STAR Interview:

Behavioral interviews – past performance predicts future performance.
For 9 minutes on a question

- Situation (2 minutes)
    - setup, background information, context. Keys: don't gloss over this fast. Paint the pain. The bigger the dragon you slay, the bigger the hero you are.
- Task (2 minutes)
    - What were YOU specifically supposed to do/challenged with.
- Actions (3 minutes)
    - Talk about the actions YOU took
    - Walk through the actions sequentially
    - Preview how many actions you took
- Results (2 minutes)
    - Don't be generic: "It went well." "It was good." "I got good feedback." "It was a success."
    - Try to include metrics. %, $, time saved
    - Show wide impact, as far as you can
- Lesson Learned/Biggest Takeaway/Biggest New Thing
    - Point: to show you're a person who thinks retrospectively
- Go Back In Time
    - Point: to show you think about process improvement

1 to 5 Stars
1 – horrible, very bad
2 – you didn't answer the competency, and probably not even the question
3 – acceptable – minimum to pass the interview (question/competency answered, but nothing impressive)
4 – did 3 + above and beyond (overcame huge difficulty, improved a process along the way, did it record time, etc)
5 – 4 + spread the impact further than expected or tasked with

Intro:

- Keep it short
- State name, where you're from, degree, why you're interested/passionate about engineering (electrical), why you're interested in their company/position, 2 favorite work experience = why, ~~1 favorite class + why~~
- Aim for 2-3 minutes tops

Question 1: Tell me about a time you had to explain a complex technical issue to a non-technical customer.

3 minutes, 15 seconds

S/T: when we do FAT process we work with engineers. Sometimes we get private customers, usually from Asia. They are not engineers. They are international customers who have the means to build a new substation. Not technical. The best way to approach this is to think about the whole system as a separate entity. When you walk them through the FAT process, you explain to them exactly what each step will function. You show them whole function, then break it into parts. They get a map. They don't need to understand everything. They can see their product energized and working. Gives them a good satisfaction and they are happy that you take the time and explain to them exactly what their system will perform in the field.

Feedback:

- A lot of umms, and stumbling
- Not a very clear delineation between S/T/A/R
- Did not paint the pain
- You want the example to be A SPECIFIC TIME
- Didn't really lay out the actions clearly
- Results are vague/general