



# ACE THE INTERVIEW

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**TAACCCT Grant**

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# Contents

- **Types of Interviews**
- **Research**
- **Answering Interview Questions**



# Prepare for Different Styles

**Individual**



**Screening / Telephone**



**Panel**



**Demonstration / Test**



# Research, Research, Research!

- So few people will spend even a few minutes doing research that those who DO will automatically stand out!
- What are you looking for?
  - Industry information
  - Company information
  - Tips for dressing appropriately
  - Interview questions / responses





# Answering the Questions

- **STAR**

- **Situation + Task + Action + Result**



**S** = Give an example of a situation you found yourself in while on the job

**T** = Describe the issue

**A** = What actions did you take?  
Be specific.

**R** = What was the result of those actions?  
What happened?



**When I was a Lead Transition Specialist, there was a time when a customer was very upset about the policy we had in place.**

**The customer was angry that our pre retirement seminar was full after only one day of taking registration.**

**I listened to the customer so that I could fully understand his frustration, and develop a plan to help him.**

**I apologized about the seminar registration, and offered numerous alternatives for him so that he would not miss any information, and would receive individual assistance in his transition. I arranged appointments for him so that his concerns were addressed.**

**The customer left feeling more confident about his career change, and with a list of resources and appointments set up to help him through a challenging time in his life.**

# Tell Me About Yourself





# Let's Practice!



# Let's Talk MONEY!

**When to negotiate**

**Negotiation steps**

**What salary & benefits do you need**

**Salary negotiation scenarios**



# Keep In Mind

- Practice, Practice, Practice!
- Research
- Prepare in advance
- Have questions ready to ask the interviewer
- Know your worth

