



# INTERVIEW SKILLS



**APPLY WIDELY**

**Check the website**

**Know your closing dates**

**Check all websites for jobs outside the match**

# FIRST IMPRESSIONS

**Arrive on time**

**Dress the part**

–clothes, shoes, hair, nails, jewellery, bags

**Body language**

**Be confident, not arrogant**

**Smile**

**Shake hands**

**Maintain eye contact**

**Address the panel by name**

**Turn OFF your phone.**

## **RESEARCH**

**Look at their website**

**strategic plans, ethos, population base, vision, missions, commitments, special services**

**Be able to indicate what it is that makes them desirable for you, and how it fits into your plans for training.**

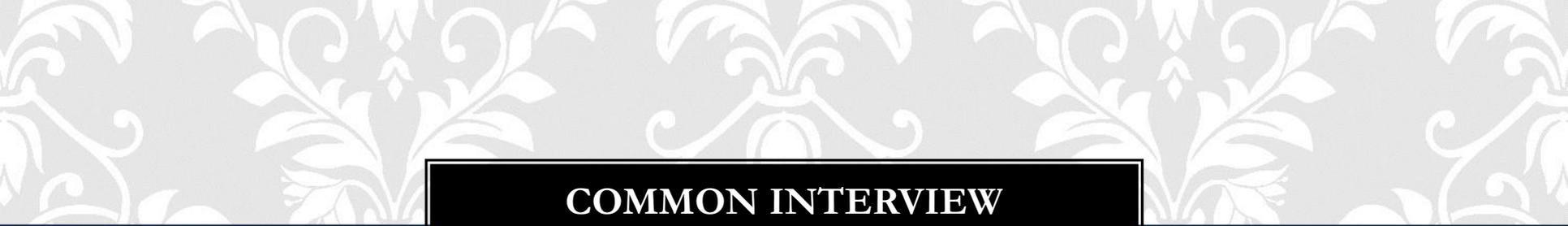


**PREPARE YOUR ANSWERS**

**Anticipate what questions might be asked**

**Prepare answers**

**Practice your responses out loud and with friends**



## COMMON INTERVIEW QUESTIONS

Tell me about yourself.

Why should we hire you?

What are your goals for the future?

What is your greatest strength?

What is your greatest weakness?

What do you know about our company?

Do you have any questions for us?



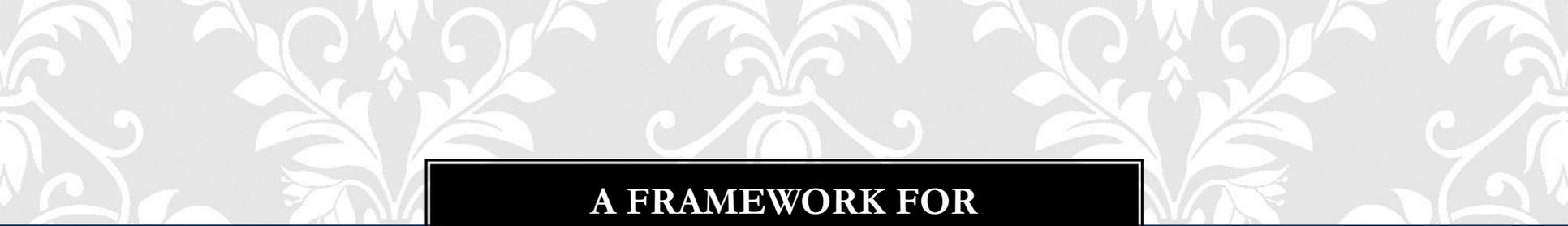
## **STRUCTURE YOUR THOUGHTS**

**Use key words to indicate what you are going to talk about**

**Makes your story easier to follow**

**Don't be cluttered in your story – be focused on your key points**

**Shows organised thought**



## **A FRAMEWORK FOR BEHAVIOURAL QUESTIONS**

**Think about what they are looking for when they ask these questions:**

**Conflict resolution skills**

**Professionalism**

**Team work skills**

**Personal well-being insights**

**Risk Management processes**

**Make sure you have thought of some examples in advance. Take your time to think of a good one before answering**

# A FRAMEWORK FOR BEHAVIOURAL QUESTIONS

## **STAR principle**

### **Situation**

**Briefly outline the story you want to talk about**

### **Task**

**Detail your goal, how you analysed the situation, focus on key tasks**

### **Actions**

**What you did about it, how you did it, why you did it**

### **Result and Reflect**

**What happened**

## **“SHOW” DON’T “TELL”**

**Give examples to show your skills in the area**

**Eg: “I have good communications skills” is very generic**

**Give evidence or a story that allows the interviewer to engage with you and understand your skills**

**How will these skills benefit the organisation or the role**

## PERSONALISE THE ANSWER

Always answer in the “I” or first person

I will ....

I did .....

How would you resolve the problem

It gains rapport and shows confidence



**WHY DO YOU WANT TO WORK  
HERE QUESTIONS**

Why are you applying ? Where do you see yourself in 5 years?

**We ( as an organization ) value respect, compassion, passion,  
dedication. Tell us how you use one of these values in your work?**

## **BEHAVIORAL QUESTIONS**

**Give an example of when you had to work with someone who was difficult to get along with. How/ why was this person difficult and how did you handle it?**

**Prompt: How did the relationship progress?**

**Describe a situation where you had a conflict with another individual, and how you dealt with it.**

**Describe a leadership role of yours outside of work. Why did you commit your time to it? How did you feel about it?**

## **MORE QUESTIONS**

**You have worked a 13 hours shift (2 hours after when your shift was supposed to end) and are asked to stay back to help. What do you do?**

**Prompts: what if it is 11 pm and you are rostered to start at 7am tomorrow.**



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**Can you tell us about the most stressful situation you have found yourself in at work?**

**Prompts: How did you handle it? What could you have done differently?  
What did you do for self care after the event?**

**Tell me about a situation where you had to solve a difficult problem.  
What did you do?**

**Prompts: What was the outcome? What do you wish you had done differently?**

**What is the most difficult decision you have ever had to make at work?  
Prompts: How did you arrive at your decision? What was the result?**

## QUESTIONS

**Describe a situation that required you to do a number of things at the same time.**

**Prompts: How did you handle it? What was the result?**

**Tell me about a time when you worked with a colleague who was not doing their share of the work. How did you handle it?**

**Tell me about a time when you had to work on a team that did not get along. What happened? What role did you take? What was the result?**



**GOOD LUCK!**  
**PRACTICE!!!**