

Interview techniques workbook

Prepare, practice and pass that interview!



How can this help me?

Interviews are required for any job role or course you are looking to apply for.

Answering various interview questions can be very challenging. The **STAR technique** is a tool that can help you to prepare for common questions you may be asked.



Situation

Describe the **Situation** and when it took place.



Task

Explain the **Task** and what the objective was.



Action

Give details about the **Action** you took to achieve this.



Result

Close with the **Result** of your action.

Example question:

Name a time when you have completed a piece of work to a deadline?

Situation	Task	Action	Result
As part of a university module, I was given the unique experience of working with a company alongside my team.	The objective was to create a business plan for a company so they could increase profits. This needed to be of a professional standard and within the one-week deadline.	I quickly communicated with my group members and clearly assigned each member of the group to a different task. This broke up the workload for each member. I made the decision for my team to proofread each others work.	The result of this saw myself and the rest of the group meet our deadline and presented our findings to the company. The company thanked us and the university for our contribution.

Argumentation station

These questions are asked not to hear the 'correct' answer but to encourage you to think aloud, and to develop confidence when talking about a subject. These should be whole group discussions – everyone must take part in some way. Find an opportunity to practice something from your skills audit.



English Literature:

Is Love Island 'trash TV'?

Geography:

If you could travel anywhere in the world, where would you go and why?

History:

Which historical figure would you most like to interview and why?

Law:

Should it be illegal to run a red light in the middle of the night on an empty road?

Modern Languages:

Should poetry be difficult to understand?

Psychology:

Does excessive use of social media make us more alone?

Theology:

How valuable do you think the Bible is to us today?

Politics:

Should the school day start later?

Art:

Should graffiti be considered art?

Science:

Can animal testing be justified?

Sociology:

What can Coronation Street, as Britain's longest running soap, tell us about people and society?

STAR technique



Using the example on the first page of this workbook, it's time for you to have a go on the two questions below! Remember to focus on the action you contributed most towards.



Question 1

Name a time when you have completed a piece of work to a deadline?

Situation	Task	Action	Result



Question 2

Name a time when you have overcome a challenge?

Situation	Task	Action	Result

Write your own example interview questions using the space below and then write down your answers using the STAR technique.



Question 3

Situation	Task	Action	Result

Question 4

Situation	Task	Action	Result

How to prepare for 'that' interview



What to wear?

It is important to dress appropriately for the interview as this is the first impression an interviewer will have of you.

Positive examples

Leaning forward slightly to show your enthusiasm and nodding whenever is appropriate.

Maintain eye contact

Lack of eye contact can lead your interviewer to think that you're shy, disinterested, or dishonest. If you are speaking to more than one interviewer, you can shift your gaze between them, but be sure to look at each interviewer in the eye for at least a couple of seconds.

Direct your answers to all the people in the room.

Active listening – show you're interested in someone.

Concentrate on what they are saying, show that you're listening (nodding and making eye contact), and respond appropriately e.g. ask a question.

Negative examples

Avoid nervous or bored body language like repeatedly crossing and uncrossing your legs or arms, fiddling with your hair or clothes, continually touching your face, scratching your head.

Top tips to help you ace your virtual interview!



Consider how you will come across online

Wear something smart and appropriate (as if you were meeting face-to-face) and think about your body expressions! Remember to look into the webcam rather than your reflection, use hand gestures and speak clearly- it's a good idea to rehearse!

Check your technology

Pre-download the platform your interview is on, and if you have a presentation check its prepared beforehand. It's also a good idea to check your Wi-Fi connection and speed!

Set up your space

Make sure your background is simple and decluttered and get anything you may need like a glass of water!

Mock interview activities



Ice breaker: Tell me a little about yourself?

Think about your education and your hobbies/interests. Mention any past achievements or strengths that will be applicable to the job role. Remember to keep it brief!

Question 1

What do you think your key skills are?

Examples: respecting every individual, leading others, focusing on customers, communicating positively and listening to understand, working together, work experience, voluntary experience, positive attitude

Question 2

What is your biggest achievement to date & what did you learn from it?

Examples: sport/academic achievements, overcoming personal difficulties



**Question
3**

Can you describe what makes a good team member?

Examples: good communicator, someone who is flexible and adaptable, good listening skills, respecting other people



**Question
4**

Why should we employ you?

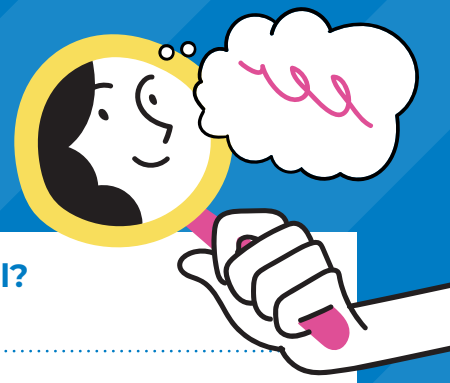
Think about your competencies: respecting every individual, leading others, focusing on customers, communicating positively, listening to understand, working together, attitudes/skills relevant to job

Reflection time

Now reflect on your interview. What do you think you can do to improve further?

Reflection

Write down...



How did the mock interview make you feel?

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How do you think you can prepare for an interview in the future?

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What can you do now to develop your interview technique?
Think about your areas for development.

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What next?

This workbook can be used as a guide for using a variety of communication skills in future employment and study.



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