

INTERVIEW SKILLS WORKSHOP



Tuesday, 13th July
from 17:30 to 18:30

THE SPEAKERS



CAMILLERI
—appointments—

KAREN CAMILLERI
Head-hunter
specialising in Transport
and Infrastructure



TALENT TRANSITIONS

CHRIS MORRALL
Personal, Career &
Assessment Coach,
Development
Professional



 **Talent4Results**

NEIL SAMPSON
Executive Coach,
Career Coach,
Assessment &
Development Professional



WORKSHOP AIM

Help you prepare and gain confidence in a selection situation

OBJECTIVES

- Matching skills and achievements to new roles
 - Job descriptions and competencies
- Competency-based interviews and skills practice
 - Answering tough interview questions
 - Video interviews
- Telephone screening, presentations and assessment centers
 - Psychometrics
 - Feedback

BE PREPARED



Achievements & Contributions

What have been your career highlights?

What do you do better than other people?

Quantify/Qualify what you have achieved & contributed?

What have been the impacts & results of your efforts?

What do other people say you are good at?

TYPES OF INTERVIEW



Biographical (tell me about yourself)



Competency based (give me an example)



Strength Based



Scenario based (what would you do if ...)



Technical/knowledge based (what do you know about?)



Informal chat (Coffee / Lunch)



CIDS (Chronological in-depth structured)

DELIVERY METHODS OF INTERVIEW



Telephone interviews



Video – Pre-recorded questions



Online – Face-to-face & one-to-one



Online – Panel Interviews



Actual in person face-to-face & one-to-one



Panel Interviews in person



Group Interviews



Assessment Centres

ACHIEVEMENTS CAN RESULT IN



- ✓ Time saving and improved efficiency
 - ✓ Better organisation
- ✓ Making improvements to working practices
 - ✓ Improved team - working
 - ✓ Innovation and creativity
- ✓ Increased profits and reduced costs
 - ✓ Training and staff development
- ✓ Restructuring and reorganisation
 - ✓ Streamlining operations
 - ✓ Improved customer service



ACHIEVEMENTS EXERCISE



THE SITUATION WAS...	WHAT I DID	RESULTS	SKILLS USED & LEARNED
TIMESCALE			
CONTEXT			
BUDGET			
MEASURABLES			

INTERVIEW OBJECTIVES



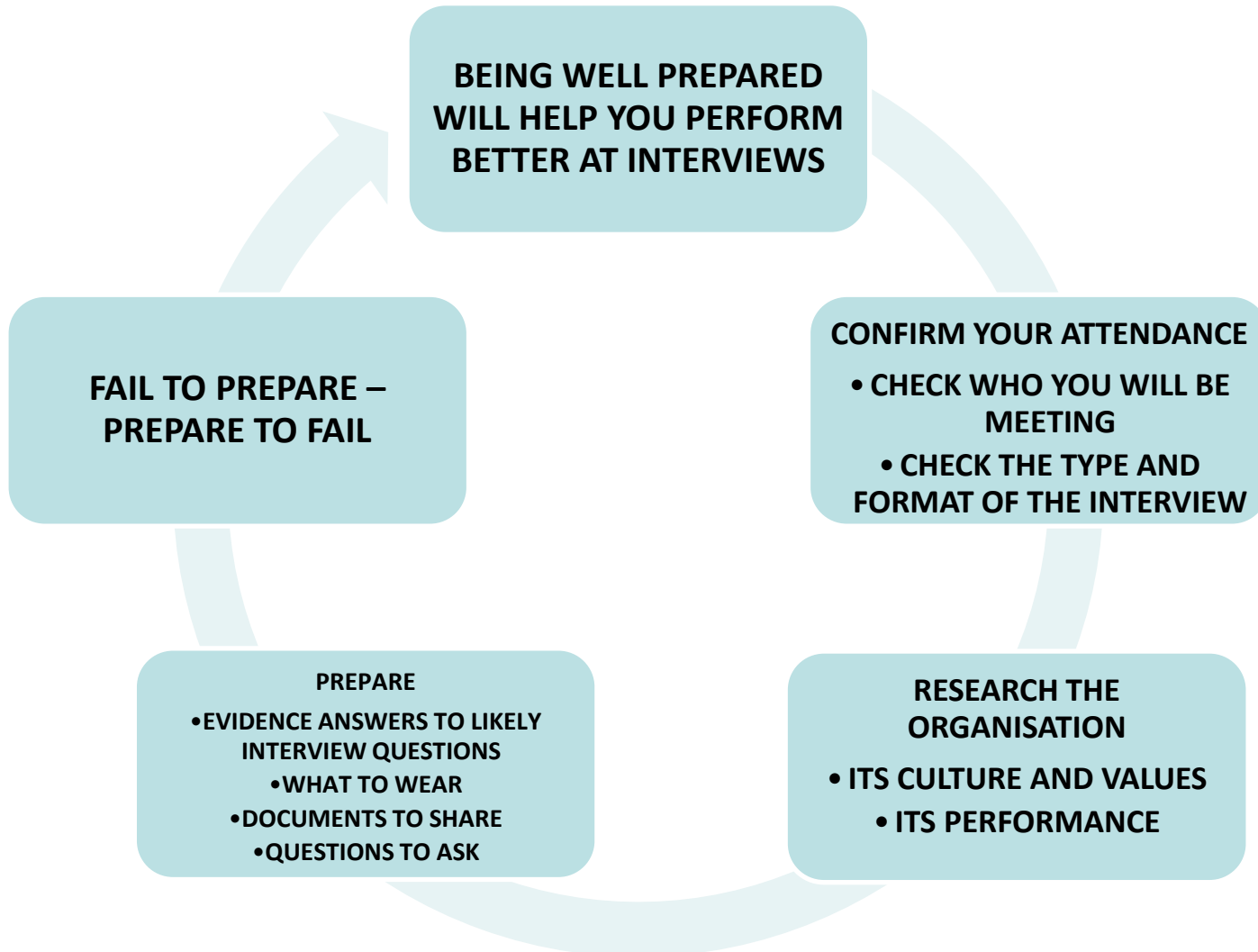
This will be achieved by convincing the recruiter that:

- You can do the job
- You want the job
 - You will fit in
- Interview preparation
- Interview techniques

**To get a
job offer**

**How can we
achieve this?**

INTERVIEW PREPARATION



COMPETENCIES



WHAT



PREPARATION



Why do you want THIS job?

- How do you meet the essential and desirable requirements in the Person Specification?

Why should you be chosen for this role?

Provide evidence of your ability to do it well

Detail the skills and experience you bring

What excites you about this opportunity?

- What do you believe you can contribute to the organisation?
- What help/support do you think you may need to optimise your contribution?

INTERVIEW TECHNIQUES



S. O. A. R.

- S**ituation
- T**ask
- A**ction
- R**esult
- I**mprove



INTERVIEW TECHNIQUES



First impressions are important

Arrive on time

Pay attention to eye contact

Sit deep and tall in the chair

Be yourself

Listen to the questions actively and answer them

Situation - Task - Action – Result – Improve

Be positive – Enthusiastic

Be sensitive to the interviewer - look for signs of disinterest

VIDEO INTERVIEWS



Lights

Have good lighting

Try to be “hard wired” into the router or close to it

Camera

Position your camera so you have good eye-contact, and you are sitting straight up in your chair

Test video and audio – headphones, lapel mic

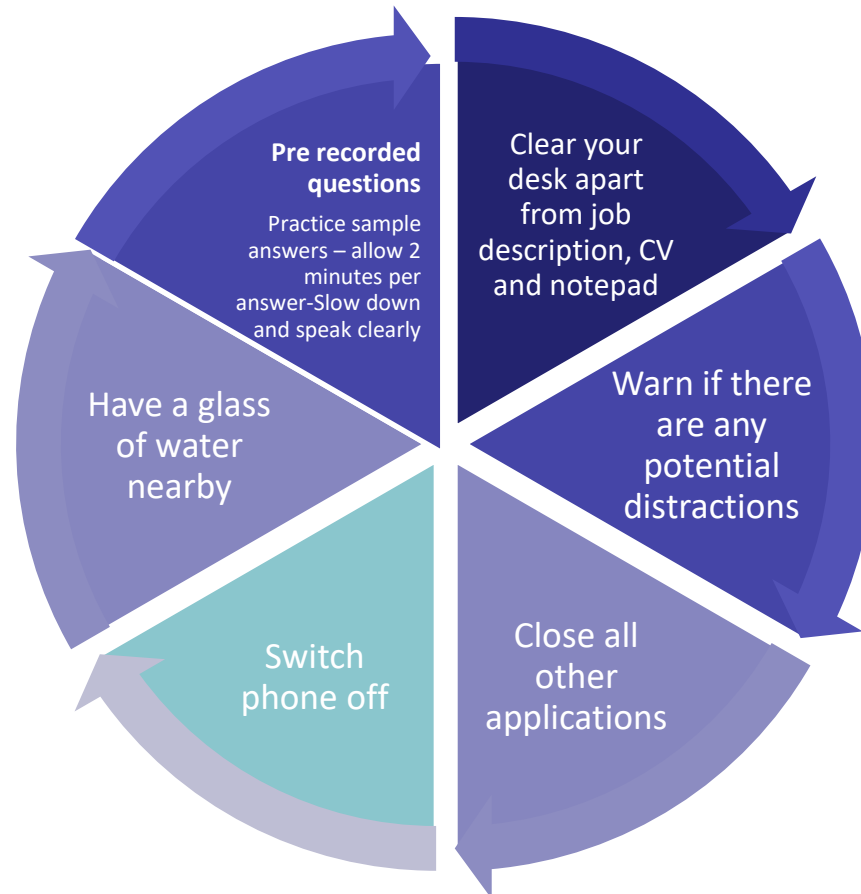
Dress for the occasion

Beware of backgrounds

Action

If using your laptop have your mobile ready if there’s a technical hitch

VIDEO INTERVIEWS continued



TELEPHONE INTERVIEWS



Ideally landline

If mobile make sure in good connection area

Beware of background noises

Remove all distractions

CV Role Profile on desk/ table

Summary answers on table or on post-it notes on the wall

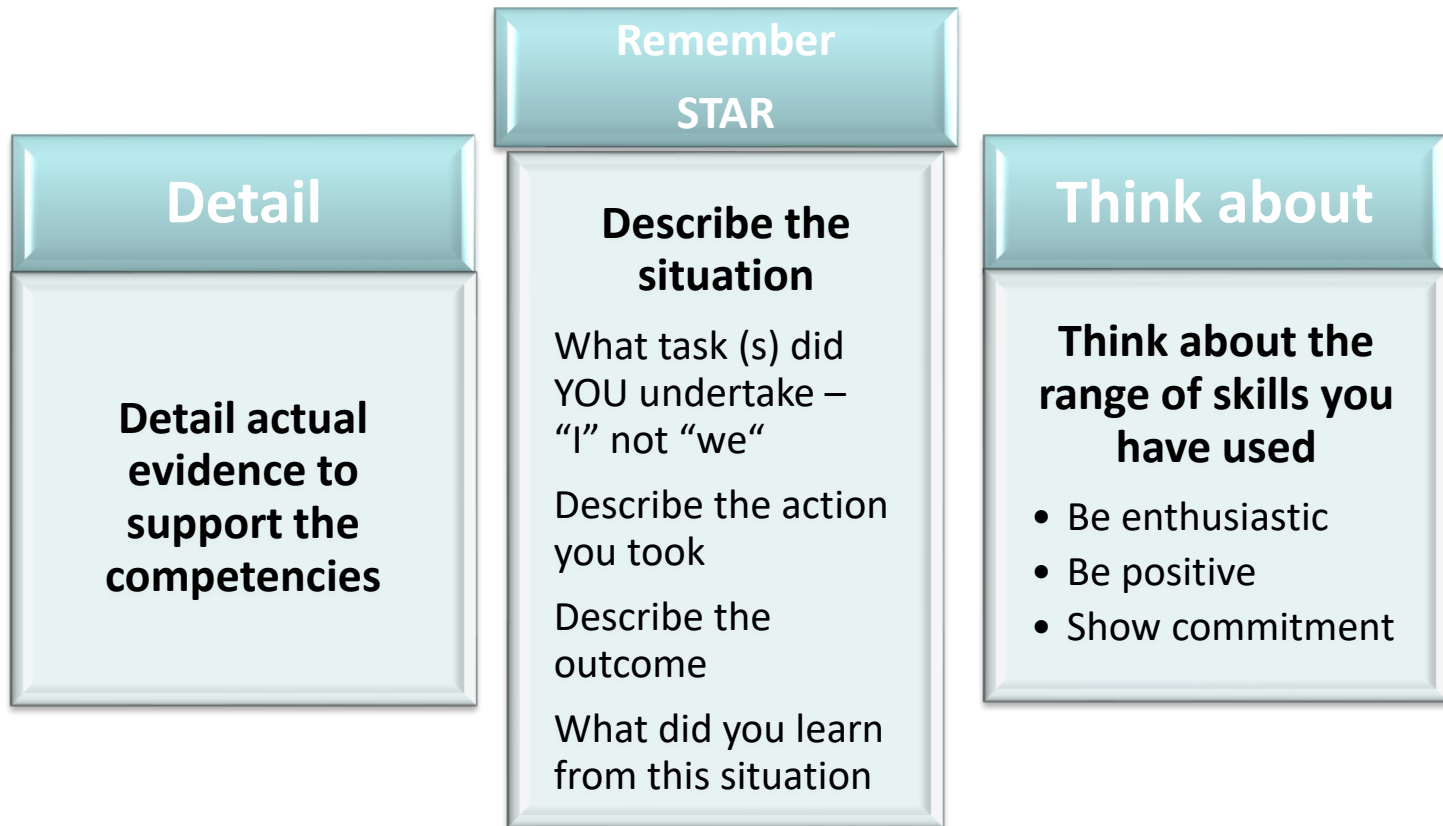
Stand up – but don't move around



COMPETENCY BASED INTERVIEWS

- ✓ Make sure you have a Job Description and Person Specification
- ✓ Understand the values of the organisation
- ✓ What are the competencies?
- ✓ May or will be both technical and behavioral
- ✓ Be prepared to answer specific questions to identify and verify each competency
- ✓ Prepare varied examples of situations where you have demonstrated each competence

COMPETENCY-BASED INTERVIEWS



COMPETENCY-BASED INTERVIEWS



**Describe a time when it was especially important that
you worked as part of a team**

Response A

Well, I must say I think it is important that you always work as part of a team. I do this all the time at work. We always help each other out especially when we are very busy. Yes, I would say that is when it is very important to be part of the team. I find if everyone works together you achieve a lot more. I think customers recognise how well we all get on actually. We go out socially especially after a busy day to let off steam. Our branch did very well this year, so I suppose that proves we are a great team.

Response B

Just recently we were short staffed due to illness. It was essential we all supported each other through what was a very busy day. I got everyone together before the branch opened and organised lunch rotas. We all discussed which jobs we were trained/able to cover, from that I drew up a job cover plan for the front desk to ensure that customer service was not affected. I asked everyone for ideas which help us through the day. A couple of ideas were discussed and taken forward. The branch manager congratulated us all on our efforts

COMPETENCY-BASED INTERVIEWS



Examples of common behavioural competencies

- ✓ Achieving results
- ✓ Working with others
 - ✓ Problem solving
- ✓ Planning and organising
 - ✓ Project management
- ✓ Developing self and others
 - ✓ Communication
 - ✓ Working in Teams

INTERVIEW DON'Ts



CRITICISE	Criticise colleagues, managers or the organisation
BE	Be negative
MAKE	Make it hard work for the interviewer

REVIEW OF INTERVIEW OBJECTIVES



Your objective is to get a job offer by convincing the interviewer(s) that:

- **You can do the job**
 - Demonstrate your skills and experience by giving real examples
- **You want the job**
 - Show enthusiasm
 - Ask questions; demonstrate your knowledge of the job, sector and organisation
- **You will fit in**
 - Ask questions on all issues (except salary) that will convince THEM that you will fit in

BODY LANGUAGE

- ✓ **Very important for building rapport**
- ✓ **Non-verbal signals**
- ✓ **Impact**

Body language – 55%

Voice tones – 38%

Words – 7%

Amy Cuddy – Ted Talk - Body Language

ASSESSMENT CENTRES



Evaluation of competence based on multiple inputs using a series of standardised exercises

In-Trays and Case Studies

Simulations and Role-plays

Presentation Exercises

Structured Interviews

Group Exercises

Psychometric Tests

EVALUATING ASSESSMENT CENTRES



The matrix of competencies versus exercises used could be as follows:

Role	CB interview	Group Exercise	Personality questionnaire	In tray	Presentation
Drive for Results	x		x	x	x
Teamwork		x	x	x	
Influencing	x	x	x		x
Inspiring	x	x	x		x
Problem Solving	x	x	x	x	

Observe **Record** **Classify** **Evaluate**

PSYCHOMETRIC TESTS



TYPE	ASSESESSES	EXAMPLES
Ability & aptitude	Intellectual capability and potential	S-GRIT NMT & VMT
Personality, attitudes, values and styles	Feelings/ Emotions Thinking Style Relationships with people	PI-5, OPQ, 16pf Talent Q, KFALP Hogan, SAS, EQ WAVE, MBTI
Skills & Knowledge	Expertise and proficiency in learned subjects	PIE, PPE SAT, GMAT

AFTER THE INTERVIEW



- Thank the interviewer for their time
- Try to establish what the next stage will be
- Send a thank you note
- Make a few notes afterwards
- Follow-up if you don't hear anything
- Try to get feedback if unsuccessful

Contact Details



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Thank You!



Objective Setting

A 3D golden figure stands in the center, holding several golden alarm clocks. The figure is positioned behind the text, and the clocks are scattered around it, some appearing to be held or supported by the figure's hands. The background is white, and the overall theme is time management.

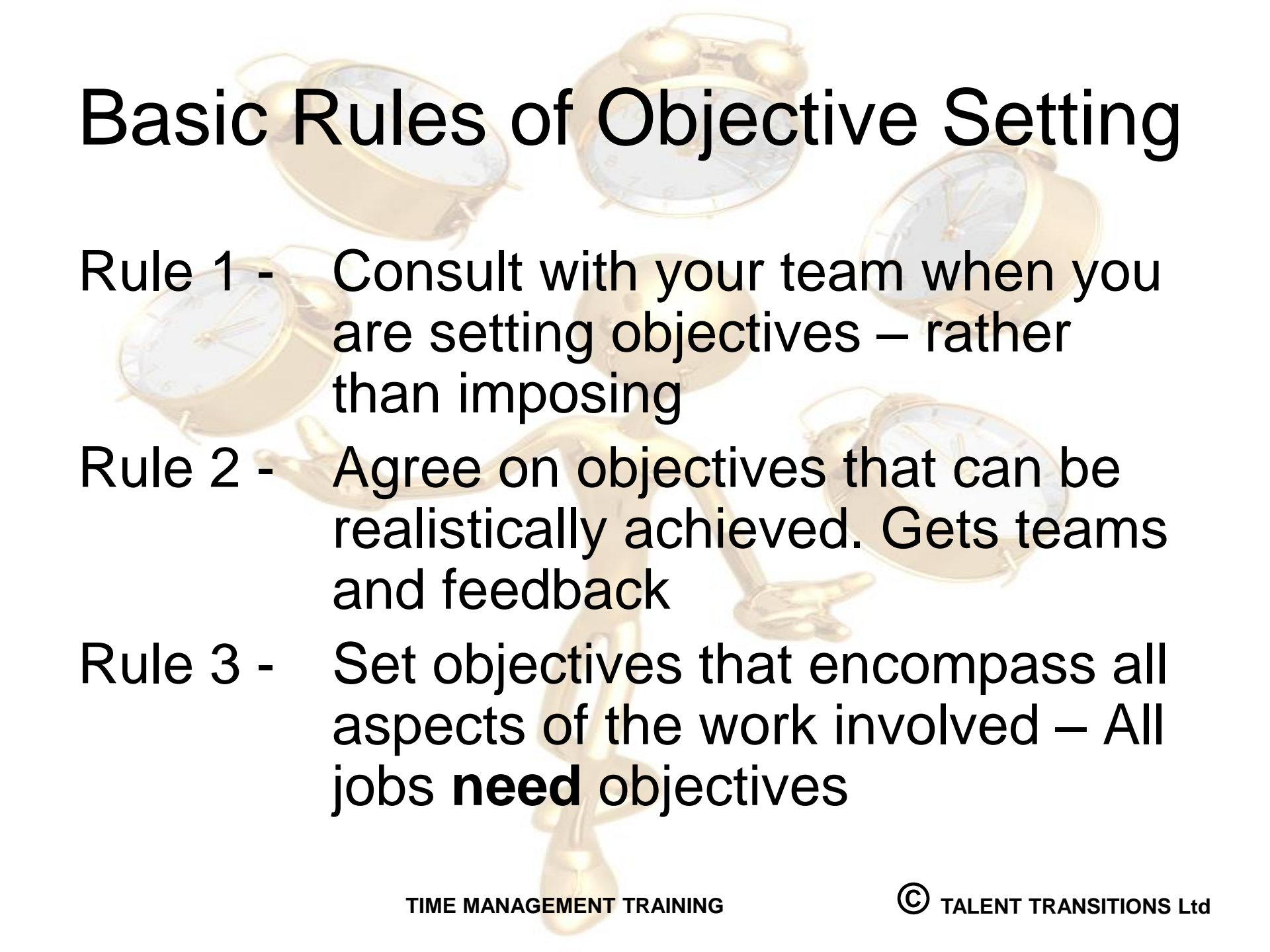
- Objectives, goals and targets are really
Action plans
- They represent a commitment to action
- Help reduce the “time stealers” those that have nothing to do with your job - creeping onto your “to do” list

Objective Setting

A 3D golden figure is the central focus, holding a large golden alarm clock. Surrounding the figure are several other golden alarm clocks of various sizes and orientations, some appearing to be in motion or floating. The background is a plain, light color.

- **S**pecific – clear and unambiguous
 - **What , When, How**
- **M**easurable
 - Make your objectives definable
- **A**chievable
 - Should be challenging but realistic
- **R**elevant
 - Make your objectives applicable
- **T**imed
 - Set realistic deadlines for your objectives

Basic Rules of Objective Setting



Rule 1 - Consult with your team when you are setting objectives – rather than imposing

Rule 2 - Agree on objectives that can be realistically achieved. Gets teams and feedback

Rule 3 - Set objectives that encompass all aspects of the work involved – All jobs **need** objectives