

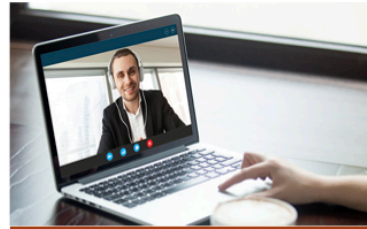
There are many forms and types of interviews-ace them all!



PHONE



ONE-ON-ONE



ONLINE



ON-CAMPUS



GROUP



PANEL



MEALTIME



SECOND

BEFORE THE INTERVIEW

- Review your resume
- Research the position, organization, and industry
- Match your skills and qualifications to the position
- Practice responses to potential interview questions
- Prepare 3-5 stories using the STAR concept
- Plan what to wear
- Research the location of your interview
- Conduct an online practice interview and obtain feedback using Big Interview

DURING THE INTERVIEW

- Greet everyone with a firm handshake
- Smile, show enthusiasm, and make eye contact
- Provide examples that showcase your skills and abilities following the STAR concept
- Emphasize your strengths and stay positive
- Listen carefully
- Pay attention to your nonverbal communication
- Ask questions at the end of the interview
- Thank the interviewer(s)

DAY OF THE INTERVIEW

- Dress to impress
- Arrive 10-15 minutes early
- Be nice and courteous to everyone with whom you come in contact
- Bring your professional portfolio with extra copies of your resume, references, notepad, and pen

AFTER THE INTERVIEW

- Send a thank you note, letter, or email to interviewer(s) within 1-2 days
- Follow up with the organization at least 5 days after your interview

Check out more
interviewing
hints online at:
[wcsu.edu/
careersuccess/
interviewing-101](http://wcsu.edu/careersuccess/interviewing-101)

Behavioral Interviewing: the STAR Method

A behavioral interview is designed to get you to reveal more about yourself, how you think, solve problems, and interact with others. They usually begin with, "Describe a situation ... Give me an example... Tell us about... etc." The **STAR** concept is a structured manner of responding to a behavioral interview question by discussing the specific **Situation, Task, Action, and Result** of the situation you are describing, in a story-telling format.

SITUATION

Give an example of a situation you were involved in that resulted in a positive outcome.

TASK

Describe the tasks or problem involved in that situation.

ACTION

Explain the specific actions you took or that were involved in the task.

RESULT

Describe the results that directly followed because of your actions.

Sample Behavioral Questions and Answers

"Describe the most challenging team experience you have encountered."

SITUATION: I was involved in a group project last semester for my Administration and Organizational Behavior Management class where our team had to create a business plan. Group members varied significantly in their skills and motivation to complete the project and each member was delegated tasks and deadlines for completion. One group member had fallen behind and our group's success and grade were in jeopardy.

TASK: Being the group leader, I was the one responsible for delegating the project tasks and seeing our project to completion.

ACTION: I reached out to the group member and in talking with him, I understood that he had different understanding of our objective, and how it would be achieved. We discussed it as a group and devised a plan to stay on track and finish the project within the time frame.

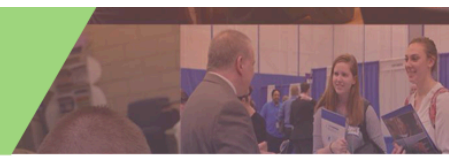
RESULT: As a result, our group became more cohesive, which helped us produce a successful business plan and made the group experience more enjoyable.



software will give you expert advice while watching step-by-step interactive demonstrations to prepare, then practice using the new artificial intelligence tools. Click on the logo or create your account here: <https://wcsu.biginterview.com/>



Behavioral Interviewing Worksheet



COMMUNICATION EFFECTIVENESS

Describe an instance when you had to use communication skills to get an important point across.

TIP: Mention how you follow-up with questions to ensure your message is understood.

SITUATION

TASK

ACTION

RESULT

TIME MANAGEMENT

Tell me about a time when you had to put in long hours of work during weekends, to meet a deadline.

TIP: Working long hours could mean you are truly dedicated to helping a team/company meet a deadline.

SITUATION

TASK

ACTION

RESULT

QUESTIONS MOST COMMONLY ASKED BY EMPLOYERS

General

1. Tell me about yourself.
2. Walk me through your resume.
3. What can you tell us about our organization?
4. Please share three strengths and/or weaknesses.
5. Why should we hire you?
6. What is your ideal job?
7. What motivates you?
8. Describe a conflict you experienced and its resolution.
9. How would others describe you?
10. What do you do in your spare time?

Education

1. What are your major academic achievements?
2. What did you enjoy most/least about your major and why?
3. How has your college experience prepared you for this job?
4. What lessons did you learn from extra-curricular activities?
5. How did you stay organized in school? How did you prioritize?
6. What courses have you taken that are directly transferable to the job?
7. Do you think your grades are a good indication of the type of employee you'll make?

Experience

1. What skills and/or experience do you have that qualifies you for this position?
2. What have you learned from previous experiences?
3. How do you cope with working under pressure and meeting tight deadlines?
4. What is the most difficult decision you have had to make on the job?
5. How well do you work with people? Do you prefer working alone or in groups?
6. How would you describe your leadership skills?
7. How well do you adapt to new situations?

Career Goals

1. What are your short-term and long-term career objectives? How do you plan to achieve them?
2. What are the most important rewards you expect to gain from your career?
3. How do you define success?
4. Are you willing to relocate?
5. Are you willing to travel for the job?

Unusual (a very odd question may test your response)

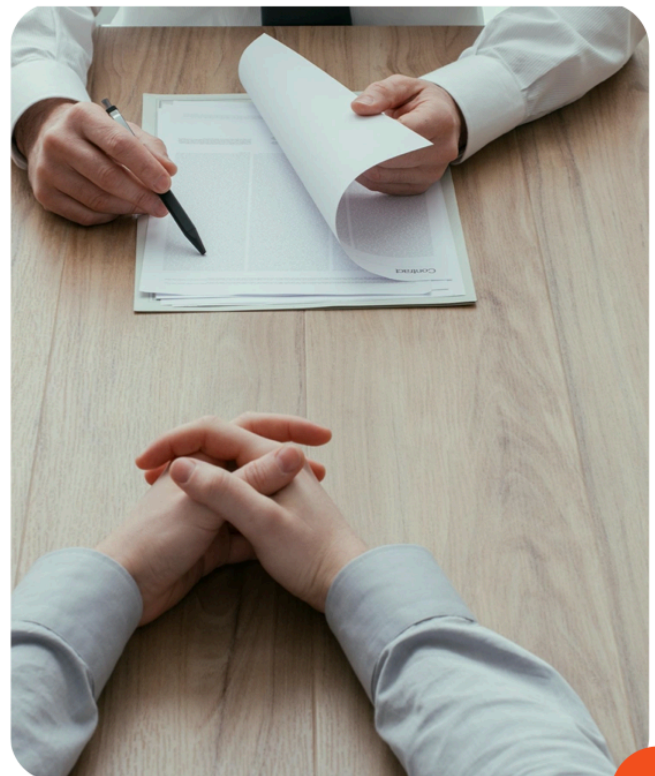
1. If I gave you \$75,000 to start a business, what would you do?
2. If you could be a superhero, what would be your superpowers?
3. What song best describes your work ethic?

QUESTIONS YOU CAN ASK EMPLOYERS

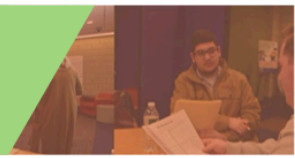
1. How would you describe the company's culture and leadership philosophy?
2. What specific qualities and skills are you looking for in a candidate?
3. What does a typical day or week look like for the person in this position?
4. What is the company's management style?
5. What are the prospects for growth and advancement?
6. What orientation/training is provided to new employees?
7. If I am extended a job offer, how soon would you like me to start?
8. What is the next course of action? When should I expect to hear from you?
9. Are there any other questions I can answer for you?

QUESTIONS YOU SHOULD AVOID

1. Never ask for information that is easily accessible on the internet or company's website.
2. Never ask about pay, time off, benefits, etc.; wait until the employer brings it up.
3. What does your company do?
4. Do you do background checks?
5. How quickly can I be promoted?



Top 10 Interview Questions and Answers



QUESTION	RECOMMENDED FEEDBACK	EXAMPLE
<p>1</p> <p>Tell me about yourself.</p>	<p>Consider your response to this request as a commercial that sells your autobiography. Always answer this question with positive information. View this question as "Tell me about yourself in relation to this job," this will keep you focused on what's important. When describing yourself, you should give specific examples of your professional and personal qualities. Your response should be focused on skills and experience relevant to the position in question. Avoid a lengthy history or wandering off in difference directions. Don't divulge overly personal information unless it is job related.</p>	<p><i>"I've always been a news junkie and I spent my last two years in school preparing myself to work in communications when I graduated. I looked for internships and extracurricular opportunities that would expose me to media relations, and I'm excited to continue on that path. I've been told that I'm particularly good at coming up with creative story angles, so I'm very excited about this opportunity."</i></p>
<p>2</p> <p>What are your greatest strengths?</p>	<p>This is your chance to shine. You're being asked to explain why you are a great employee, so don't hold back and stay positive. Concentrate on discussing your main strengths. List three or four proficiencies, e.g. your ability to learn quickly, determination to succeed, positive attitude, your ability to relate to people and achieve a common goal. Once you list your strengths, choose one and give an example. You may be asked to give more examples of the above so be prepared.</p>	<p><i>"I think one of my greatest strengths is as a problem solver. I have the ability to see a situation from different perspectives and I can get my work done even in the face of difficult obstacles. I also feel that my communication skills are top notch. I feel comfortable presenting to small and large groups. And last, is my strong work ethic. When I commit to a deadline, I do whatever it takes to deliver. For example, while I was working in a group of 4 for my Marketing 115, Global Logistics and Supply Chain Strategies, I was responsible for completing...."</i></p>
<p>3</p> <p>What are your greatest weakness?</p>	<p>Keep your answer factual and brief. We all have weaknesses so your goal here isn't to lie; it's simply to present yourself as best you can. Your weakness should not be something that would eliminate you from the running. Find a weakness that you have a solution to, or a plan to overcome, and state how you will be successful in overcoming this.</p>	<p><i>"I would say that public speaking is an area that I could work on. I tend to get nervous when asked to present to a large group. In small team meetings, I'm the first one to stand up and present. But put me in front of a big group and I can get flustered. I took a speech class this semester that helped me gain confidence."</i></p>
<p>4</p> <p>Describe a difficult situation/project and how you overcame it.</p>	<p>This is a behavioral interview question designed to discover how you handle certain situations. The logic behind this type of question is that how you behaved in the past is a predictor of what you will do in the future. Give a concrete example of a difficult situation that actually happened. Then discuss what you did to solve the problem. Keep your answers positive and be specific. Itemize what you did and how you did it.</p>	<p><i>"I'm the Membership Chair of XYZ student organization. Since membership decreased over the last 3 years, I thought it would be a good idea to create a new membership recruitment event. So I organized a bowling and pizza event, created flyers and posted it on Facebook. We had a great turnout, and 10 new members joined."</i></p>
<p>5</p> <p>Where do you see yourself in five years?</p>	<p>The interviewer is looking for you to have a clear mindset about what you wish to accomplish. Outline your job & career goals and how you envision them to fit with those of the company. Describe how you would contribute to the areas of the company about which you are most passionate and how that would ultimately obtain success for you and the company.</p>	<p><i>"My goal right now is to find a position at a company where I can grow and take on new challenges over time. Ultimately, I'd like to assume more management responsibilities and get involved in product strategy. But most importantly, I want to work for an organization where I can build a career."</i></p>



6
What background and experience do you have that qualifies you for this position?

Draw parallels from your current or previous experience to the requirements of this position. A similarity that seems obvious to you may not be so obvious to the interviewer. Don't discount any experience you may have. Even if you are new to the professional job market, have only held a part-time job, or have never held a job, you have done things in your life that you can count as experience.

"My understanding from the job description is that excellent communication and computer skills are required, and I am very strong in those areas. In fact, I am fluent in Spanish, and have a degree in computer science where my GPA was 3.4. In addition, I have had numerous opportunities in my internships and class projects to present ideas in small and large groups."

7
Please provide some examples of teamwork.

When asked about teamwork during a job interview, it's important to show enthusiasm for working on a team vs. independently if the position requires teamwork. Give specific examples of teamwork you have participated in successfully..

"In high school, I enjoyed playing soccer and performing with the marching band. Each required a different kind of team play, but the overall goal of learning to be a member of a group was invaluable. I continued to grow as a team member while on my sorority's debate team and through my advanced marketing class where we had numerous team assignments."

8
Why do you want to work here?

The employer wishes to observe if your answer indicates that you have thought about what you want and that you have researched the company. Demonstrate that this is the company you want to work for. A little flattery will go a long way, so cite some good qualities of the company. Let the interviewer know you are being selective about where you want to work and that you're not just sending your resume for any job opening.

"I'm connected on LinkedIn to many people who work at your company. When I reviewed their profiles, I saw that we all shared some things in common. It struck me that this is the kind of place where I can fit in and excel, so I was thrilled to see you have this opening."

9
Why should we hire you?

Think of yourself as the product. Why should the customer buy? What can you do for them that someone else can't? Using details from past job accomplishments or from your education to support "the fit" with specific information targeted toward the company's needs. Mention your ability, your experience, and your energy.

"I am excited for the opportunity to use my skills to help bring your organization to even greater heights. My passion, drive, and hardworking personality combined with my ability to work well as a team player are sure to mesh well with the culture and demands of your organization. My previous experience as an intern at XYZ company allowed me to refine my abilities and I am confident I will become an integral part of your team."

10
Do you have any questions?

The interviewer is looking for intelligent questions from you to give them insight into your analytical skills and overall enthusiasm for the opportunity. In many situations, the questions you ask in an interview can be more revealing than the answers you give and can give you the advantage you need to get the job. Make sure you have researched and prepared several questions before your interview. Be ready to write them down if any come to mind while you are in the interview.

"How would you describe a typical week/day in this position?"

"How would you describe the company's culture and leadership philosophy?"

"What is the next course of action? When should I expect to hear from you?"

"Are there any other questions I can answer for you?"

How to set up a practice interview and/or access hundreds of interview questions and sample answers:

1. Go to <https://www.joinhandshake.com/>
2. Use your WCSU log in or register to create a new account
3. Click on the green Start Here button to watch 3 short videos and get the most out of Big Interview
4. Follow the steps on Your Big Interview checklist to learn, practice, and obtain feedback