

# What's Your Interview I.Q.?

Workforce Boulder County



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# Introductions





# Employer's View

- Everyone needs to know what employers are looking for in an employee
- If you were part of a hiring committee, what would you be looking for in an employee?



# Employer's View

Do you look right for the job?

- Personal Appearance:  
Dress, Grooming
- Manner:  
Confident, Courteous, Positive
- Paperwork:  
Neat, Complete, Accurate



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# Employer's View

- Can you be counted on to do the job?
  - Attendance
  - Quality
  - Punctuality
  - Consistency



# Employer's View

What can you do for the employer?

- Skills
- Employment Experience
- Abilities
- Education
- Training
- Volunteer Work
- Life Experience
- Interests/Hobbies



# Be Excellent!





# Skills Triangle

PERSONALITY  
RELATED  
SKILLS

JOB RELATED  
SKILLS



TRANSFERABLE SKILLS



# Storytelling Activity

- Pick out a story which makes you feel most successful
- Divide into groups
- One person is the storyteller and the other group members **WRITE DOWN** what skills they hear as the story is told
- At the end of each story, each person **TELLS** the skills they heard to the storyteller and then **GIVES** the list to the storyteller



# Storytelling Activity

- What did you learn from this exercise, as the storyteller or the listener?



# Skill Statements

- Skill statements contain 4 components
  1. State the skill
  2. Describe the setting
  3. Tell the story by describing the action and reinforcing with measurable data
  4. Emphasize results
  5. Optional (Offer a link to the job you are targeting)



# STAR Technique

<b>S</b> Situation	Detail the background. Provide a context. Where? When?
<b>T</b> Task	Describe the challenge and expectations. What needed to be done? Why?
<b>A</b> Action	Elaborate your specific action. What did you do? How? What tools did you use?
<b>R</b> Results	Explain the results: accomplishments, recognition, savings, etc. Quantify.

'STAR' Technique to Answer Behavioral Interview Questions



# STAR Technique Example

**Situation:** "A customer called up complaining that she'd waited more than two weeks for a reply from our sales team regarding a product order."

**Task:** "I needed to address the client's immediate concern and find out what happened to her order."

**Action:** "I apologized, got the details and passed them to our head salesperson, who contacted the client within the hour. I investigated why the order hadn't been answered. I discovered that it was a combination of a wrong phone number and a generic email address that wasn't being checked. I let the client know and we offered a goodwill discount on her next order."

**Result:** "The client not only continued to order from us but posted a positive customer service tweet."



THINK...



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# Skill/STAR Statement Activity

- Break into pairs
- Each person takes a turn reading their skill statement to their partner
- Read the skill statement all the way through.
- Don't say "Skill", "Setting", etc. Practice saying it as you would in an interview.
- After you read the skill statement, critique it.





# Skill/STAR Statements

- How can this information help me?



# For Tomorrow...

- Write 2 more skill or STAR statements
- Email: Job description for a job that you want to interview for
- Email a copy of your resume (if you have one)
- [cbenton@bouldercounty.org](mailto:cbenton@bouldercounty.org)



# What's Your Interview I.Q.?

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# Review of Skill/STAR Statements

## **Skill Statements Should Be:**

- A. Given in a 4 (or 5) step process
- B. An accurate description of your last job duties
- C. A good one liner
- D. General enough so you sound well rounded



# Review of Skill Statements

## **A** – Given in a 5 step process



# Review of Skill Statements

**Which one of these is not part of a skill statement?**

- A. Giving numbers
- B. Listing results
- C. The setting of the story
- D. The major players in the story



# Review of Skill Statements

## **D** – The major players in the story



# Review of Skill Statements

## **In a skill statement you should list:**

- A. Several skills so you cover everything
- B. Only one skill per statement
- C. No specific skills, but be general to cover all bases
- D. Every detail in a story





# Review of Skill Statements

**B – Only one skill per statement**



# Review of Skill Statements

## **A skill statement should last:**

- A. 10-15 seconds
- B. 30 seconds to 1 minute
- C. 3-5 minutes
- D. As long as it takes to tell a good story



# Review of Skill Statements

**B – 30 seconds to 1minute**



# Review of Skill Statements

## **Why is a skill statement in story form?**

- A. Employers want to know all about your last job
- B. It allows you to spend more quality time in an interview
- C. People remember stories
- D. It just sounds good



# Review of Skill Statements

## **C – People remember stories!**



# Review of Skill Statements

## **Employers don't need to know:**

- A. How many people or products were involved
- B. What the results were
- C. The significant things your co-workers contributed
- D. The size of the budget



# Review of Skill Statements

**C** – The significant things  
your co-workers contributed



# Review of Skill Statements

**“I will bring my problem solving abilities to the management position here” is known as a:**

- A. Wrap up
- B. Conclusion
- C. Link
- D. Summary





# Review of Skill Statements

## **C – Link**



# Skill/STAR Statement Practice





# Stages of an Interview Activity

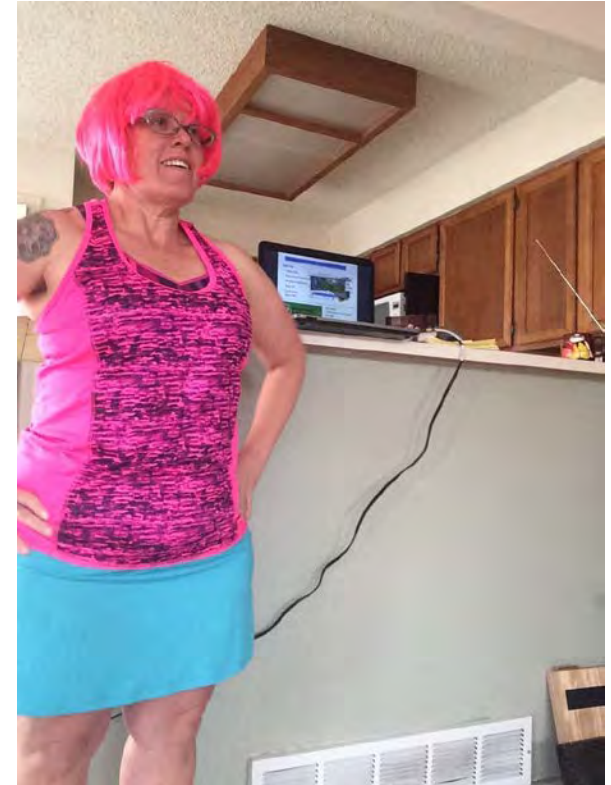


# 7 Stages

- 1. Before the Interview**
- 2. Introduce Yourself**
- 3. Build Rapport**
- 4. Interviewer Asks Questions**
- 5. Interviewee Asks Questions**
- 6. Closing**
- 7. After The Interview**



# Power Pose



# Interview Types





# Thank You Emails







# Interview Attire





# Interview Questions





Google



LinkedIn logo: the word 'LinkedIn' in black with a blue square containing a white 'in'.

Research!



**WORK IT  
DAILY**



glassdoor.com logo: a white door icon followed by the text 'glassdoor.com' in white on a green gradient background.



# Practice Interviews

- Interviewer
- Interviewee
- Observer
- 5 minutes total for interview
  - **Do the interview all the way through!**
- After 4 minutes the observer notifies the pair that there is 1 min. left
- Critique: Start with the interviewee
  - 1 thing they liked,
  - 1 thing they would change



# Practice Interviews

- What did you learn from this activity as the interviewer, the interviewee, or the observer?



# For tomorrow...

- Dress for the interview
- Practice! Practice! Practice!
- Use skill statements – that is the key to interviewing.
- If you have not memorized your skill statements bring them with you tomorrow.

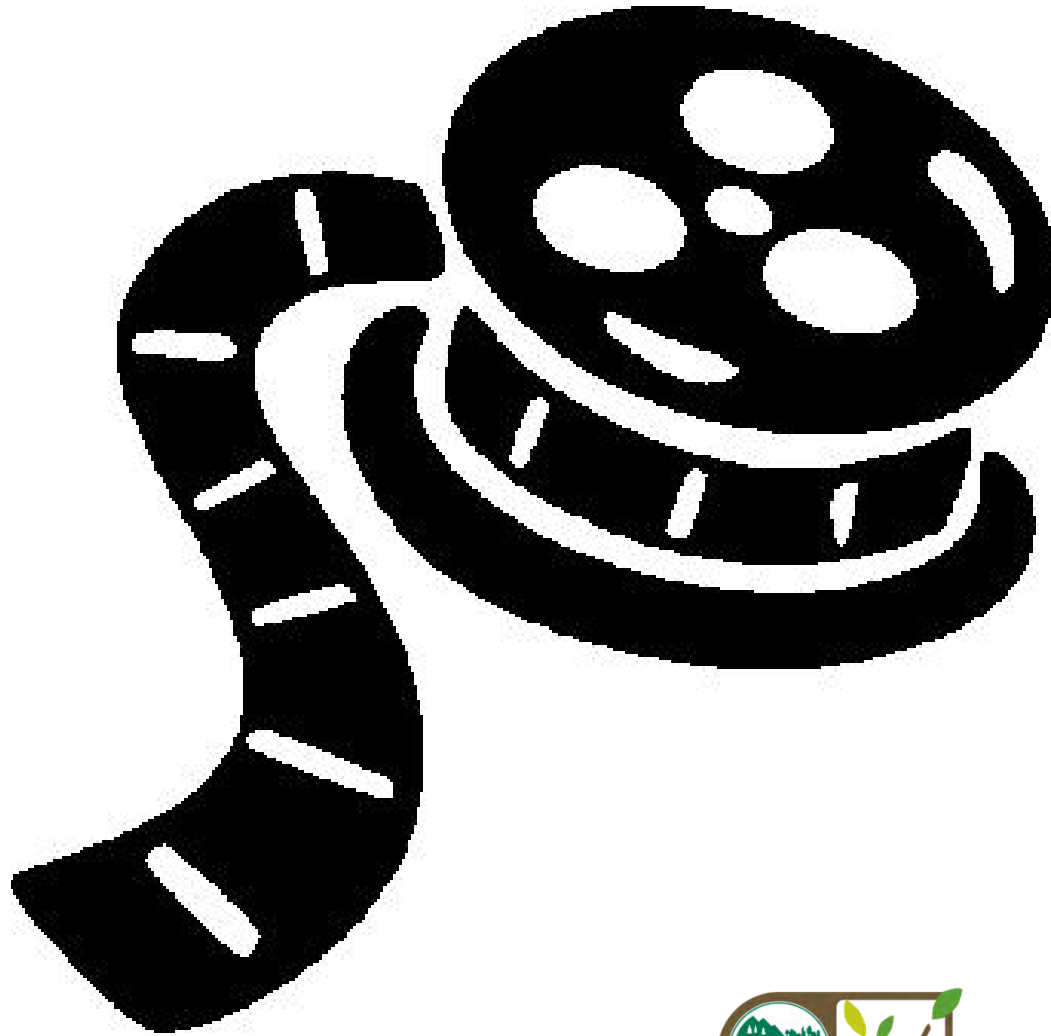


# What's Your Interview I.Q.?

Day 4

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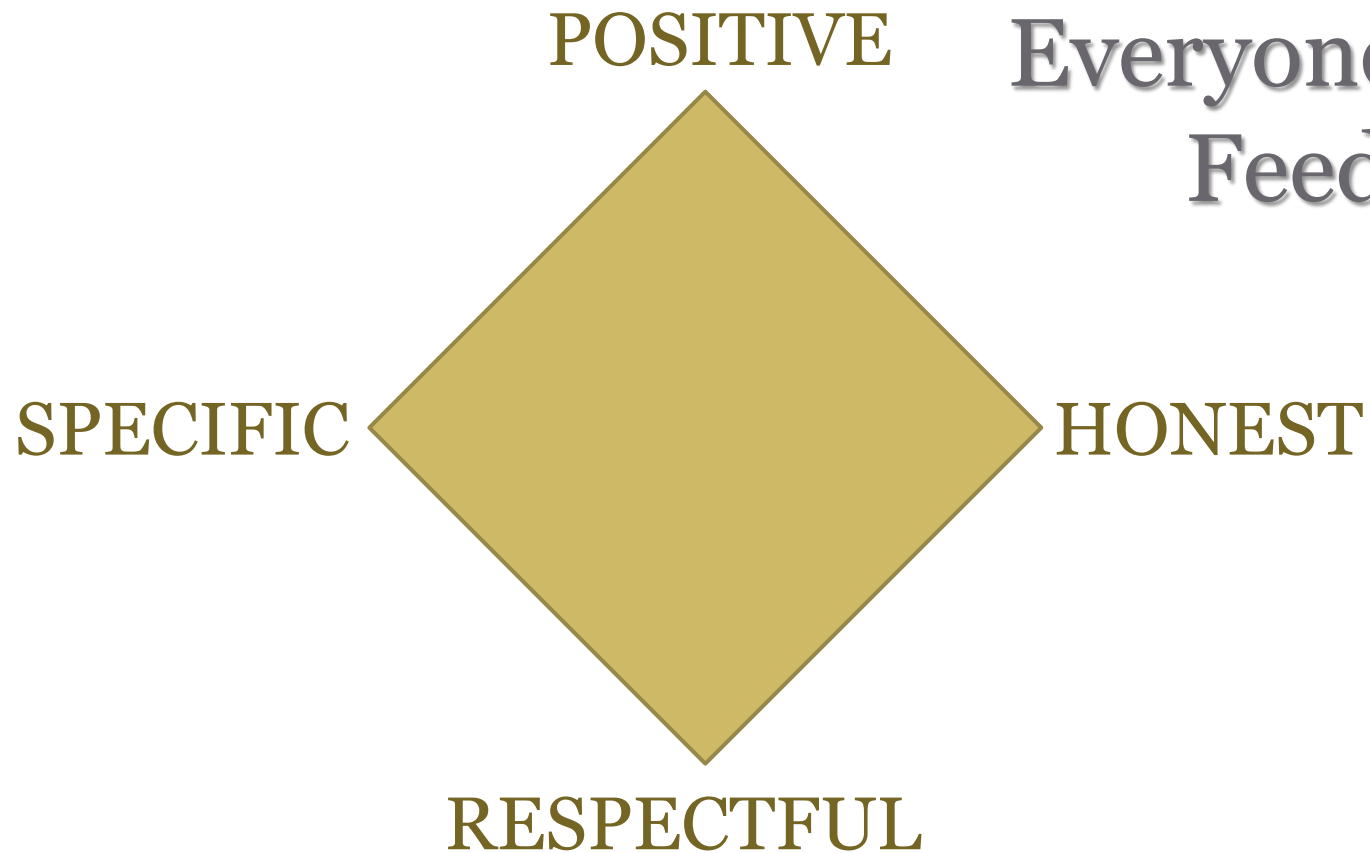




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# Four Facets of Feedback



Everyone Provides  
Feedback!







# Interview Humor

- Why do you want to work with us?
  - Just for the benefits.
- Tell us about a problem you had with a co-worker and how you resolved it.
  - The resolution was we were both fired.
- Do you have any questions?
  - What do you want me to do if I cannot work if it's raining? Can you pick me up?
  - If I get an offer, how long do I have before I have to take the drug test?



# Evaluations

