INTERVIEWING: How to Be a S.T.A.R
OBJECTIVES
This session is designed to help you:

• Define what is an interview

• Identify the different types of Interviews

• What is a S.T.A.R.

• Understand Dos and Don’t of Interviewing
Interview Video - Poor Interview Skills

https://www.youtube.com/watch?v=STqvQKcN-0Y
WHAT IS AN INTERVIEW?

A formal face to face meeting to question, consult and evaluate a person qualifications for a specific job.

• Individual Interviews
  Are one on one (interviewer and interviewee)

• Panel Interviews
  A group of individuals interviewing a candidate
  (Can be one of the most awkward types of interviews for a candidate)
Different Types of Interviews

- Phone Interview
- Traditional Interview
- Behavioral Interview
- Panel Interview
**Phone Interview**

Commonly used as the first stage of the interview process. It’s an effective way for a company to screen many candidates quickly to determine if they should be considered for a face to face interview.

- Takes place over the phone between a recruiter/hiring official and candidate
- Mainly used to pre-screen candidates
- Can last from 15 – 30 minutes, but no more than 30 minutes
Phone Interview

• At this stage a candidate can be rejected because they are not adequately prepared

• Should practice with friends and family if not comfortable doing phone interviews

• Learn everything you can about the position you applied for as well as the company

• Plan ahead and have a list of your skills prepared for discussion during interview.

• Have a set of questions you could ask the employer to show your interest in the company
Traditional interview questions tend to focus on your beliefs, your professional or management style, your preferred ways of interacting with others and how you would handle hypothetical situations.

Examples of Traditional Questions:

• What is your management style?

• How do you manage your time and set priorities?

• What do you like best about your current position?
A behavioral interview is a job interviewing technique whereby the applicant is asked to describe past behavior in order to determine whether they are suitable for a position. The logic is that your past performance in the workplace will predict your future performance.

- **Behavioral**: “Give me an example of when....” Theory based

- **Traditional**: “What would you do if...” Hypothetical based
Examples of Behavioral Questions:

• Please tell me about a time when you had a disagreement with a coworker. What was the situation, and how did you handle it? What was the outcome?

• Tell me about a time when you dealt with a disruptive customer? How did you respond? What was the outcome?
Panel Interviews

A committee of people asking the job seeker questions. Interviewees should balance eye contact and have effective responses with the person who is asking the question and the panel.

The panels interviews can be set up in two ways:

• Candidates meet individually with a panel

• Panel of interviewers and multiple candidates can all be in the same room
Panel Interviews

- Each member of the panel takes a turn asking the job applicant a question

- A pre-established list of questions are given to the panel member based on the job description

- This interview method can be more stressful due to the large number of people present
10 Minute Break
S.T.A.R. Response

How to respond to behavior based questions...

• Situation..the situation or problem as relates to the question
• Task..to be accomplished
• Action...Your action
• Results...the outcome

• Consider how you have handled a similar situation in the past.
• Describe the steps you took and thought process used.
• What was the end results?
STAR VIDEO - STAR INTERVIEW

https://www.youtube.com/watch?v=W-rgkvyBpcs
Identifying STAR Components Activity
ARTIFICIAL STARS

Artificial STARs are statements that seem to give you the behavior you’re looking for but really don’t. There are three types of artificial STARs:

- Ambiguous, general statements
- Opinions
- Theoretical or future oriented statements

Examples:

1. I always take the time to find out what the customer wants, and I’ve made a lot of customers happy that way.

2. I was responsible for getting proposals through the system and out to the client.

3. When it looked like we wouldn’t make our deadline, we all pitched in and got it done.
ARTIFICIAL STAR VIDEO - ALEX

https://www.youtube.com/watch?v=0nN7Q7DrI6Q
Recognizing STAR Components
Activity
**Dos For an Interview**

- Learn everything you can about the position you are interviewing for by reviewing the job posting.
- Identify the skills, knowledge and professional qualities the employer is looking for.
- Be sure your assets correlate directly with the skills and abilities required by the company.
- Research the company.
- Practice interviewing by looking up frequently asked questions and rehearsing your answers.
Dos For an Interview

- Make sure you always dress appropriately for an interview.
- Bring extra copies of your resume, list of references and a list of questions.
- Be familiar with the location of the interview.
- Interview etiquette is important; greet everyone that you come in contact with (ex: receptionist, interviewer, and anyone else) politely, pleasantly and enthusiastically.
Dos During an Interview

- Be mindful of your body language (shake hands firmly, make eye contact, etc.)

- Listen and ask questions during the interview

- Follow up with a thank you note reiterating your interest in the job
DON'TS DURING AN INTERVIEW

- Refrain from making negative comments about previous employers, co-workers and others

- Don't falsify application materials or answers to interview questions

- A job search can be hard work and involve frustrations; don't exhibit frustrations or a negative attitude in an interview

- Don't give the impression you are only interested in salary; don't ask about salary and benefits issues until the subject is brought up by your interviewer
DON'TS DURING AN INTERVIEW

- Don't chew gum or smell like smoke
- Turn off your cell phone before you go into the interview
- Do not bring family members, friends to an interview
- Don't treat the interview casually, as if you are just shopping around or doing the interview for practice. This is an insult to the interviewer and to the organization
Panel Interview Activity

Group Activity: Manager of Campus Services

- Form two groups
  - Interviewer Panel: Five participants to be on the panel (along with Avril and Janine)
  - Interviewees: 12 participants will interview for the Manager, Campus Services position.

- Read the job description

- Each person will take a turn answering a question from the panel (remember the STAR method)

- Provide feedback to the Interviewees
Today we covered:

• Defining an interview

• Identifying the different types of Interviews

• Learning what is a S.T.A.R.

• Discussing Dos and Don’ts of Interviewing
QUESTIONS/COMMENTS
PATHWAY PROGRAM PRESENTATION
WEDNESDAY, SEPTEMBER 14, 2016
Program Presentations

- All presentations must last between 10-15 minutes (10 minutes to present and five minutes for questions)

- You can choose the topic of your choice pertaining to the PATHWAY Program

- If you are doing a PowerPoint, it must be submitted to Traci May by Monday, September 12

- All of your leaders and your mentors will be invited to attend your presentation

- You can schedule a time with Traci May or Janine Cabrera-Velde to practice or provide feedback on your presentation