

A close-up, profile view of a man with glasses, wearing a dark suit jacket, a light-colored shirt, and a dark tie. He is holding a pen in his right hand and looking down at a document held in his left hand. The background is dark. The text "Communicating at Work Interview Preparation" is overlaid in white, bold font on the right side of the image.

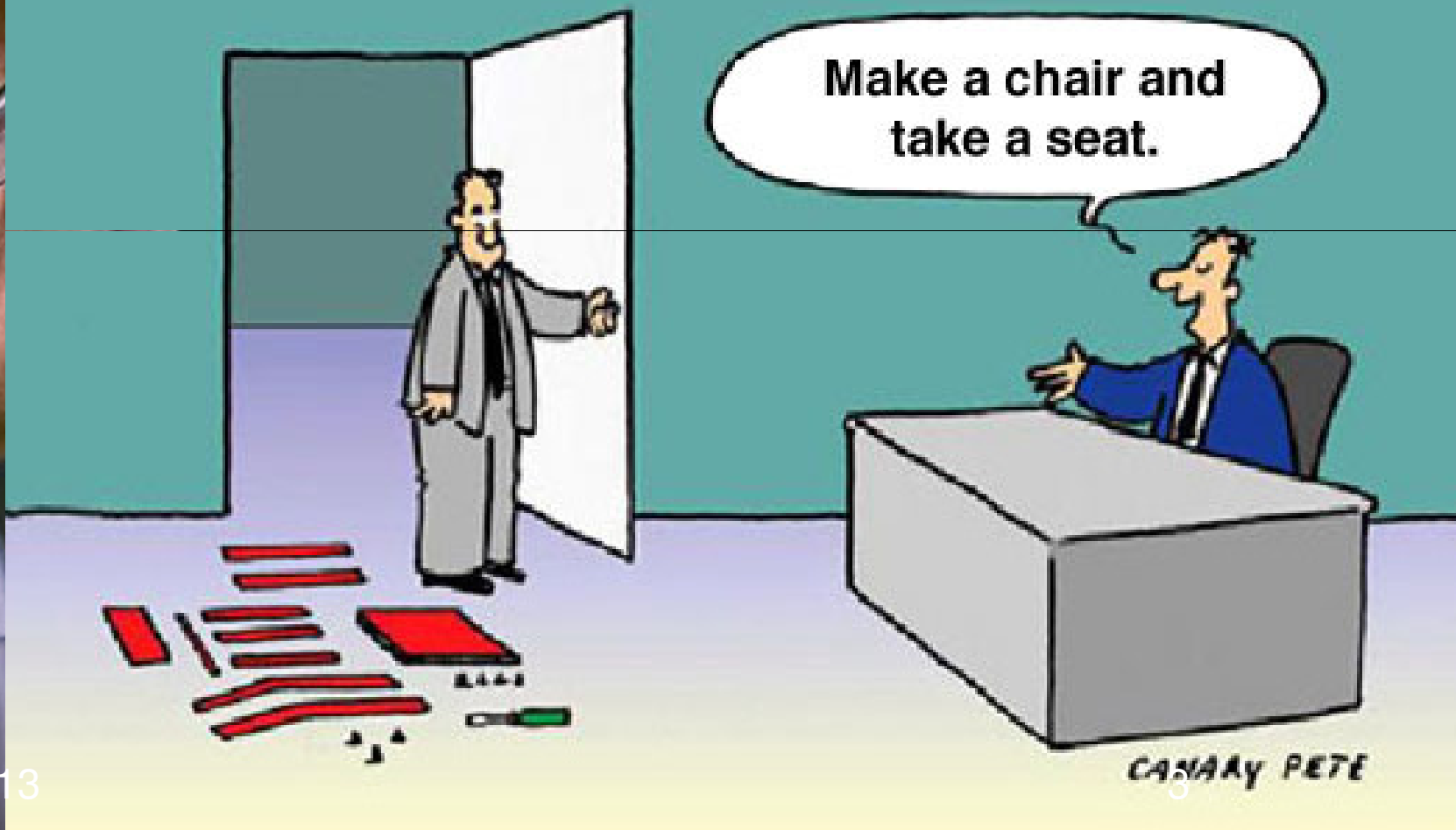
Communicating at Work Interview Preparation

A close-up, profile view of a man in a dark suit, white shirt, and red tie. He is wearing glasses and holding a black pen with a gold tip. He is looking down at a document he is holding in his left hand. The background is dark. The text is overlaid on the right side of the image.

Interviews are getting harder all the time!

Not only do you have to tell what you can do, you have to show what you can do...

Applying for a job at IKEA

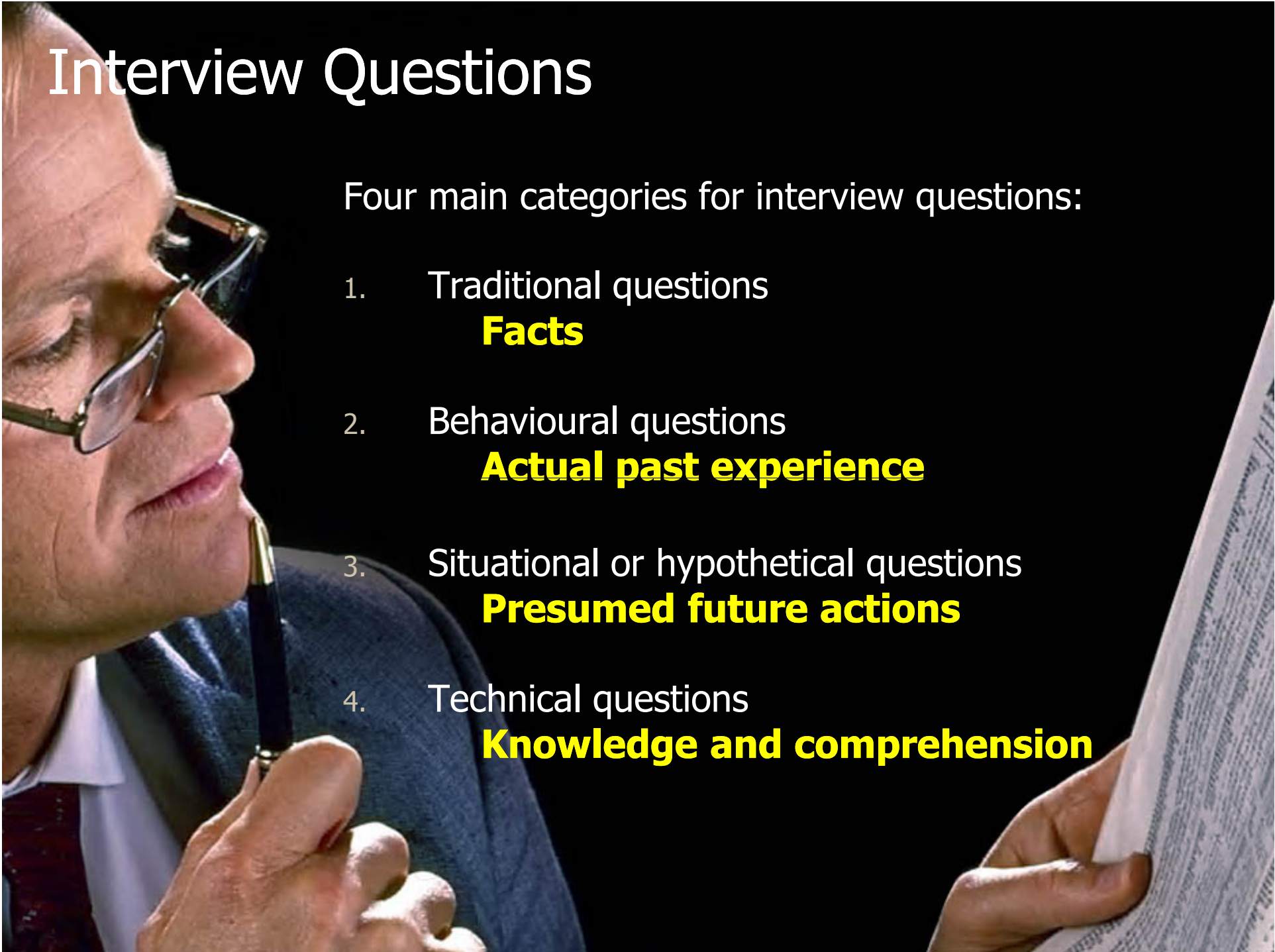


4/2/2013

Interview Questions

Four main categories for interview questions:

1. Traditional questions
Facts
2. Behavioural questions
Actual past experience
3. Situational or hypothetical questions
Presumed future actions
4. Technical questions
Knowledge and comprehension



Let's try some from each of these
four categories





1. Traditional Questions

Recall

Traditional questions can be answered by drawing on the following: your

- **Education**
- **Experience**
- **Abilities**
- **Personality**
- **Ambitions**
- **Information**

A man in a dark suit, white shirt, and red tie is shown in profile, looking down at a document he is holding. He is wearing glasses and has a pen in his mouth. The background is dark.

1. Traditional questions (Facts):

- **Tell us a little bit about yourself.**
- **Why do you want to be a?**
- **What would your current employer say about you?**
- **What attracts you to our organization/business?**

A man in a dark suit, white shirt, and red tie, wearing glasses, is looking down at a document he is holding. The background is dark. The text is overlaid on the image.

2. For Behavioural Questions **SABB**

■ **Situation**

- Set up your story/challenges you faced
- What needed to be done?
- How and why did you get involved?

■ **Action**

- Describe what you did (complexity/creativity)

■ **Benefits**

- How did others benefit? (results and effects)

■ **Benefits**

- How did you benefit, professionally or personally (growth and learning)

A close-up photograph of a man in a dark suit, white shirt, and dark tie. He is wearing glasses and looking down at a document he is holding in his left hand. His right hand is raised, with fingers slightly curled, as if gesturing while speaking. The background is dark and out of focus.

2. Behavioural Questions

(Actual past experience)

- **Have you ever had to address an angry client/offender?**
 - If so, what were the details?
 - What did you do?
- **Provide a recent example of a situation you have faced when the pressure was on.**
 - What happened?
 - How did you deal with it?
- **Tell us about a time when you conformed to a policy with which you did not agree.**

A close-up photograph of a man in a dark suit, white shirt, and dark tie. He is wearing glasses and looking down at a document he is holding in his left hand. His right hand is near his chin, with his fingers slightly curled. The background is dark and out of focus.

2. Behavioural Questions

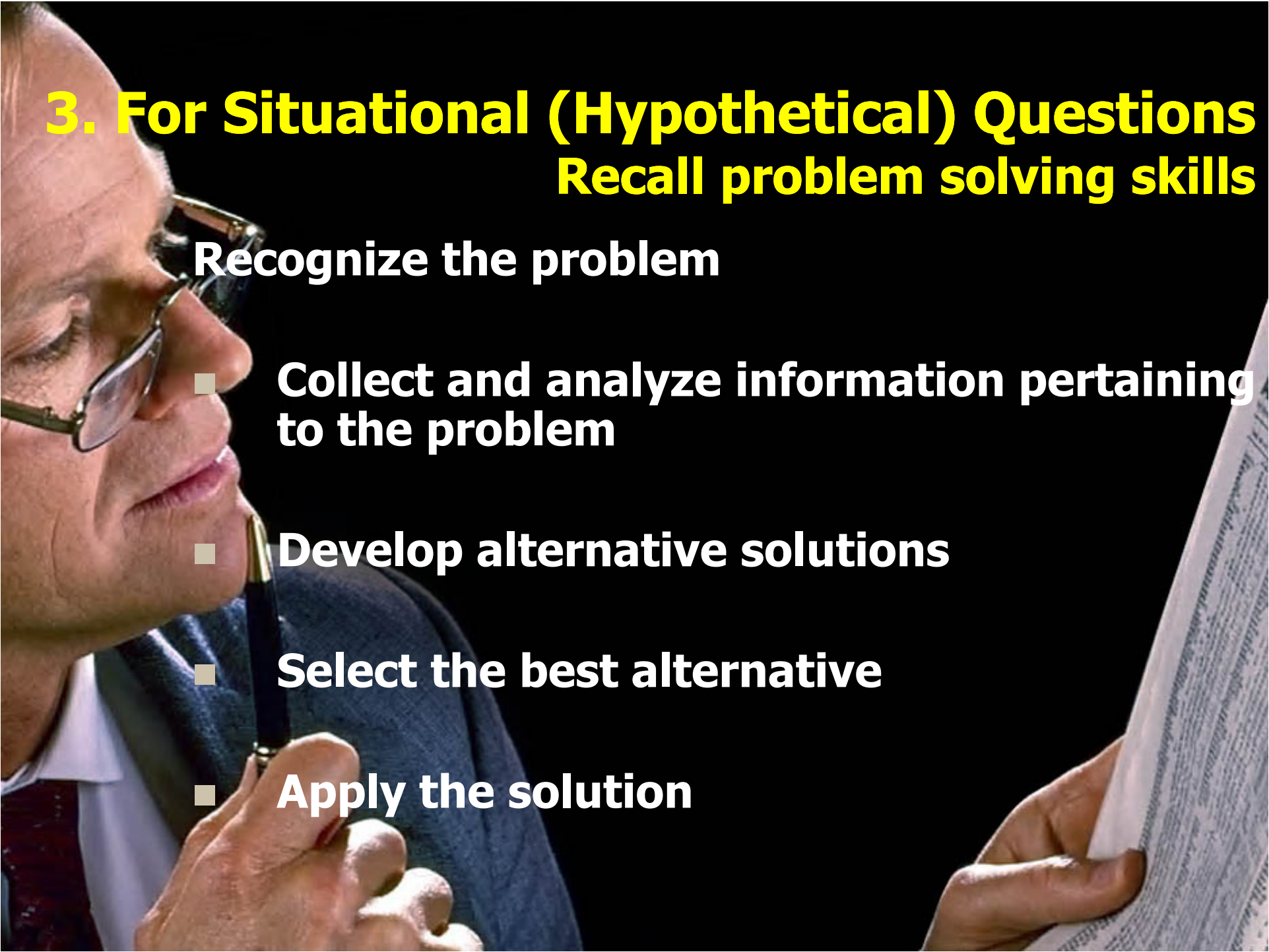
(Actual past experience)

- **The ability to communicate is vital in this job.**
 - **Can you describe a situation you've experienced where a lack of communication made the situation worse?**
 - **What did you do to improve the situation?**

A man in a dark suit, white shirt, and red tie is shown in profile, wearing glasses and holding a pen. He is looking down at a document he is holding in his left hand. The background is dark, and the text is overlaid on the image.

2. Other Behavioural Questions

- **What is "empathy"?**
 - Why is empathy important in this field?
 - Describe a time when you demonstrated empathy.
- **Define "integrity."**
 - Give us an example of when you demonstrated integrity.
- **What best motivates you?**
 - Tell us about a time when something happened that motivated you?



3. For Situational (Hypothetical) Questions

Recall problem solving skills

Recognize the problem

- **Collect and analyze information pertaining to the problem**
- **Develop alternative solutions**
- **Select the best alternative**
- **Apply the solution**

A close-up, profile view of a man with glasses, wearing a dark suit jacket, a white shirt, and a dark tie. He is looking down at a document he is holding in his left hand. The background is dark. The text is overlaid on the right side of the image.

3. Situational Questions (Presumed future actions)

- **What would you do if you observed a colleague taking minor supplies from work?**
- **You feel personally threatened by an a colleague.**
 - **What do you do?**

A close-up, profile view of a man with glasses, wearing a dark suit jacket, a white shirt, and a dark tie. He is looking down at a document he is holding in his left hand. The background is dark. The text is overlaid on the right side of the image.

3. Situational questions

(Presumed future actions)

- **You have a client who begins to make inappropriate comments.**
 - **What would you do?**
- **You are feeling overworked.**
 - **How would you deal with this problem?**



4. Technical questions (Knowledge and comprehension)

These questions test your professional knowledge.

You tell me what they might ask here.

A close-up, profile view of a man with glasses, wearing a suit and tie, looking intently at a document he is holding. The background is dark, and the lighting highlights his face and the document.

Some of the more difficult questions will be added to the mix

- **What have you done to prepare for this job?**
 - **Know your (revised and updated) resume**
 - **Make sure that each interviewer has a copy**
 - **Bring a copy for yourself**

Why do you want to be ...?

- **In a helping profession**
- **A member of an important team**
- **Intellectual, physical, and emotional challenges**
- **Lifelong learning**
- **Meaningful work that has a positive effect**
- **Rewarding**
- **Advancement opportunities**



Describe a good ...

Character traits or skills:

Competent

Committed

Cooperative

Upright

(has integrity)

Dedicated

Reliable

Honest

Confident

Ethical

Problem solver

Non-judgmental

Interactive

Empathetic

Objective

Compassionate

Professional

Open-minded

A man in a dark suit, white shirt, and red tie is shown in profile, looking down at a document he is holding. He is wearing glasses and has a pen in his hand. The background is dark.

Why should we choose you over other candidates?

This is your opportunity to articulate your

- Skills
- Training
- Education
- Personality

A man in a dark suit, white shirt, and red tie is shown in profile, looking down at a document he is holding. He is wearing glasses and has a pen in his mouth. The background is dark.

A tough one!

Tell us about any weaknesses you may have.

- **Be cautious!**
 - **You do not want to lose credibility as a potential candidate if you list as weaknesses qualities that are critical to the job.**
- **Do not say that you “have no weaknesses” (= arrogant You are not flawless.)**
- **Do not create a list: one honest weakness is sufficient**

A man in a dark suit, white shirt, and red tie is shown in profile, looking down at a document he is holding. He is wearing glasses and has a serious expression. The background is dark, making the text stand out.

The inevitable "Weakness" question

- **Avoid disclosing a weakness that is crucial to the occupation**

e.g., "I am not really a people person."
or "I am a speed freak!"

- **Turn the negative into a positive**
- **Look for the more benign weaknesses**
- **Describe the steps you are taking to diminish or overcome this weakness.**

e.g., "Procrastination. However, I have been working on my time management skills with a day timer for the past year and feel it is not an issue"

A man in a dark suit, white shirt, and red tie is shown in profile, looking down at a document he is holding. He is wearing glasses and has a thoughtful expression. The background is dark.

Harassment/diversity issue questions

This will inevitably come up in your interview, probably as a hypothetical question

It will be a test of your

- integrity
- honesty
- problem-solving skills
- ethics
- potential biases

Familiarize yourself with *The Charter of Rights and Freedom* Section 15

A close-up photograph of a man in a dark suit, white shirt, and dark tie. He is wearing glasses and looking down at a document he is holding in his left hand. The background is dark. The text is overlaid on the image.

Harassment/Diversity Questions

Traditional:

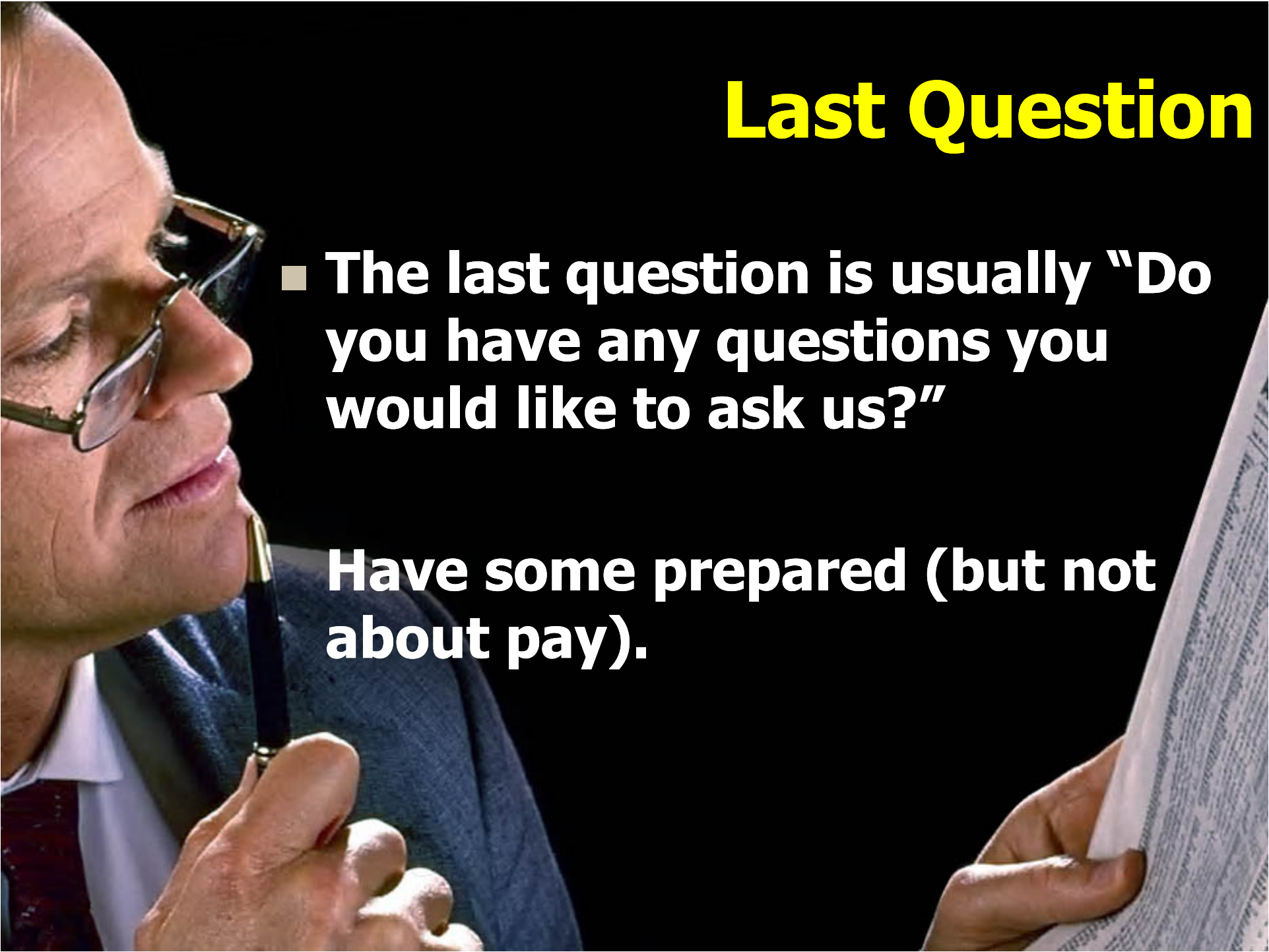
“What are your views about supervising the opposite sex?”

Behavioural:

“Tell us about a time you witnessed racial or sexual harassment in the workplace and what you did about it?”

Situational:

“You overhear a colleague verbalize a racial slur about a minority member across the street in a joking manner. What would your response be?”

A close-up, profile view of a man with glasses, wearing a dark suit jacket, a light-colored shirt, and a dark tie. He is holding a dark pen in his right hand and looking down at a document held in his left hand. The background is dark. The text 'Last Question' is written in large, bold, yellow letters in the upper right corner. Below it, a bullet point in white text reads: 'The last question is usually "Do you have any questions you would like to ask us?"'. Further down, another line of white text says: 'Have some prepared (but not about pay)'.

Last Question

- The last question is usually “Do you have any questions you would like to ask us?”

Have some prepared (but not about pay).

Recommendations

- Practice questions and answers ahead of time
- Smile, be positive
- Know yourself
- Know the company/organization
- Know your resume (bring it)
- Bring a list of references with contact numbers
- Prepare questions for your interviewers (end of interview)

■ <http://www.youtube.com/watch?v=U9rn5kuTpHw>

■ <http://www.youtube.com/watch?v=ArenD1cSZ6U&feature=relmfu>