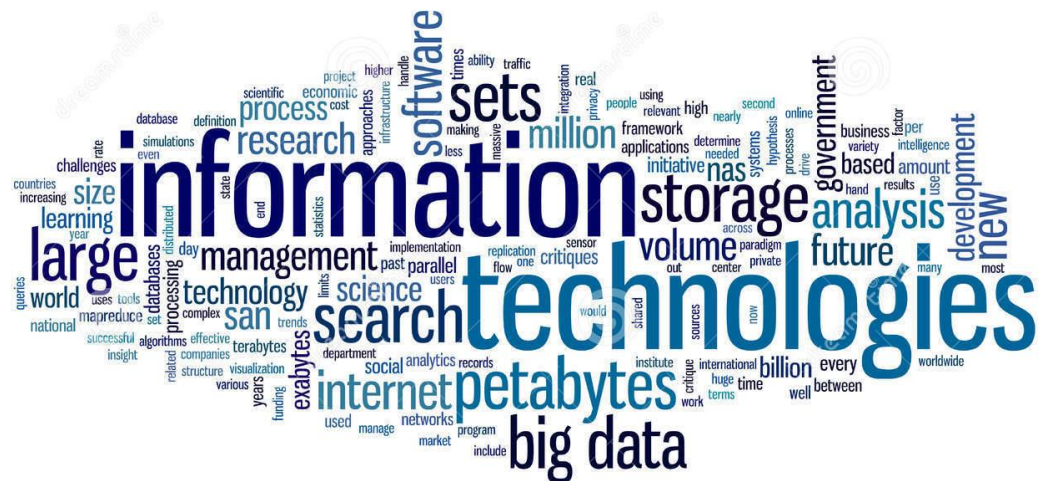


What is Commercial Awareness?

Commercial Awareness is a term that refers to a candidate's general knowledge of business, their business experiences (or work experience) and, specifically, their understanding of the industry which they are applying to join

How to Improve your Commercial Awareness

- Start with the employer's web site
- Find out who the organisation's competitors are
- Read the business press
- Follow stories that will affect the organisation & industry to which you are applying, and keep an eye out for updates – **Use Google Alerts to help you stay on top of news!**
- Make a point of viewing/listening to business-related programmes on TV and radio
- Relate your own experience to business



3

How to Improve Your Interview Technique

Commercial Awareness



Developing Commercial Awareness Further and How to Apply It

As well as work experience, here are some examples of how you may already have gained business and commercial awareness through your studies and in your personal life

- Any work experience placements or insight days
- Being a treasurer or a president of a society/club
- Taking part in workshops and activities, such as business games, entrepreneurial competitions and events, and employer-led skills sessions which often have a commercial focus
- Fundraising for charity
- Organising events
- Buying and selling on online auction sites/car boot sales
- Taking part in Code Club / Coderdojo at school
- Volunteering abroad

Know how a news story affects the industry you want to work in...

... Find out the impact on the company you are interviewing for...

You can't develop a deep understanding overnight, it takes hard work to build commercial awareness. It should form part of your ongoing development.

...So that you have questions for future interviews and when asked your opinion, you have one!...

... But even if you are not interviewing right now, always be up to date!

An Example of Commercial Awareness in Practice

3

How to Improve Your Interview Technique

Commercial Awareness



- Jon Snow is a 2nd year Technology student. He has applied for a Technology Placement at Citi. There are many competing students for the placement opportunity, however Jon manages to impress the interviewers during the assessment centre.
- He demonstrates an in-depth understanding of how Citi works, and he outlines several important trends within the technology industry. Jon also managed to discuss in detail his understanding of technology, he notes that Citi have an Innovation Lab in Dublin which was the first Lab in Citi's global Lab network. Through **Data Science & Big Data** the Lab helps to create cross-product and cross-Citi solutions that enable Citi and our client's to unlock new opportunities. The Lab also focuses on solving key challenges with the **Digitization of Banking / Fintech** and exploring opportunities new technologies such as **Digital Money & Blockchain**
- The interviewers were impressed with his interest and understanding of Citi as an organisation and the technology industry as a whole.
- Jon snow was offered the Technology Placement at Citi.



YOU KNOW NOTHING JON SNOW



Technology Placement Application Process



26 October 2018

Applications for Placement opportunities **close**; don't forget to submit your CV!



22 October – 2 November 2018

First stage telephone interviews



7 November – 9 November 2018

Face to Face Assessment Centres



oncampus.citi.com

We strongly advise that interested applicants apply as early as possible

Citi

Keep in Touch



APPLY FOR PLACEMENT
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