

# Confidence to Work

Interviews

## HELP!

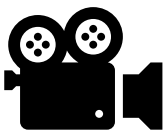
**If you feel you need any support whilst working through this booklet, please speak to your employment adviser.**

**Alternatively you can email  
[info.kirkleeses@richmondfellowship.org.uk](mailto:info.kirkleeses@richmondfellowship.org.uk) or  
call 01484 434866**

# INTERVIEWS

Interviews are a way for an employer to get to know you and your skills. It allows them to see you as a person and get an idea of your personality to see if you will be a good fit for the role and company.

Equally, interviews are just as important for you! It is a chance for you to get a feel for the employer, see the business and ask any questions you have as well.



Watch this video for an introduction about Interviews: [Job interview tips from CV-Library - YouTube](#)

# Match the types of interview

Online	<ul style="list-style-type: none"><li>• Employers can discover stand-out candidates within a group or when hiring for multiple roles</li><li>• Candidates may be asked to complete tasks rather than answer questions</li><li>• Especially used to assess teamwork and leadership skills, as well as communication and problem solving</li></ul>
Phone	<ul style="list-style-type: none"><li>• If the interview is in a different location, involves working remotely or from home, or you are unable to attend in person, a video call is a good replacement for a face-to-face interview</li><li>• Video can be used to assess your confidence, face-to-face communication skills and to hear examples of key areas that are essential to the role (e.g. teamwork or problem solving)</li></ul>
Face-to-Face	<ul style="list-style-type: none"><li>• Might be used to test specific abilities and/or judgement (e.g. driving theory test)</li><li>• Employers can assess skills including digital, online communication and problem solving</li></ul>
Video	<ul style="list-style-type: none"><li>• Each person making up the panel could be assessing different things, and your role might link to each of theirs</li><li>• Employers can evaluate how well you speak under pressure and to an audience</li></ul>
Panel	<ul style="list-style-type: none"><li>• Employers can get to know you in person and discuss your relevant skills and experiences</li><li>• Might be used to assess your confidence, face-to-face communication skills and punctuality</li></ul>
Group	<ul style="list-style-type: none"><li>• Can be used to find out if you sound like a good match for the role before an invitation to meet face-to-face</li><li>• You can ask any questions you may have about the employer or role</li><li>• Employers can assess your confidence, verbal communication and listening skills</li></ul>

# 4 WAYS TO MAKE A GOOD IMPRESSION

As you're preparing for the interview, think about ways you can show yourself in a positive light:

**Punctuality** - arriving late will increase your stress levels and give the employer a bad first impression, so do your best to arrive in good time.

**Positivity and enthusiasm** - be polite and professional with any staff you meet before or after the interview and, if you're feeling particularly nervous, remind yourself that the worst thing that could happen is not getting the job. During the interview, respond to questions with positive statements, be enthusiastic about the job and avoid badmouthing your previous employers.

**Body language** - give a firm handshake to your interviewer(s) before and after the session (depending on the COVID situation!). Once you're seated, sit naturally without slouching in your chair or leaning on the desk. Throughout the interview, remember to smile frequently and maintain eye contact.

**Clarity** - answer all questions clearly and concisely, evidencing your most relevant skills, experiences and achievements. It's acceptable to pause before answering a difficult question to give yourself thinking time, or asking for clarification if you're unsure what a question means. When answering, don't speak too quickly.

# PREPARING FOR THE INTERVIEW: GENERAL TIPS

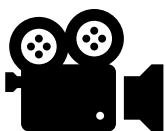
**Employer** - What does the company do? What are their values? Who are their target customers? Why would you be a good fit for the company?

**Role** - read the job description again and, if you completed an application form, go over it to refresh your memory of how your skills and qualifications match the job. It's vital that you can explain why you want the job, that you understand the role and, even more importantly, why the employer should choose you over other candidates.

**Interview panel** - try to find out who will be interviewing you. The email inviting you to the interview may include this information. Use LinkedIn and the 'About us' section of the company website to find out more about their professional interests and experience. This may help you to connect with your interviewers and create a positive impression during the interview.

**Questions** - consider how you'll answer common interview questions, as well as preparing some questions you'd like to ask the interviewer.

There are also some practical things to plan. Exactly when and where is the interview taking place? Have you planned your journey and checked the timetables for any public transport you need to take? Does all your equipment work for video and telephone interviews?



Check out this video for Indeed's tips on the interview process, from body language, to saying hi, to answering questions:

[Top Interview Tips: Common Questions, Body Language & More - YouTube](#)



# STAR TECHNIQUE

The 'STAR technique' gives you a proven four-step framework for remembering and telling a story in a clear, powerful and structured way, detailing how you successfully handled a situation in your past, and the outcomes resulting from your actions.

STAR is an acronym for 'Situation', 'Task', 'Action', 'Result'.

The STAR technique has two purposes:

It's a memory-jogging exercise for recalling times in your previous jobs (and other areas of your life) which show that you possess one or more skills

It's a communication framework for describing scenarios in your life that demonstrate you possess certain skills that you can use to convince a potential employer that you'd do the job they're hiring for well

You can use the technique to sell yourself in various way:

Answering interview questions

Writing your CV

Writing your cover letter

Writing your work experience on your LinkedIn profile

The STAR technique is best known as a way of answering competency-based interview questions and behavioural interview questions.

However, the idea behind using it is the same for other types of interview questions and writing about tasks you completed for your job application.

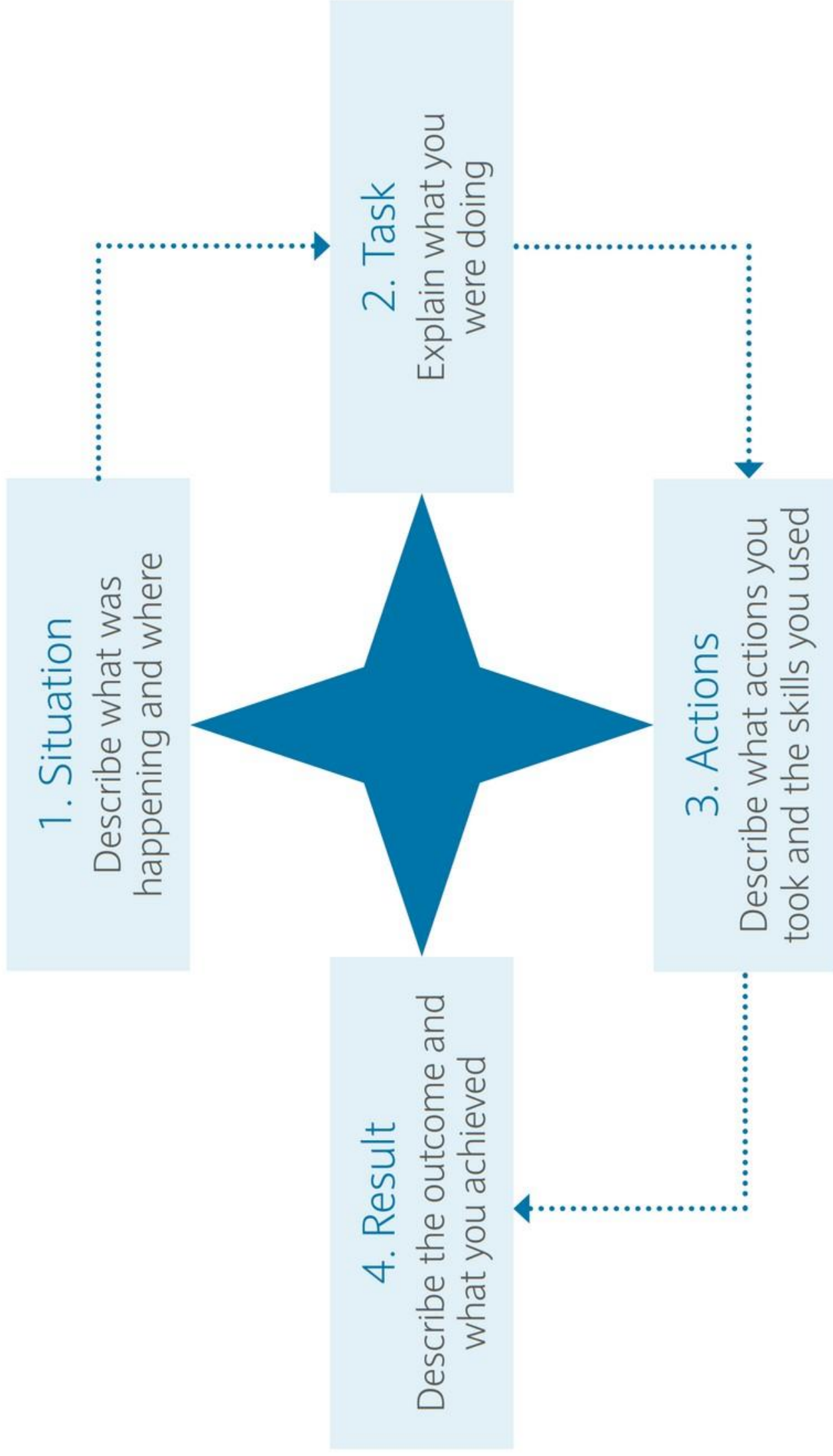
It's all about saying you have certain skills, then describing situations in your past that demonstrate your claims are true.



Watch this video to hear more about STAR and see it in action:

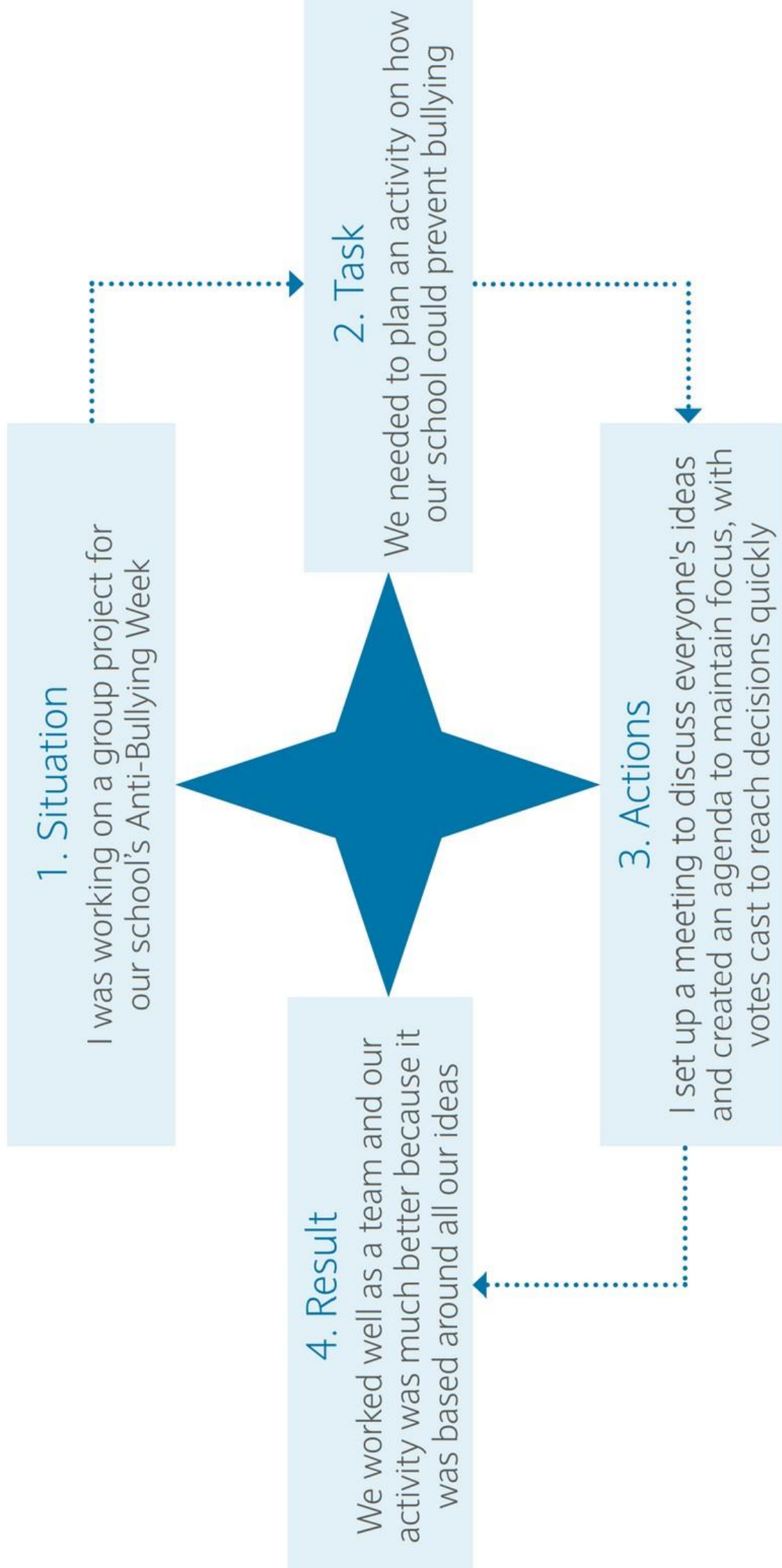
[How to use the STAR method to answer interview questions - YouTube](#)

# Example of STAR



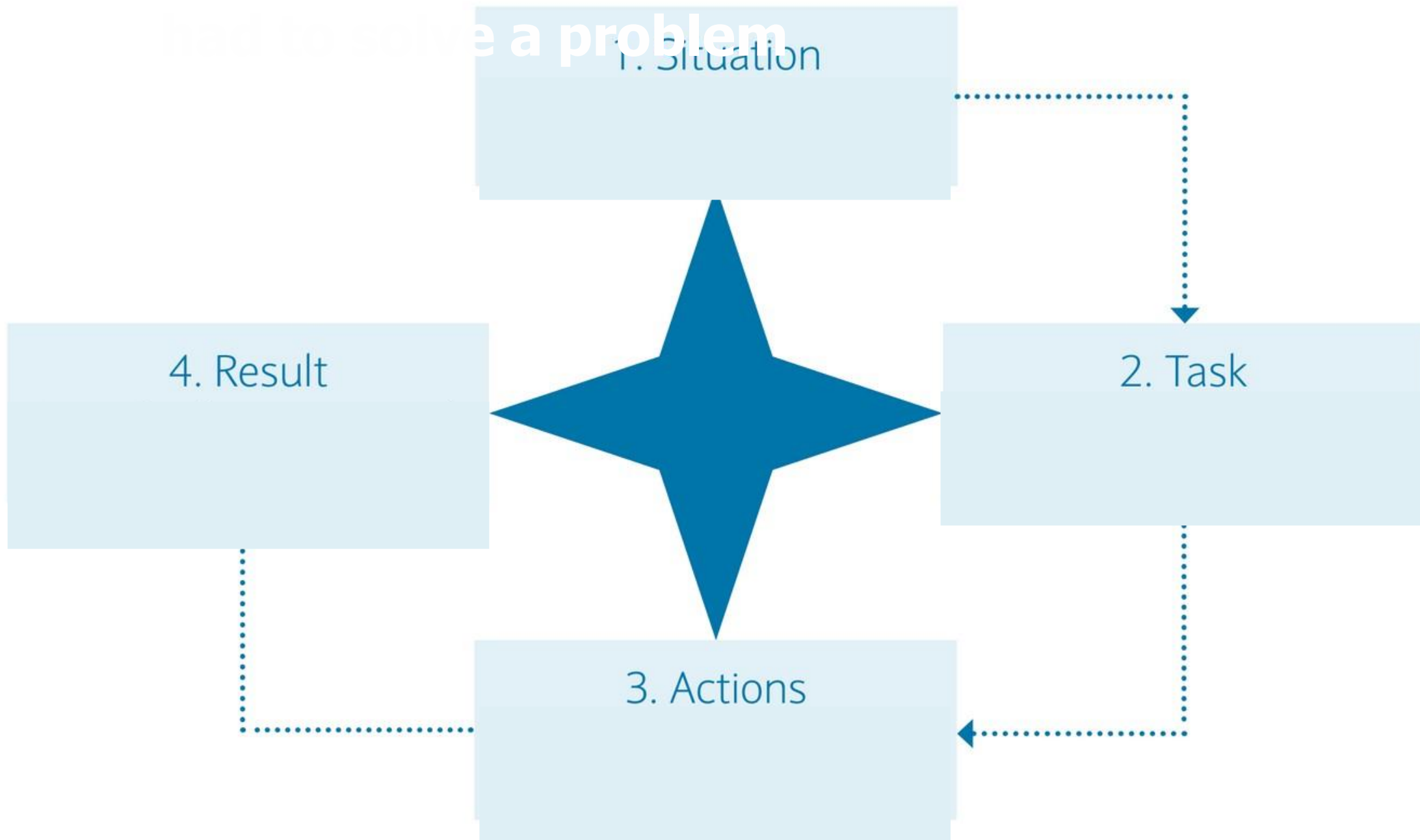


# Example of STAR



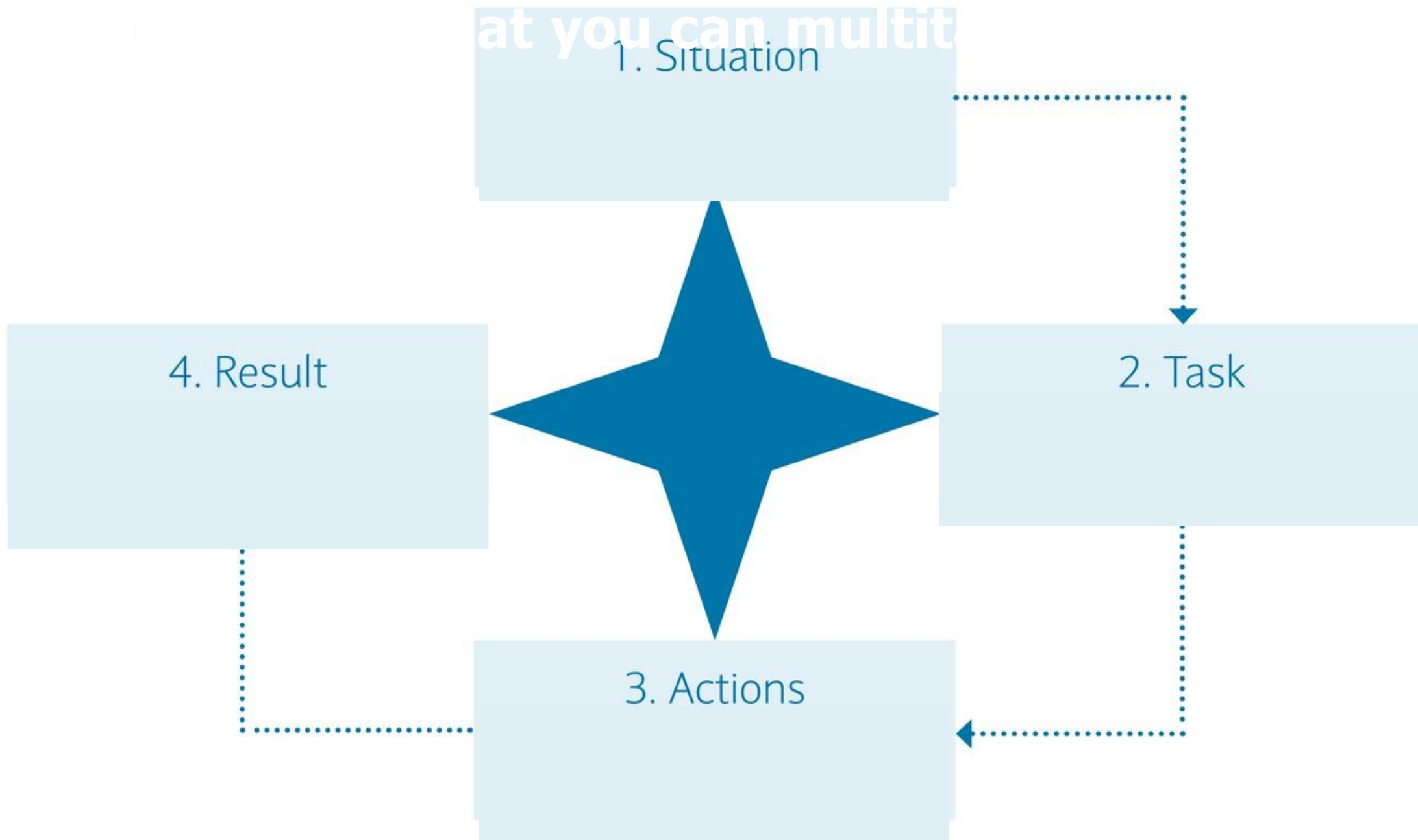
**Have a go: Tell me about a time you**

**needed to solve a problem**



# Have a go: When have you

demonstrated that you can multitask



# Now have a go at using STAR for a set of interview questions. This is for a

1. Tell me about yourself

assistant role at Aldi

2. What interests you most about work experience or volunteering with us?

3. What do you know about this opportunity and what do you want to get out of this?

4. Tell us about a time when you had to work as part of a team

5. Describe an activity or initiative where you had to take responsibility – what did you enjoy about it, was anything difficult?

6. What things are you most proud of that you have worked on at school/college/in a part-time/volunteering role?

# Now have a go at using STAR for a set of interview questions. This is for a role

1. Describe what you think you will be doing in this role and what interests you about our organisation?

2. What can you bring from your past experiences and what have been your achievements?

3. Tell me about a time when you had an idea to do something in a different way to get the result you wanted

4. Describe a time where you have worked as part of a team

5. Describe a time when you've had to deal with a difficult situation or individual, what made the situation demanding and what was the outcome?

6. Talk me through how you keep up to date with our industry from how it's changing to the impact of technology?

# Now have a go at using STAR for a set of interview questions. This is for an

1. Explain what you think you will be doing in this role short term and longer term?

2. Tell me about a time when you solved a problem, how did you do it, who did it involve, did everything go to plan and what was the result?

3. Describe a situation where you have worked in a team, what role did you take, what did you learn and what did you achieve?

4. Walk me through a time when you've had to lead an initiative or project, how did you do it, how did you involve others and what was the result?

5. How do you expect this business and the technological environment to change over time?

6. Describe a key business issue that you are interested in? What interests you and what's your opinion?

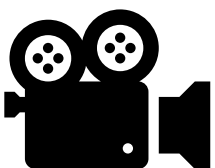
# Your Questions!

At the end of an interview you will be asked if you have any questions. Interviewers will be positive about people who ask questions and it's a good way for you to find out a bit more too.

Here are some examples:

1. Are there opportunities for training and progression within the role/company?
2. Can you tell me more about the team I would be working in?
3. What is the induction/training process for the role?

It is important that you show interest in the company and your own progression within the role - this demonstrates to the interviewer that you are positive and enthusiastic.



Check out this video to re-cap what type of interview questions you might get asked:

[How to answer the ten most common interview questions - YouTube](#)



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**Skills to master!**

36% of employers look for multitasking skills; 31% for initiative; 21% look for creative thinking

1

**Keep eye contact!**

65% of interviewers said that candidates who failed to make eye contact didn't get the role

2

**Smile!**

40% of interviewers think that a lack of a smile is a good enough reason not to consider a candidate

3

**Use your hands as a gesture to express your thoughts!**

20% of interviewers did not consider the candidates who sat with their arms crossed in the interview

4

**Avoid bright or bold colors!**

50% of interviewers think that a candidate can be eliminated for the position due to the way they dressed, acted or walked through the door

5

**Act confident!**

40% of interviewers say that the quality of a candidate's voice and overall confidence can be a deciding factor for the job offer





For more information about the topics covered in this area and employability you might find the following resources useful:

- **Barclays Life Skills:** An interactive website that allows you to explore lots of options around employability training, including interview technique (free to sign up!): [Employability Skills | Young People Job Skills | Life Skills \(barclayslifeskills.com\)](https://www.barclayslifeskills.com)
- **The National Careers Service:** Why not follow this link to take a skills assessment to see where your skill strengths are: [Careers advice - job profiles, information and resources | National Careers Service](https://www.nationalcareersservice.org.uk)
- **Prospects:** A useful website with careers advice and interview tips: [Interview tips | Prospects.ac.uk](https://www.prospects.ac.uk)