



At The Interview

3 Success factors...

- Preparation,
- Preparation
- Preparation !

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Topics for today



- Interview Types
 - Unstructured Interview
 - Competency Based Interviews
 - Multiple Interviewers
- Preparing Your Material
 - STARBs, Role and Competencies
- Questions – Good and Bad
- Mental Preparation
 - Being your Best



Interviewers' Focus



- **Capability** - Can you do the job?
- **Motivation** - Will you do the job?
- **Fit** - Will you fit in?

The Big Secrets



- Interviews are a learned skill. Learn the rules and you're already ahead of most candidates
- You are the Solution to their problem - the interview is when they find it out





1 Interview Types

Competency-based interviews



- **Past behaviour is a predictor of future performance**
- Increasingly common
- Panel Interview – possibly
- Large companies /government organisations

Benefits



For the organisation

- Professional
- Consistency
- Good predictor of success
- Objective
- Structured
- Avoids illegal or inappropriate questions!

For You

- Trained interviewers & Fewer “random” questions!
- Easier to anticipate and prepare
- Preparation is transferable

It's about competencies



- eg if Persuasion is a required competency then the question might be:-

“Tell us about a time when you had to gain support for an idea or proposal.”

The unasked questions include

“How did you go about it? What was the outcome or result?”

- Anticipating competencies
 - job description/person spec/advert
 - Organisational Competency frameworks
 - Professional body frameworks
 - Dimensions Values



Multiple Interviewers

- Ask before the interview who will be there
- Work out each person's role in the process and their likely perspectives & hot-buttons
- Speak to them all – making eye-contact



Unstructured & Informal Interviews



- Often are unstructured because the interviewer is unprepared
- Might feel like a chat between friends
- Easy to meander around subjects and miss getting your points across
 - Stay professional
 - You may need to take control and drive to get your value across



Business Coffee / Lunch / Dinner



- Remember, it's still an interview!!
- Check the local etiquette.
- Watch out for alcohol
- Pick your food carefully



2 Preparing your material

Humans communicate through stories



STARBs



Core of every interview prep

- Situation / context
- Task
- Action
- Result – especially the
- **BENEFITS!**



STARBs



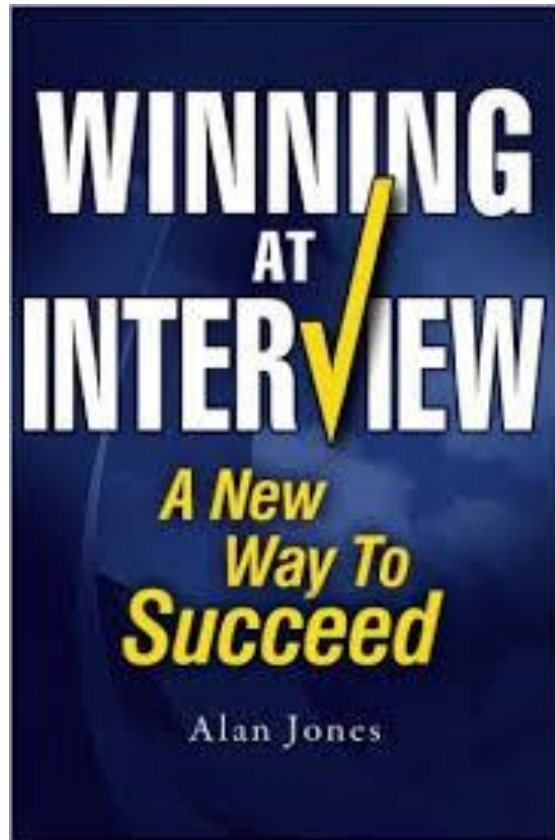
Key Qualities

- Concise – 1 to 2 mins
- Bring out specific competencies
- Delivered smoothly and confidently

Other Points

- Have a range - mix and match. Aim for about 12
- Can have one or two non-work STARBs
- Give time to think
- Generate confidence

The Manual



Question types



- Why should I hire you



***POSITIVE SELLING
QUESTIONS***

- Why shouldn't I hire you

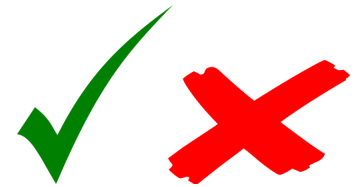


***NEGATIVE "TRIP-UP"
QUESTIONS***

“Tell me about yourself”




- Always prepare for this question
- Positive sales opportunity – tell them things that are relevant to the job
- Give it some structure
- About 2 mins
- Create the supplementary questions **you want** - avoid trailing areas you don't want to talk about
- Remember: Capability, Motivation and Fit



Good or Bad Question?



- What do you know about us?
 - Why does this role interest you?
 - What's your greatest strength?
 - What's your greatest achievement?
 - Where do you see yourself in 5 years time?
 - If one of your team's performance dropped, what would you do about it?
 - How do you motivate people?
 - Who's the best boss you have worked for and why?
- 

Good or Bad Question?



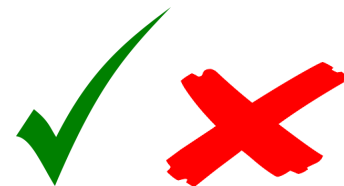
- Why are you leaving/did you leave your present/previous position?
- What is your greatest weakness?
- What was your biggest mistake?
- What do you think has held you back in your career?
- Do you prefer working alone or in a team?
- Would you say you have an aggressive management style?
- Why haven't you found another job yet?



Questions that can go



- What do you see as the greatest challenges in the job for you?
- How did you get on with your last boss? What was his/her greatest weakness?
- Have you ever failed in any job you tried to do?
- What major problems did you encounter in your last role?



General Rules



- Positive “Why should I hire you?” questions – asking for strengths. Make strengths recent and important
- Negative “Why shouldn’t I?” questions are seeking weaknesses.
 - Occasional over-use of a strength
 - Put them into the long past
 - Emphasise awareness and learning. Give an example of how you make sure it isn't a problem



Negotiating questions

- How important is money to you?
- Are you having discussions with other organisations?
- How does this role compare to others?
- What was your previous salary?
- What salary are you seeking?



“Do you have some questions?”



-
- Centre on the role and the organisation and not what you can get out of it!
 - Have at least 7 or 8 ready and choose the most appropriate
 - Your opportunity to get the “sales” messages over before you leave
 - Close with a positive statement of the “benefits” you bring them – “After this discussion I am confident/I can see clearly how I can bring you *capability 1, capability 2* and *motivation x*”



Good questions to ask

- “*your website shows...*” – demonstrate research
- Why has the vacancy arisen?
- Did you try to fill this position internally?
- If I were to join this organisation, where would you see me in 2 years time?
- How do you see your organisation developing over the next couple of years?
- Can I take a look around before leaving?



Exiting the interview

- Be prepared for surprises – “before you go I’d like to introduce you to
- Beware of putting on your social hat – stay focused on the business of getting your outcome
- Watch for the “Columbo” question(s) – killer questions popped into the small talk after you have relaxed your guard
- Use it to ask some informal questions like *“How many people are you seeing?”*



After the interview



- Make notes about what took place – for your future reference
- Quickly write/email to thank them
 - Polite
 - Opportunity to re-state interest
 - Add information/clarification you wish you'd said



Presentations



- Help on public speaking



[Toastmasters.org](https://www.toastmasters.org)



3 Mental Prep

What about nerves?



Power Pose – t minus 10 mins



Questions?

