

# INTERVIEW ADVICE

## Preparing for an Interview

Before you start, make sure you understand why you want the job. Ensure you understand the job description and have a clear understanding of the role. Do your career objectives and goals fit in with the role you're applying for? Do you have a good understanding of your strengths and weaknesses? It's important to be able to reassure and convince the client that you know what you want, so consider – does the job:

- Fit with your skills/experience
- Offer career opportunities/learning
- Offer you the ability to impact results
- Broaden your responsibilities
- Offer the right salary
- Offer life/work balance

## Our Advice

- **Prepare & Practice** – Be able to succinctly summarise your skills and achievements.
- **Research** – Research the organisation before your interview and be prepared with questions. Research the people you'll be meeting to identify their role and their business interests.
- **Confidence** – Exude confidence. Speak slowly and calmly and make eye contact. Smile (don't be aggressive!) Ask questions about the position and company.
- **Listen** – Listen as well as talk. Pay attention to your interviewer and make sure you are answering the questions they are really asking. Back your answers up with examples. Ensure your answer is understood.
- **Positive** – Be positive! Be polite and personable to everyone you encounter. Demonstrate enthusiasm and be optimistic. Be an interested listener and observer (never interrupt the interviewer). Take a positive view of things.
- **Protect** – Be positive about your current/past employers and don't divulge negative or unnecessary information
- **Efficient** – Bring extra copies of your CV. Prepare questions in advance. Ensure you know where the venue is well within time of your interview

- **Specific** – Use examples of your achievements to illustrate your skills. Be specific so the interviewer can see how well you will fit into the organisation.
- **Enthusiasm** – If you don't appear to be excited about the job or the organisation, they won't be excited to hire you.
- **Salary** – Avoid premature salary discussions. Don't talk money until your value has been built and understood.
- **References** – Ensure you have your best references and their contact details available.

### **First impressions count!**

An interview is a formal means to assess your suitability for a job – you don't get a second chance to make a good first impression!

It only takes 30 seconds for us to judge economic and educational levels, social position, level of sophistication and success.

It then takes us 240 seconds to make decisions about trustworthiness, compassion, reliability, intelligence, capability, humility, friendliness and confidence.

### **What do Interviewers want to know?**

- Can you do the job now or be trained to do the job?
- Can you be trusted?
- Do you have the skills, experience and training to match the job?
- Are you fit enough?
- Do you have the learning potential?
- What did you learn from your last job?
- What do you know about our products and services?
- Have you done this type of work before (if so, how long and at what level)?

## Answering Questions - STARS

- S** First describe the **Situation** you were in (set the scene and describe the wider context for your example)
- T** Describe the **Task** that was involved (deliverables, expectations and your responsibilities)
- A** Next describe the **Action** (focus on I, as opposed to We. Give an example of what you did and how you did it, demonstrating the approaches you took. This is your opportunity to explain how you took ownership)
- R** Explain what the **Result** was (detail the outcomes of your actions, what went well and what you would improve on)
- S** Describe the **Skills** you used in your achievement – this is to summarise key points regarding your achievements

### Core Competencies:

Practice answering questions based on how well you reflect the core competencies below.

- Adaptability
- Client Focus
- Communication
- Teamwork
- Developing Others
- Problem Solving and Judgment
- Impact and Influence
- Communication
- Results Orientation
- Organisational Awareness
- Innovation
- Leadership
- Self-Motivation/Management
- Resource Management
- Relationship Building
- Planning and Organisation
- Attention to Detail
- Conflict Management
- Initiative
- Strategic Thinking