

# Interview Skills

# Purpose of today:

1. Knowing what to expect at the interview
2. Preparing for the interview
3. Understand what interviewers are looking for
4. Top tips for staying confident and dealing with nerves
5. Interview practice

# What's the purpose of interviews?

- Can you do the job ?
- Can you demonstrate the behaviours required of the job?
- How well will you fit with the team and the organisation?

# Formal Interviews

## What to expect...

- ❖ 2-3 person panel
- ❖ Length: 30-45 minutes
- ❖ Interview Structure:
  - Introductions
  - Job Information
  - Interview questions
  - Your questions
  - Close
- ❖ Scoring
- ❖ Notification of Outcome
- ❖ Feedback

# Preparing for Interview

- Understanding the **Job Profile**
- Technical skills and behaviours
- Understanding the role/organisation
- The wider context
- Format of Assessment
- What else?

# Behavioural Interviewing

- Behavioural questions
- Specific examples
- Evidence – prove it!!

“Tell me about a time where...

You have dealt with a difficult customer?

When you had to deal with a conflict within your team?

You made a decision, which you knew would be unpopular with a group of people?”

# Traditional Interview questions

- How would you handle a customer complaint?
- What are your strengths and weaknesses?
- Why should you be the successful candidate for this position?
- If you could be any animal what would you be and why ?

# Typical questions

- Based on the job profiles for the roles you will be applying for - what's some of the typical questions you might get asked?
- Work in pairs and come up with 3 or 4



# Be an interview **STAR!**

**S** - What was the **situation**?

**T** - What was the **task**?

**A** - What **actions** did you take?

**R** – What was the overall **result**?

**R** – In **reflection**, what did you learn?  
what would you do differently next  
time?

**R** – What **relationships** did you build?



# Using STAR to demonstrate your skills

- Based on the job profiles for the roles you will be applying for - look at the skills and behaviours
- How might you demonstrate your suitability using STAR?
- Pick a skill or behaviour from the Job Profile, use the STAR template to work through an example to demonstrate how you have used that skill in your role.
- Share your example with a partner.

***“And do you have any questions for the panel....?”***

**One final opportunity to leave an impression.**

What kind of things might you ask about...?

- Team you will work with
- Direction of the service
- Development opportunities

Say thank you!

# Interview Practice

**Split into small groups of 3 or 4...**

**2 questions per candidate -**

- Panel to ask 1 using the example the candidate has picked
  - Panel picks one other interview question
  - Candidate to ask their question to the panel
- Feedback – 2 highlights and 1 improvement**

# Some Extra Tips...

## Do

Be honest – stick to the facts

Keep to the point – ask for questions to be repeated if necessary

Know when to stop talking

Take credit – tell the panel what *you did*

Have good eye contact and body language

Double-check the time and place of your interview!

Turn up 10 minutes early

Dress the part

Prepare, prepare, prepare!!

## Don't

Make it up or bluff

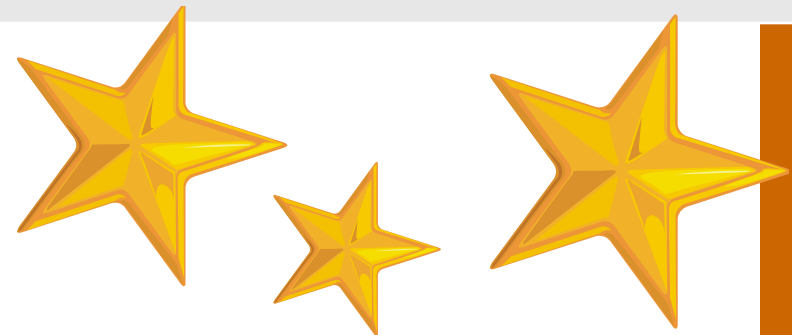
Fill silences

Use jargon or abbreviations

Assume they know you and your job

Be negative about past jobs or employers

Share overly personal information



## And relax.....

- Be prepared
- Visualise success
- Breathe deeply
- Move, for example go for a walk before, pull faces (although not in interview) to alleviate tension
- Take sips of water
- Stand tall, walk tall, sit tall (gives you confidence)

# What if you aren't successful?

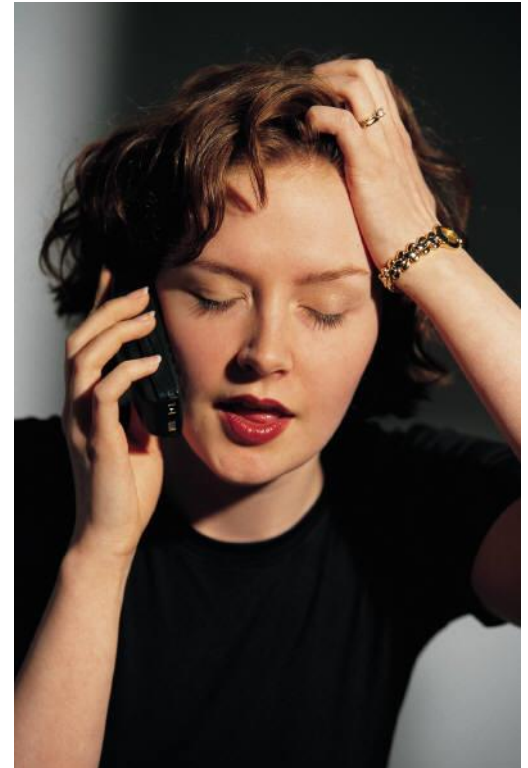
Don't be disheartened

Ask for feedback

Learn from it

Write down the questions you were asked

Use to prepare next time



# Some Homework for you!

## Selling yourself...

- Career path to date
- Experience relevant to the job
- Significant achievements
- Why you're the ideal candidate



## Next steps...

- What final thoughts or questions are on your mind?
- What will be your focus before your interview?

**GOOD LUCK!**



## Thinking about starting your own business?

Visit: [Business Gateway](#), [Elevator UK](#) and [The Start Up Loans Company](#) to see what opportunities may be available to you.

### **Did you know?**

The owner of 'The Cat in the Window Café' received help through Elevator UK and Business Gateway in order to set up her dream business due to the threat of redundancy in the Oil and Gas company she was working in.

The owner of 'Melt', the only grilled cheese sandwich shop in Aberdeen, received a loan from the Start Up Loans Company in order to set up her business after being made redundant twice in a six month period.



## Thinking about applying for jobs?

Applying and interviewing for jobs can be a daunting process for anyone; especially if it's been some time since you last did this!

You may find it helpful to look at our tips on [Writing a CV/Application form](#), a [CV Template](#) and [How to be successful at interview](#).

For more CV templates, please visit [Jobs.ac.uk](#), and [reed.co.uk](#) for specific examples.

### **Don't know where to start when completing a covering letter?**

[My World of Work](#) provides templates and practical guidance for covering letters, CVs and application forms.

### **You may also find the websites below useful:**

- [Monster Jobs CV Masterclass](#) : provides practical CV guidance.
- [Be My Interviewer Website](#) : allows you to practice and perfect your interview technique with the help of leading industry professionals.
- [My World of Work Career Support](#) ; produced by Skills Development Scotland, a My World of Work account can help you discover careers which match your skills, interests, education and experience.



## Thinking about retirement?

You may find clicking on the following links useful in helping you prepare:

- [Preparing for retirement checklist](#)
- [Preparing emotionally for retirement](#)
- [Preparing your finances for retirement](#)



## Thinking about retraining?

You may be thinking that now is a perfect time to retrain or take part in some further learning. Some of the opportunities on offer at the universities below may be of interest to you. Some courses have funding options available, and many are actually free!

- [University of Aberdeen](#)
- [Robert Gordon University](#)
- [Open University](#)
- [Online Learning \(Worklinks website\)](#)
- [Massive Open Online Courses \(MOOC\)](#)



## Thinking about getting financial advice?

Visit the [Making Ends Meet](#) webpage for guidance on how to best balance your finances.

For specific advice on your pension, please click on the relevant provider:

[North East Scotland Pension Fund](#)

[Scottish Public Pensions Agency](#)