Interview Worksheet

This worksheet is designed to help you prepare your responses to the Mock Interview. In this worksheet, you will find: 1) ) text boxes that you can use to draft your responses to the interview questions; 2) tips from your instructors to help you ace the interview.

# 1. Draft your responses to the Mock Interview

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| Question 1: Describe a situation when you encountered a demotivated, disengaged employee. What did you do to address the situation and evaluate the outcome of your approach? |
| Response: It is believed that the following measures will have a positive impact on improving employees' enthusiasm for work and enable them to return to work: 1) When assigning all kinds of work, we must clearly explain the significance of this work to every employee. In this way, the work that each employee has to complete is connected with the cause of the whole society and the collective, so that employees can feel the value of their work and stimulate their enthusiasm for work. 2) When arranging employees' work, be sure to take their interests into account as much as possible. Try to enable every employee to engage in the work he or she is interested in, and can prevent the adaptation of employees' interest in work through planned adjustment of work style, job rotation and other methods. 3) Care about every employee in work and life, and understand their needs in all aspects. We should try our best to satisfy the employees' ambition, help them solve the difficulties encountered in their work, and care about their lives, so as to make them feel the warmth of "home" at work. 4)Respect the master status of employees. Managers and leaders should persist in serving their employees, provide them with a wide range of development conditions and opportunities, respect their democratic rights, and safeguard their economic interests.5) Principles must be stressed and the mechanism of rewards and punishments must be improved. In terms of rewards, we must make sure that the number of rewards is reasonable and the way is scientific. In the aspect of punishment, attention should be paid to the reasonable and limited use of punishment in the case of fully considering the causes and motives of behavior and grasping the right opportunity, and should be combined with education to make the punished employees really realize their mistakes. |

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| Question 2: We have two new teammates joining us next month. How would you structure their onboarding? |
| Response: In order to let new employees know what they are going to do, supervisors, colleagues and organizations they are going to work with, conduct training in the following areas: 1)reduce the stress and anxiety of new employees; 2)reduce start-up costs; 3)reduce staff mobility; 4) shorten the time for new employees to achieve proficiency; 5) help new employees learn the values, culture and expectations of the organization. 6) Assist new employees to obtain appropriate role behavior; 7) Help new employees adapt to work groups and norms; encourage new employees to form a positive attitude. |

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| Question 3: Recall the last time you encountered resistance to your ideas. What did you do to overcome it? |
| Response: Through the following two aspects to overcome: 1)the role for the sake of others, from each other's point of view, simulate the other side to resist my idea of the reason, the other side to resist this idea is under what circumstances to consider. 2) Looking for relevant proof, I will confirm and support my idea by looking for some scientific ways such as public data or questionnaire survey, so that the resisters can trust me. |

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| Question 4: What do you believe enables a team to be successful? How did you leverage those success factors in your teams? |
| Response: A successful team generally has the following characteristics: clear goal, clear responsibility, speaking freely, joint decision-making, all participation, teamwork, team success first. 1)Concise and efficient organizational configuration and members with complementary skills are the guarantee of team success; 2) Clear organizational objectives and systematic implementation planning provide guidance and conditions for the realization of team performance; 3)Team members' role cognition, mutual trust and cooperation, the sharing of team resources and information is the basis of team success. 4)Correct leadership and strong instruction implementation are powerful means to achieve goals. 5) Seamless communication is the soul of an efficient team: communication is the basic way to convey information. In the process of team management, the transmission, feedback and mutual sharing of information are the basis and guarantee for management decision-making and effective management. The channel of communication should be three-dimensional and gap-free. |

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# 2. Mock Interview tips

## General Tips for both Written and Video Submissions

* Start by thinking about the question and review the tools, concepts, and frameworks of the specialization that may be helpful in answering the question. Think of the best ways to utilize course content in crafting your responses.
* Imagine talking directly to the interviewer and answer each question the way you would answer it in a real interview. That is, instead of describing what you would do in the interview (e.g., “I will first thank the interviewer for the question and then acknowledge that I had been thinking about a similar challenge”), we want you to imagine you are actually in the interview (e.g., in responding, you would say something like, “I appreciate the question and had been thinking about a similar challenge....”
* Keep your responses to under ***3 minutes or 600 words per response***. Consult your course notes on delivering effective arguments and influence (Course #3: [Influencing People](https://www.coursera.org/learn/influencing-people/home/welcome)).
* Make sure you answer the question being asked. Be concise and focused.
* Think carefully about what overall impression with which you want to leave the interviewer. What impression will the interview have of you and your leadership when looking across all of the interview responses? What will be the overall perception of you as a person and a professional at the end of the interview? Why should the company hire you? Why would the interviewer want to be colleagues with you?
* Tell stories and use examples to illustrate the points you want to make and share your relevant accomplishments.

## Additional Tips for Written Submissions

* Use a conversational tone in writing. The goal is to simulate how you would answer a given question in real life. Imagine sitting in front of the interviewer. Read your response out loud a few times to hear how it sounds in a conversational format.

## Additional Tips for Video Submissions:

* Consider writing down the key bullet points of your responses and practice by saying them out loud before recording. Just like in a real interview, you do not want to sound too scripted. At the same time, you want to be able to offer a clear and coherent narrative in response to a given question. Writing down and practicing the key building blocks of your response can help.
* Dress professionally and ensure appropriate video background. Look straight at the camera and imagine you are answering the questions posed by a live interviewer.
* Keep in mind that, just like in a real interview, your responses are evaluated not just based on their content but also presentation. Speak with energy and excitement, and do not forget to leverage your non-verbals (Course #3: Influencing People).