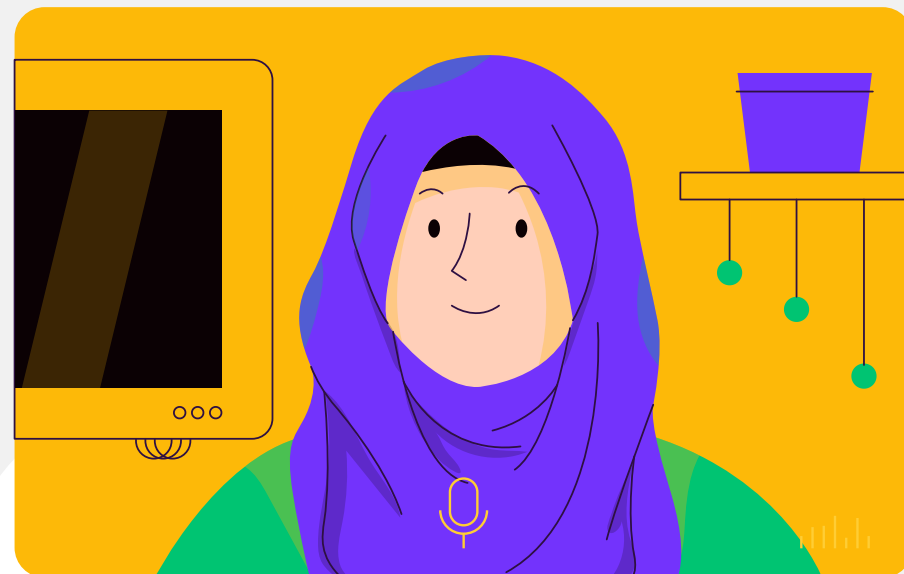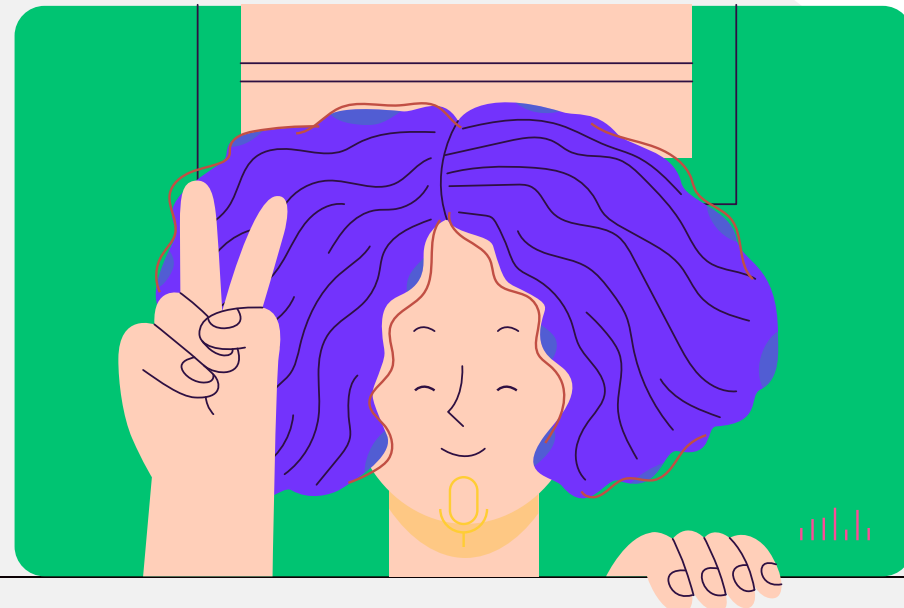# Welcome!

We'll begin shortly

In the meantime, please introduce yourself in the chat. Feel free to share any of the following:

1. Name
2. Pronouns
3. What college you're joining us from
4. What brought you here today
5. What interests you about this topic

HR LEARNING LAB

8 Types of interview questions.

1. **Credential verification questions**
2. **Experience verification questions**
3. **Opinion questions**
4. **Abstract questions**
5. **Math questions**
6. **Case/scenario questions**
7. **Competency questions**
8. **Behavioral questions**

How to Answer

Behavioral Questions

These types of questions are best answered with a little strategy and some forethought.

The way to strategize for these is by preparing to utilize the STAR method for answering - STAR is an acronym for
- Situation
- Task
- Action
- Result

STAR Method

Situation
Task
Action
Result

Situation - describe a situation in which you have encountered a similar situation as that one asked of you in the interview question - (keep it concise)

Task - share what task arose from the situation, conflict, or challenge you described
- What was your responsibility? Were you assigned to do something? Did you take on a project yourself? What were the expectations of you? (Make sure to "I" examples vs "we" examples. Interviewers want to know what YOU did)

Action - what action did you need to take to address the situation

Result - what was the result or the final outcome(s) towards resolving the situation in the scenario you shared

How to use
the STAR
technique

The Guardian Jobs
Find good company

STAR Method

Situation
Task
Action
Result

Example: **Can you tell me how you manage multiple and competing priorities at work?**

Situation - "In my previous role, I was responsible for managing multiple student intern programs throughout the year each with different competing needs. In total, I ran 6 different intern programs each with 10-20 interns."

Task - "The largest challenge was ensuring I was planning and delivering each orientation and subsequently trainings for the interns with customized information for each program within a specific timeframe. The way I managed the competing needs and priorities of each internship program required my careful coordination and organization. I took 3 main steps to set myself and the programs up for success"

Action - "The first step I took was setting up calendar invites for all orientation and other trainings so that I could visualize the time I had to prepare and know my dates. Second, I identified the goals and purpose of each trainings and made presentation templates for each training session. After my templates were approved. I reached out to fellow partners and experts to help me facilitate the trainings.

Result - "The outcome of this is that I felt less stressed because I was organized, I anticipated needs, and I planned ahead. In the end, I was also able to communicate the program's progress to my supervisor and the program need to the facilitators in a timely manner and our trainings ran smoothly."

STAR Method

Situation
Task
Action
Result

Example: **Can you tell me how you manage multiple and competing priorities at work?**

Situation - **"I've managed internships, room reservations, hiring processes. I've done it all, and it's been complicated, but I've always managed to find the right solution. One time I even had to step in for my supervisor for 3 months because they were out sick on leave. So I took on their responsibilities and plus mine. I had a lot of competing priorities then"**

Task - "I worked until 10pm every night until I could finish all of my to do list."

Action - "For hiring, my team posted the posted the job online, combed through the application, reached out to people and they conducted first round interviews with them. It was a hectic time for us and it was near the holiday season so it was sometimes difficult to coordinate schedules and some candidates weren't even available to interview on the last week of December. It was rough all around but our team managed to hire everyone we needed"

Result - " It was rough all around but our team managed to hire everyone we needed"

Poll: What does STAR stand for?

1. Score, Teach, Amuse, Rationalize

2. Situation, Task, Action, Result

Common Interview Questions:

1. Tell me about yourself and why you're interested in this position.
2. What do you consider to be your greatest strengths?
3. Can you name some weaknesses?
4. Have you ever had any failures? What did you learn from them?
5. Of which three accomplishments are you most proud?
6. Who are your role models? Why?
7. What motivates you most in a job?

Review the packet online

More topics to prepare for a job interview can be found in our packet.

Check it in on the district website (wvm.edu) under Human Resources > Trainings > HR Learning Lab

wvm.edu/services/hr/Pages/training.aspx#Tab1

THANK YOU!

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