

Type 1: Direct Questions

These are close-ended in nature, and therefore will often require simply a yes or no answer. Ex. "Have you worked with Excel?"

Type 2: Non-Direct Questions

Non-direct questions are broad and more open-ended. Ex. "What are your strengths and weaknesses?"

Type 3: Hypothetical or Situational Questions

These are used to test your analytical, critical thinking and problem solving skills. Ex. "How would you handle a difficult customer?"

Type 4: Behavior-Based Interviewing

These ask for specific examples from past experiences. Ex. "Tell me about a time when..."

To answer behavior-based questions, use the "STAR" technique:

Situation - Think of a situation in which you were involved that had a positive outcome.

Task - Describe the tasks involved in the situation.

Action - Specify what actions you took in the situation to complete the tasks and achieve your results.

Results - What specific result(s) followed due to your actions? How did others react?

Practice these behavioral-based questions below using STAR

Category: Time Management

"Tell about a time when you had a large project with little time to complete it."

Situation: _____

Task: _____

Action: _____

Results: _____

Category: Conflict

"Give an example of a time when you worked with someone you did not get along with. How did you handle it?"

Situation: _____

Task: _____

Action: _____

Results: _____

Category: Leadership

"Tell about a time when you led a team to completion of a project."

Situation: _____

Task: _____

Action: _____

Results: _____

Category: Problem Solving

"Describe a time when you had a large problem to solve. How did you solve it?"

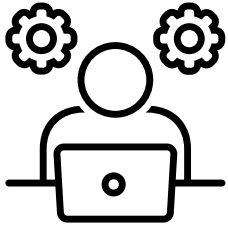
Situation: _____

Task: _____

Action: _____

Results: _____

Tips for Interviewing



Practice

Practice common interview questions with a friend, in a mirror, or using your camera.

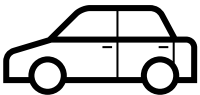


Use this QR code to access Big Interview, a great resource for interviewing practice.



Dress to impress

"One level up"



Arrive Early

Check the traffic conditions at the same time the day before.



Be likable and engaged



Stay calm

Some nervousness is OK, but also display how you can remain calm under pressure.



Send a thank you card/email

Not everyone agrees on this, but it does not hurt.

Tips for Virtual Interviewing



Test your technology

Do a trial run with a friend



Turn off notifications

Close other programs, too



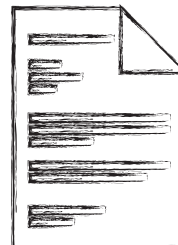
Control your environment

Close the door; make sure the background is professional and uncluttered



Check the lighting

Face your light source directly



Have reminders

Have post-its next to your screen with reminders like the company's mission statement, or "Smile".



Position yourself correctly

Place the computer higher than desk height