



WIOA Workforce Wednesday Webinar: Interview Success

National Able Network[®]

JUMPSTART^a

ACCELERATE YOUR JOB SEARCH



Do Your Homework

Company

Job
Description

Salary

Plan for the Interview

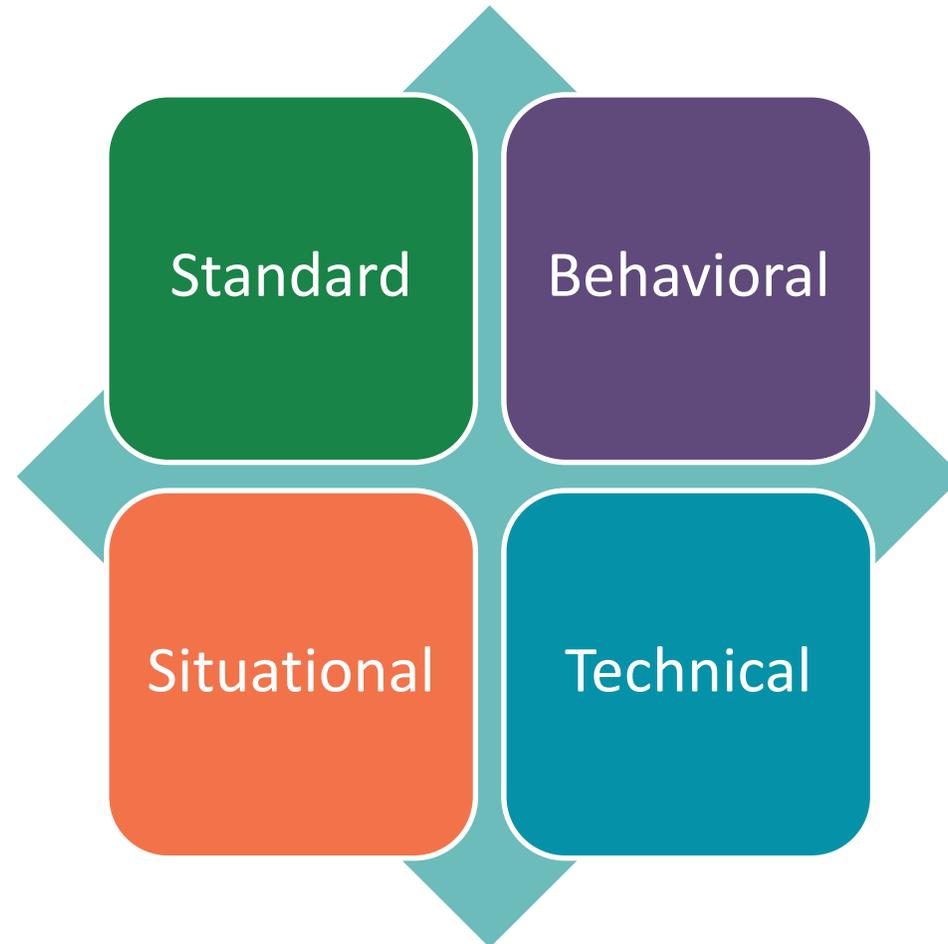
Interviewing is a process – not an event.

Before the
Interview

During the
Interview

After the
Interview

Types of Interview Questions



Standard Interview Questions

“What is your biggest weakness?”

“Tell Me About Yourself.”

The Elevator Pitch

Your “mini-commercial” to let people know who you are, what you do well, how you bring value, and what you are looking for (30 - 60 seconds).



Behavioral vs. Situational Interview Questions

Behavioral questions asks you to recall an experience and describe how you handled it. “Tell me about a time in a past job when...”.

Situational questions present a hypothetical situation and then ask how you would handle it. “What would you do if...”.

How would you answer this question?

Tell me about a time you handled a difficult customer.

Situation-Action-Result: A technique used to frame your response by focusing on your accomplishments.

Situation – Action – Result

SITUATION: I had a customer that was yelling at me; she was upset and said she felt disrespected by another staff person and wanted to file a complaint.

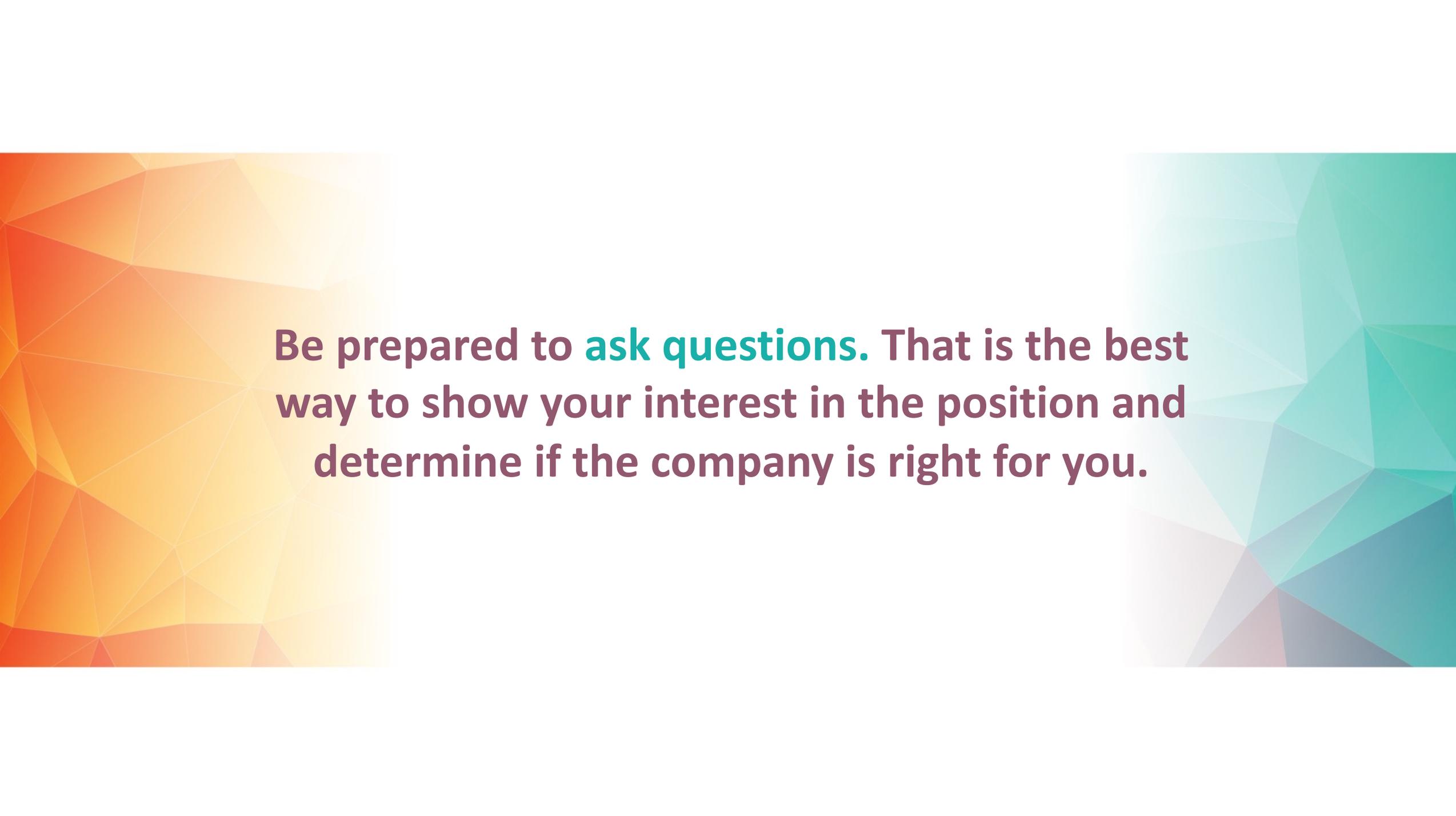
ACTION: Falling back on my customer service training, I first apologized, then using a calm voice asked her some questions to clarify the situation, I empathized with her experience and suggested ways that we could resolve the issue.

RESULT: In the end, the customer was very appreciative of the time that I'd taken, she left happy and decided not to file a complaint.



Technical Interview Questions

Technical interview questions assess your technical knowledge, skills and abilities specific to the job. They also seek to uncover your thought processes when solving problems and how you will fit into the company's culture.

The background features two large, abstract geometric patterns. On the left, there is a warm-toned pattern in shades of orange and yellow, composed of various sized triangles and polygons. On the right, there is a cooler-toned pattern in shades of teal and light blue, also composed of geometric shapes. The central area is white, providing a clear space for the text.

Be prepared to **ask questions. That is the best way to show your interest in the position and determine if the company is right for you.**

Ask Effective Follow-up Questions

“Can you walk me through a typical day?”

“What are the next steps?”

“What’s the biggest challenge you see for this role?”

“Why do you enjoy working here?”

How Would You Prepare For An Online Interview?

Practice

Surroundings

Lighting

Webcam

Appearance

Internet

Audio

Summary



- **Understand and be prepared for each step in the interview process.**
- **Stand out by Researching the Company, Planning and Practicing for the Interview.**
- **Use Your Elevator Pitch to Answer the question: “Tell Me About Yourself.”**
- **Use S-A-R to Answer Behavioral- and Situational-based Interview Questions.**
- **Be Prepared to Ask Questions.**

QUESTIONS



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