

COMPETENCY BASED QUESTIONS

PREPARING FOR INTERVIEWS

Preparation.

Carefully research the job, industry and employer.
Prepare answers to likely questions.

Dress very smartly!

Shows your interest in the job and commitment.

Body language.

Smile,
make eye contact,
and shake hands.

Competency questions.

Describe a situation where you worked in a team.
Give an example of your leadership skills.

INTERVIEW SKILLS

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Questions about your CV or application form.

Make sure you read these again carefully beforehand!

Hypothetical Questions

How would you deal with an irate customer?
A staff member who was caught stealing?

Sell your USPs (Unique Selling Points).

The skills and attributes that make you stand out from other candidates.

Have questions to ask

What training would I receive?
What is a typical career path in this job?

1. PRACTICE GOOD NONVERBAL COMMUNICATION

- It's about demonstrating confidence: standing straight, making eye contact and connecting with [a firm handshake](#).
- That first [nonverbal](#) impression can be a great beginning—or quick ending—to your interview.

2. DRESS FOR THE JOB OR COMPANY

- Today's [casual dress codes](#) do not give you permission to dress as "they" do when you interview. It is important to know [what to wear to an interview](#) and to be well-groomed. Whether you wear a suit or something less formal depends on the [company culture](#) and the position you are seeking.
- If possible, call to find out about the [company dress code](#) before the interview. If applying for a university course, Smart/Casual dress is usually best.

LISTEN

- From the very beginning of the interview, your interviewer is giving you information, either directly or indirectly. If you are not hearing it, you are missing a major opportunity. Good communication skills include listening and letting the person know you heard what was said. Observe your interviewer, and match that style and pace.

DON'T TALK TOO MUCH

- Telling the interviewer more than he needs to know could be a fatal mistake. When you have not prepared ahead of time, you may ramble when answering [interview questions](#), sometimes talking yourself right out of the job. [Prepare for the interview](#) by reading through the [job posting](#), matching your skills with the position's requirements and relating only that information.

DON'T BE TOO FAMILIAR

- The interview is a professional meeting to talk business. This is not about making a new friend. Your level of familiarity should mimic the interviewer's demeanor. It is important to bring energy and enthusiasm to the interview and to ask questions, but do not overstep your place as a candidate looking for a job.

USE APPROPRIATE LANGUAGE

- It's a given that you should use professional language during the interview. Be aware of any inappropriate slang words or references to age, race, religion, politics or sexual orientation—these topics could send you out the door very quickly.

DON'T BE COCKY

- Attitude plays a key role in your interview success. There is a fine balance between [confidence](#), professionalism and [modesty](#). Even if you're putting on a performance to demonstrate your ability, overconfidence is as bad, if not worse, as being too reserved.

TAKE CARE TO ANSWER THE QUESTIONS

- When interviewers ask for an example of a time when you did something, they are asking competency based interview questions , which are designed to elicit a sample of your past behavior. If you fail to relate a specific example, you not only don't answer the question, but you also miss an opportunity to prove your ability and talk about your skills.

ASK QUESTIONS

- When asked if they have any questions, most candidates answer, "No." Wrong answer. Part of knowing how to interview is being ready to [ask questions](#) that demonstrate an interest in what goes on in the company. Asking questions also gives you the opportunity to find out if this is the right place for you. The best questions come from listening to what you're asked during the interview and asking for additional information.

DON'T APPEAR DESPERATE

- When you interview with the "please, please hire me" approach, you appear desperate and less confident. Reflect the three Cs during the interview: cool, calm and confidence. You know you can do the job; make sure the interviewer believes you can, too.

MOCK INTERVIEWS

- If you are offered an interview for a job or university place, let Mrs. Davies & Mr. Bourton know so we can help you prepare
- You will all have a mock interview in Skills fortnight at the end of the summer term.

COMPETENCY BASED QUESTIONS

- Answer all the questions in as much detail as you can
- You may change your answers as you move to Year 13.
- Use the STAR Method

STAR

- **Situation:** Describe the situation.
- **Task:** Describe what task was required of you.
- **Action:** Say what action you took.
- **Result:** Conclude by describing the result of that action

TIPS FOR UNIVERSITY INTERVIEWS

- <https://www.youtube.com/watch?v=QIQ3IYTo5y8> Oxbridge
- <https://university.which.co.uk/advice/ucas-application/university-interviews-how-to-prepare>
- <https://www.ucas.com/ucas/undergraduate/apply-and-track/track-your-application/undergraduate-interview-invitations>