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# Interview **PREP** Guide.

Prepare | Review | Evaluate | Perfect

Your better  
tomorrow  
**starts today.**





**Before the  
interview.**



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# Research.

- Know the job description and day-to-day duties of the role
- Do you have examples of your skills and experience that align to the requirements of the role?
- Research the skills and experience that the company values
- Research the company website, their products and services, key players in the organisation, their mission, culture and values
- Make yourself aware of the company's key competitors
- Research news or recent events about the company
- Research the person interviewing you
- Utilise the knowledge of your Recruitment Consultant



# Your motivations for a new role.

## Revisit your motivations for looking for a new job:

- Bigger or smaller company
- Better long-term prospect
- Relocating
- Better work/life balance
- Dissatisfied with your current role
- A new challenge or more opportunity



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# Practical preparation.

## Always make sure you:

- Are punctual
- Know the date, time and exact location of your interview
- Know who you are meeting and their job title
- Have directions and your journey planned
- Plan your outfit – dress appropriately as advised
- Switch off your mobile phone
- Greet the interviewer with confidence and maintain eye contact



# Virtual interviews.



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# Top tips for remote interviews.

- Do your research as you would do for a face-to-face interview
- Test your software and hardware in advance
- Dress as if you were attending the interview in person
- Create a comfortable, quiet environment - no distractions and ensure your interview space is decluttered
- Turn off your phone and email
- Speak slowly and clearly, be sure to smile and let your personality come across
- Listen first, then talk, be aware of body language
- Create a positive ending - have a few questions prepared to ask the interviewer





**At the  
interview.**



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# Go through your CV.

This won't always be the first stage in your interview, but often interviewers want to hear you **speak about your experience** before they move on to the more structured competency-based questions.

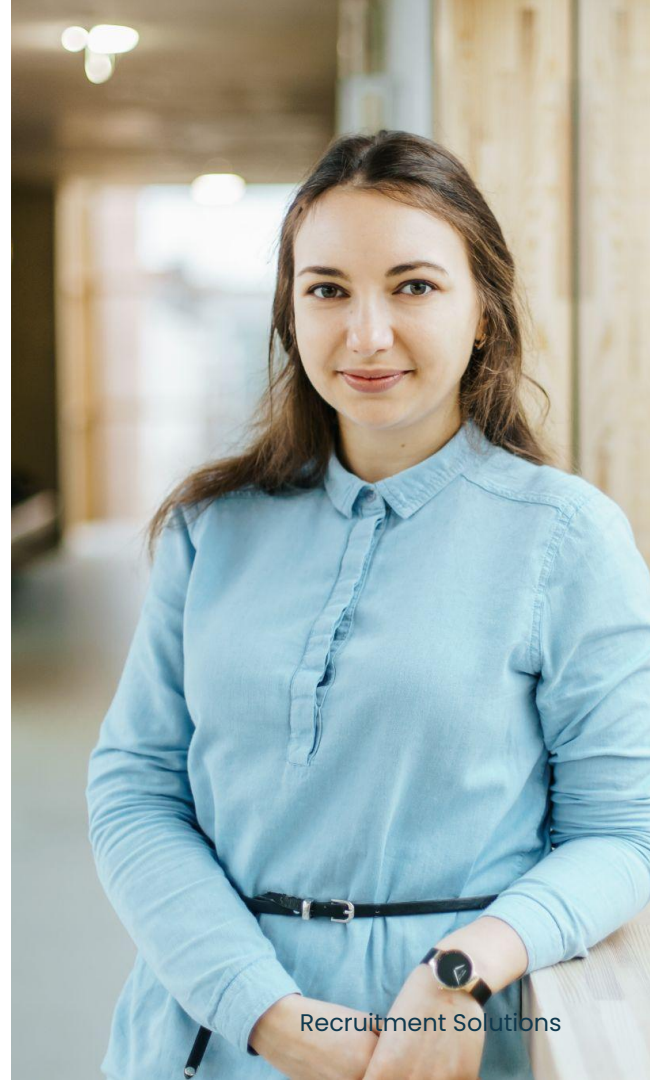
You need to be sensible about how you run through your CV – focus on:

- **Aspects that are relevant to the role** you are interviewing for
- Spend most of the time of this segment discussing your **most recent role**
- Which of your past tasks would bring **benefits** to this role



# Common interview questions to expect.

- Tell me about yourself?
- What have been your major achievements?
- Tell me about a difficult situation at work and how you dealt with it?
- What about this role interests you?
- What do you like/dislike about your current role?
- What are your strengths/weaknesses/development areas?
- What are the reasons behind your decision to leave your current employer?
- Are you interviewing at other companies?
- What are your long term career goals?





# The STAR technique.

The **STAR technique** is a universally recognised communication approach, designed to enable you to provide a meaningful and complete answer to questions asking for examples. At the same time, it has the advantage of being simple enough to be applied easily.



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# S

## **Situation**

Set the scene

# T

## **Task**

Describe your  
role in the  
situation

# A

## **Action**

Explain the  
specific actions  
you took

# R

## **Results**

Share the  
outcome

Many interviewers use the STAR structure. Even if they do not, they will recognise its value when they see it. The information will be given to them in a structured manner and, as a result, they will become more receptive to the messages you are trying to communicate.





“

**Can you tell me about a time you went above and beyond your expected duties?**

**A presentation to a client was almost cancelled due to unforeseen circumstances, I stepped in and presented at the last minute.**”

Using the **STAR** technique you will be prepared to give a fuller answer, outlining the situation, your role in it, the actions you took and the result from the actions.







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**I was a part of a team working on a presentation to help us secure a major new client. Due to personal circumstances, my supervisor was unable to make it. It looked like we were going to have to cancel the meeting and potentially lose the client.**

**I had been looking for ways to take on more responsibility, so I volunteered to finish up the presentation.**

**I worked with my supervisor via the phone and between the two of us, we were able to go ahead with the scheduled meeting.**

**As a result of my initiative, we not only landed the client, but I was also recommended for a promotion.**

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# The STAR technique.

Can you see how this answer allows the interviewers to understand what drove your actions?

It also reinforces the feeling that you are calculating the consequences of your actions, thus retaining full control of the situation.

Learn the job's requirements then write **STARs** that provide specifics about times you met similar requirements.

Writing your **STARs** in advance of your interview plants them firmly in your mind and prevents you from failing to mention an experience because you've forgotten it or its significance.



# Competency interview questions.



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## Flexibility.

- Tell me about a time when you changed your priorities to meet others' expectations.
- Describe a time when you altered your own behaviour to fit the situation.
- Tell me about a time when you had to change your point of view or your plans to take into account new information or changing priorities.

## Time management.

- Tell me about how you usually cope with a large volume of work.
- Describe the last time you failed to meet a deadline.
- How do you manage pressure/conflicting priorities on your time?



## Client focus.

- Give an example of how you provided service to a client/stakeholder beyond their expectations.
- Tell me about the most difficult client you have had to deal with.
- Describe a situation in which you acted as an advocate for stakeholders' needs, where there was some organisational resistance to be overcome.

## Communication.

- Describe a situation you were involved in that required a multi-dimensional communication strategy.
- Give an example of a difficult or sensitive situation that required extensive communication.
- Tell me about a time when you really had to pay attention to what someone else was saying, actively seeking to understand their message.



## Organisational awareness.

- Describe the culture of your organisation and give an example of how you work within this culture to achieve a goal.
- Describe the things you consider and the steps you take in assessing the viability of a new idea or initiative.
- Tell me about a time when you used your knowledge of the organisation to get what you needed.

## Problem solving.

- Describe a time when you had to analyse a problem and generate a solution.
- Describe the most difficult problem you faced at work in the last six months.
- Tell me about a situation where you had to solve a problem or make a decision that required careful thought. What did you do?



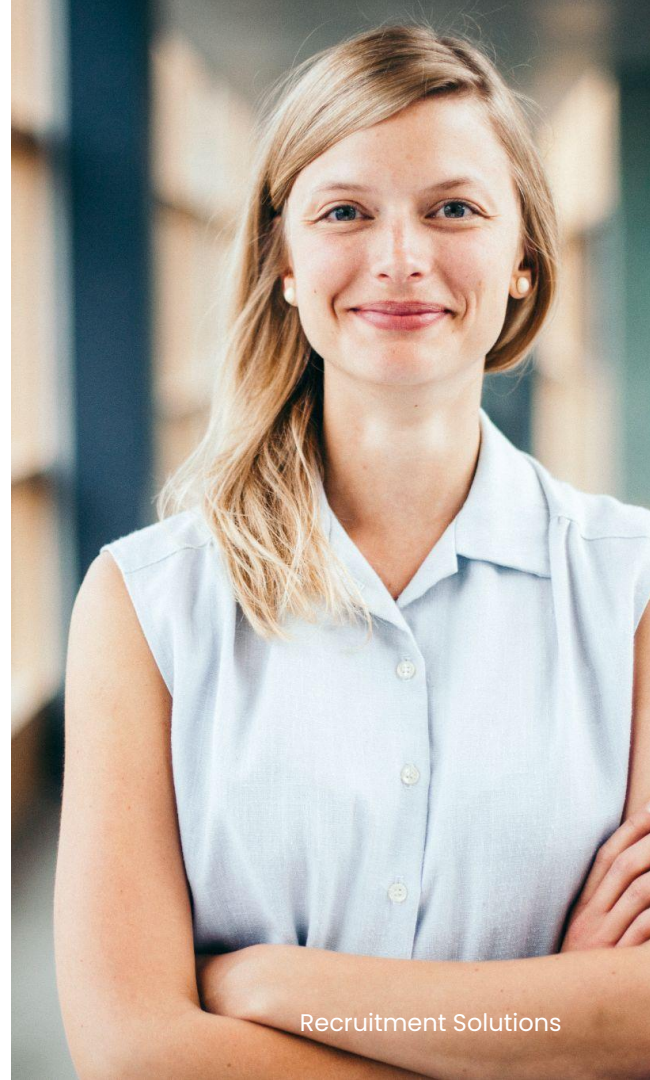


## Result orientated.

- Tell me about a time when you set and achieved a goal.
- Tell me about a time when you improved the way things were typically done on the job.
- Describe something you have done to maximise or improve the use of resources beyond your own work unit to achieve improved results.

## Teamwork.

- Tell me about a time when you worked successfully as a member of a team.
- Describe a situation where you were successful in getting people to work together effectively.
- Describe a situation in which you were a member (not a leader) of a team, and a conflict arose within the team. What did you do?



## Developing others.

- Tell me about a time you coached someone to help them improve their skills or job performance.
- Describe a time when you provided feedback to someone about their performance.
- Give me an example of a time you recognised that a member of your team had a performance difficulty.

## Impact and influence.

- Describe a recent situation in which you convinced an individual or a group to do something.
- Describe a time when you influenced an individual or a group on an important issue.
- Describe a situation where you influenced different stakeholders with differing perspectives.



## Leadership.

- Tell me about a time when you had to lead a group to achieve an objective.
- Describe a situation where you had to ensure that your “actions spoke louder than your words” to a team.
- Describe a situation where you inspired others to meet a common goal.

## Relationship building.

- Describe a situation in which you developed an effective win/win relationship with a stakeholder or client. How did you go about building the relationship?
- Tell me about a time when you relied on a contact in your network to help you with a work related task or problem.

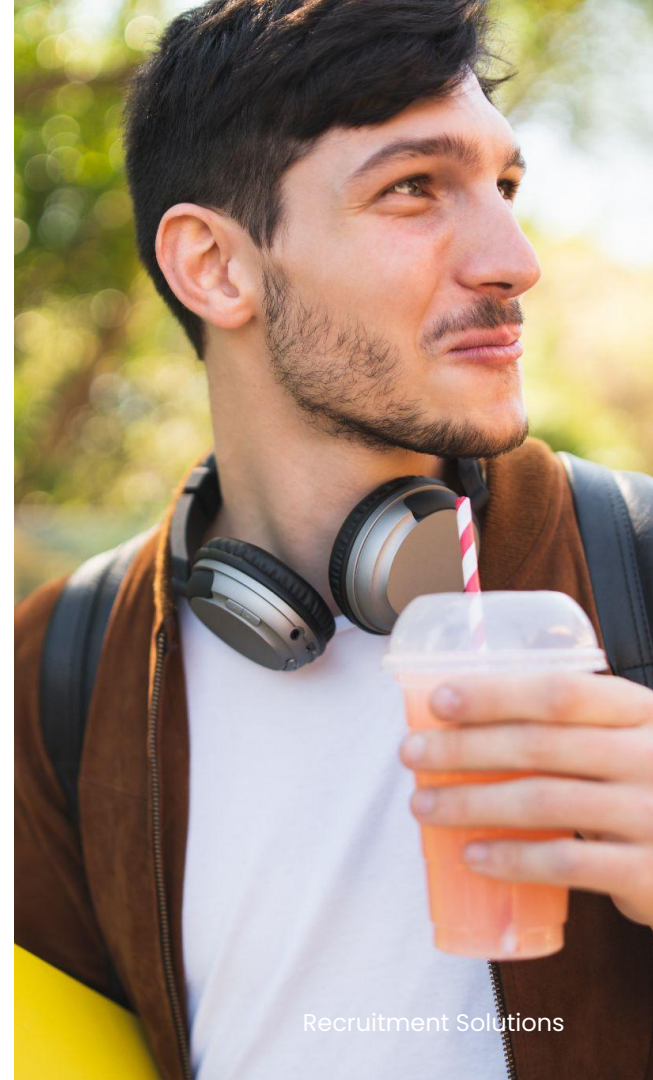


## Self management.

- Describe the level of stress in your job and what you do to manage it.
- Describe a time when you were in a high pressure situation.
- Describe a time when things didn't turn out as you had planned and you had to analyse the situation to address the issue.

## Strategic thinking.

- Describe a challenge or opportunity you identified based on your industry knowledge and how you developed a strategy to respond to it.
- Describe a time you created a strategy to achieve a longer term business objective.
- Describe a time when you used your business knowledge to understand a specific business situation





**The perfect close.**



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# Questions for the interviewer.

An interview is a two-way process, it's not just about the company assessing whether you are right for the role, it's also an opportunity for you to find out information about the company that will help you to decide if the role is right for you.

**Don't ask a question that has already been covered in the interview.**

**Don't query salary or benefits package unless they ask you.**



# Questions for the interviewer.

- What do you (the interviewer) think gives this company an edge over its competitors?
- What is the work environment like?
- Why do you (the interviewer) enjoy working for this company?
- What professional opportunities are available to employees in the organisation?
- How has the company developed over the past few years?
- If I was offered this position, what kind of training would be provided?
- If I were successful and assuming I proved myself in the position, what would be the progression opportunities for me in a few years time?
- What is the next stage of the interview process?



# Closing the interview.

If the interviewer offers you the job on the spot and you want it, **accept it there and then.**

If you require further time to think it over, be tactful in saying so and qualify your reasons – try to provide them with a definite date as to when you can provide them with an answer.

If this isn't the job for you, still leave the interviewer with a positive impression.

Lastly, **THANK the interviewer for their time.**

After the interview, call your consultant to provide feedback on the interview.





**An interview is your  
time to shine; don't be  
shy about discussing  
your positive points  
and back them up with  
examples.**





**It's time to go further than ever before.  
Let us help you Go Beyond.**



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