

M2W4S2

Interviews I

Virtual classroom

Pre-work



Interviews I Reader



Activity: Interview stages explained



Session overview



Gauge your interview skills



Stages of an interview & considerations



Typical interview questions



Opening questions



Behavioural questions



Appropriate interview attire



Virtual Classroom Part 1



Activity: My interview superpower



Stages of an interview



Types of interview questions



Tell me about yourself



PPF



Behavioural questions and STAR



Activity - My interview superpowers

You have 5 minutes to complete this activity.

- Rate yourself out of 10 for your interviewing ability.
- Note what aspects of interviewing you think you are confident with.
- Note what prevents you from interviewing better.
- On the wall, place your avatar along a continuum line (0 = no ability; 10 = excellent)



Interview strengths and gaps

What aspects are you confident with?

What are you less confident with?



Interview skills suite

Week 4

- **Interviews I** – covers interview basics

Week 5

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Week 6

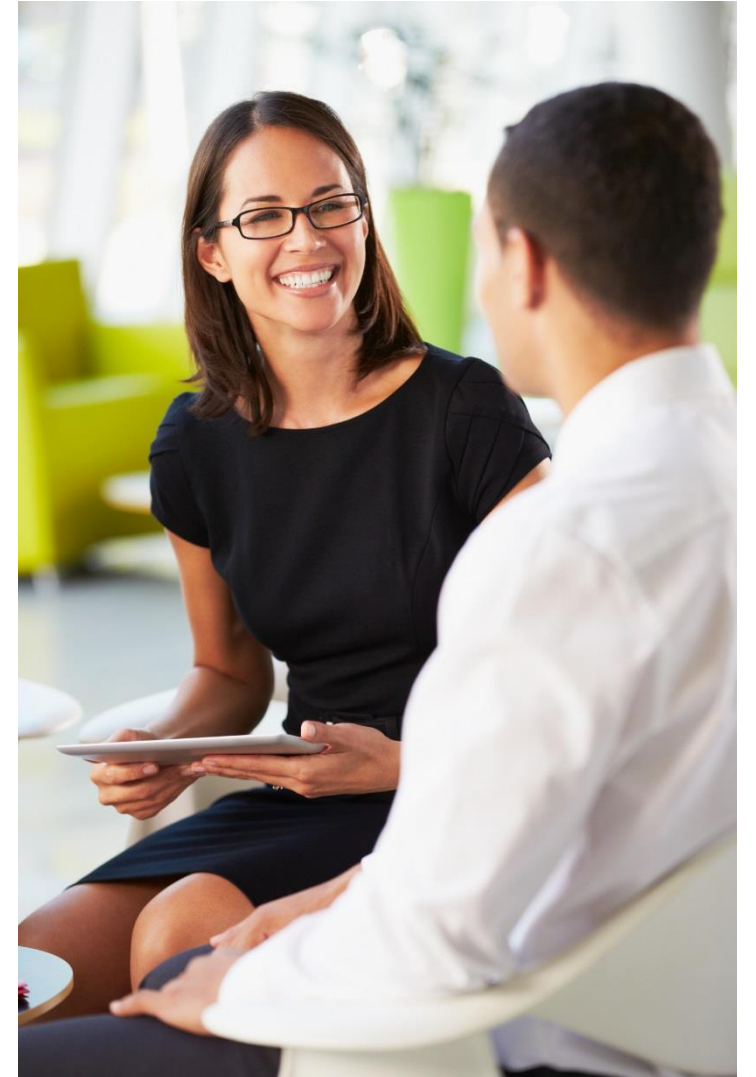
Week 7

Why are interviews necessary?

What are the two main purposes of a job interview?

A job interview is a two way process:

1. For the company to recruit the right applicant with the best fit for the company and role; and
2. For the applicant to see if they like the company and the job on offer.



Stages of an interview

Pre-interview

Arrival

Introduction

Q & A

Your questions

Closing

Post interview

Activity – Considerations for each stage

1. Pre-interview

2. Arrival

3. Introduction

4. Q&A

5. Your questions

6. Closing

7. Post interview

Types of interview questions

- What type of questions have you been asked, or are you aware of?
- What type questions are you less confident with? Why?



Types of interview questions

- Ice breakers - typical opening questions, small talk



To practice: check out the [Sample Interviews](#) link in the Reader

Typical opening questions

Some examples of ice breakers or typical opening questions are:

- Tell me about yourself.
- What attracted you to this role?
- Why have you applied for this job?



Activity - Tell me about yourself



You have 5 minutes to complete this activity.

1. Join ZOOM break-out rooms of two.
2. One person plays the interviewer and the other the candidate.
3. The interviewer asks the question “Tell me a bit about yourself” and the candidate has 1 minute to respond. (time it)
4. The interviewer is required to jot down what the candidate chooses to say and in what order.

The PPF formula

During your break:

1. Watch the video: *A Simple Formula for Answering "Tell Me About Yourself"*
2. Answer the questions:
 - What does PPF stand for?
 - What do you start with?
 - What do you follow with?
 - What do you end with?



Take a break



The PPF formula

Review answers to the questions:

- What does PPF stand for?
 - What do you start with?
 - What do you follow with?
 - What do you end with?



Activity - Tell me about yourself using PPF



You have 5 minutes to complete this activity.

1. Return to your ZOOM break out rooms.
2. One person plays the interviewer and the other the candidate.
3. The interviewer asks the question “Tell me a bit about yourself” and the candidate has 1 minute to respond, this time using the PPF formula (time it)

What are behavioural questions?

Why are behavioural questions the most common type of question in an interview?

These are questions that require you to explain what you did in a certain situation, rather than talk about what you would 'theoretically' do.

It is believed that past behaviour is a good predictor of future behaviour.

How can you identify behavioural questions?

Tell me about a time when you had to:

- Handle a difficult customer
- Communicate effectively
- Work in a team

Describe a time you were required to:

- Solve a problem
- Manage a challenging situation
- Show initiative



The STAR method

It's a structure, or formula to help you respond thoroughly and logically to behavioural questions.



Situation: describe the situation



Task: describe the task or problem to be resolved



Action: describe what you did



Results: describe what happened as a result of your actions

Example – STAR method

Situation

I work at a non-for-profit and manage a small help desk team. We often provide an opportunity for interns to gain workplace experience.

Task

One of the interns was lacking motivation and I caught him sleeping at his desk.

Action

I first asked if he was alright to gain an understanding as to why he was sleeping at his desk and if there was something I should be aware of. He said that he had played computer games until late and was tired. I explained that my expectation was that whilst in the office that he do not sleep at his desk, and we discussed strategies he could apply to help him with this. I also explained that should it happen again, that I would be notifying MPP as it is highly unprofessional.

Result

The conversation assisted to set boundaries and expectations. The intern's behaviour improved significantly and there were no further incidents.

Tips for behavioural questions?

- Don't generalise and use “we”. The example you use has to explain the role you had and describe what you did.
- It's best to prepare 3-5 generic situations that can be referred to for a variety of behavioural questions. *E.g. the one situation might be used to provide a problem solving or dealing with a difficult customer or providing excellent customer service example.*
- Look at more examples in the Behavioural Questions in the Reader.
- Practice, practice, practice!



Activities – Group and individual



Activity: STAR writing practice (outside ZOOM)



Activity: STAR speaking practice (inside ZOOM)



Activity - STAR writing practice

Shortly you'll practice with a partner responding to a behavioural interview question using the STAR method in the same ZOOM breakout rooms as before.

You have 10 minutes to prepare.

In your workbook write STAR responses to the two behavioural questions:

- Your team work skills
- Your problem solving skills



Activity - STAR speaking practice

You have 15 minutes to complete this activity.

1. Form into pairs and allocate one question each.
2. The interviewer asks the behavioural question, and the candidate responds using the STAR method.
3. The interviewer needs to take notes and answer the 5 questions in the workbook to give feedback to the candidate.
4. Swap roles and repeat using a different question.

Suggestion: Why not introduce yourself first and do a firm handshake, engage in a bit of small talk whilst you get seated, and then ask the question.

Virtual Classroom Part 2



Pulse Check



Interview attire - Male



Interview attire - Female



Setting yourself up for success



Pulse check

How are you feeling now that we've covered:

- ✓ Stages of an interview and considerations
- ✓ Types of questions
- ✓ PPF to respond to opening questions
- ✓ STAR method to respond to behavioural questions

Before we finish, let's look at professional interview attire.

- Study the images on the next slides.
- You have 30 seconds to 'judge' each candidate to see if you think s/he is professional and 'interview-ready'.
- Critique and discuss their attire
- Discuss who the best candidates were, and why.



Interview attire



Ronaldo



Stu



Xavier



Tim

Interview attire



Tanya



Daisy



Elizabeth



Shanti

Setting yourself up for success

1

Employability skills - start creating a resource for your reference for future job interviews. Add examples of how and where you've demonstrated each skill:

- communication
- creativity and innovation
- initiative and enterprise
- professionalism
- planning and organisation
- problem identification and solution
- intercultural competence
- teamwork

2

Star method - write down 3-5 generic situations that can be referred to highlight the employability skills using the STAR method.

Session summary

- How do you rate yourself for each area we've covered?
- Do some more research or practice where you need to

Key

Got it!

I need some help

I don't understand this

I now feel confident to:

Describe the stages of an interview and considerations for each stage.	<div>✓</div>	<div></div>	<div></div>
Use the PPF formula to respond to opening questions.	<div>✓</div>	<div></div>	<div></div>
Use the STAR method to showcase my skills and experience.	<div>✓</div>	<div></div>	<div></div>
Know what is appropriate to wear to a professional interview.	<div>✓</div>	<div></div>	<div></div>