**New Mexico Department of Workforce Solutions**

**Job Interview Workshop**

***Participant Guide***

 ***and***

***Interview Preparation Worksheet***

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# Workshop Agenda

##

## Objectives

* Discuss techniques for successful job interviews so Interview anxiety is reduced
* Develop a systematic game plan for interview preparation to increase the likelihood of job acquisition.
* Complete practical exercises including interview answer preparation and mock interview to gain interview experience that will increase interview success

## Preparation Key



Important variables that will make the most of your interview opportunity include:

* + Understanding the “rule of communication”
	+ Know how to make a good first impression
	+ Anticipate and prepare for the different types of interviews you may encounter
	+ Follow the steps outlined in this workshop
	+ Practice

To align with the preparation key, and so you can create a personalized preparation plan, this guide has been designed so you can take notes on details from the workshop that you find important and relevant for *your individual interview preparation.* Instead of including the text and graphics from every slide in the workshop, note taking sections have been added instead.

# Reduce Interview Anxiety

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# Systematic Game Plan

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# Practical Exercises

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# Interview Preparation Worksheet

## Game Plan for interview success

**Worksheet Instructions**

Once you have an interview scheduled, use this worksheet to prepare for your interview. It is also suggested that you review it in the days leading up to your interview so you are adequately prepared. Additionally, take the worksheet with you so you can review important details as you wait for your interview begin.

It is also a good tool to have just before the interview to hold in your hands. It will help reduce anxiety by minimizing any extra hand movements and nervous fidgeting so you are more relaxed when the interview begins.

1. **Interview Details**

Date:

Time:

Location:

Company:

Position:

1. **Who I’m Meeting With:**

 Interviewer 1 name, title, and contact information:

Interviewer 2 name, title, and contact information:

1. **RESEARCH – the company, the position, schedule and informational interview, prepare questions.**

List any interesting accomplishments of the company, their status in the industry, company goals, any news/press, products & services information, culture, etc.

1. **Skill Alignment**
* Review job requisition
* Review resume
* Create a match of potential skills
* Develop an alignment plan to respond to interview questions
1. **My Elevator Pitch – A.K.A. “Tell us about yourself…”**

What I’ve done in the past – what experience do you have that is relevant to the job?

What I’m doing now – what are you currently working on that is relevant to the job?

What I’d like to be doing in the future – based on your research about the job/company. How do you see yourself contributing?

1. **Accomplishments & Successes I Want to Bring Up**

Use these accomplishments and successes to prepare your responses on the behavioral question preparation sheet.

1. **Why This Position Excites Me**
2. **Questions I’m Going to Ask the Interviewer (at least 5)**

a.

b.

c.

d.

e.

# Behavioral Questions Prep

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **S** | **T** | **A** | **R** |
| Adaptability |  |  |  |  |
| How have you handled a new boss who changed your job description? |  |  |  |  |
| Describe a time when you embraced a change being made, when you didn’t agree with the change. |  |  |  |  |
| Tell me about the most difficult change you’ve had to implement in your career. |  |  |  |  |
| What have you done when you’ve been given a project beneath your level of responsibility or experience? |  |  |  |  |
| How have you handled a new employee who knew less than you, but was now your boss? |  |  |  |  |
| Customer Service |  |  |  |  |
| Describe a time when you resolved a problem for an angry customer. |  |  |  |  |
| Tell me about a time when you had to deliver bad news to a customer. |  |  |  |  |
| Describe a time when you went out of your way to satisfy a customer, and the outcome. |  |  |  |  |
| Tell me how you prioritize customer requests when they’re all demanding to be treated as your top priority. |  |  |  |  |
| Recall a time when a customer complained about you and describe the outcome. |  |  |  |  |
| Communication Skills |  |  |  |  |
| Describe a time when you resolved a conflict. |  |  |  |  |
| Describe a time when you were able to verbally calm a situation down. |  |  |  |  |
| Tell me about a time when you had to get someone else to see things your way. |  |  |  |  |
| How have you convinced someone to do something they didn’t want to do? |  |  |  |  |
| Describe a time when you delivered tough feedback to a colleague. |  |  |  |  |
| How do you deliver project results to your manager? |  |  |  |  |
| Initiative |  |  |  |  |
| Give an example of a goal you surpassed and how you achieved it.  |  |  |  |  |
| Please describe when you’ve gone above and beyond the call of duty. |  |  |  |  |
| Describe a time when you were given additional responsibilities based on your performance. |  |  |  |  |
| How have you taken on additional work without stepping on a colleague’s toes? |  |  |  |  |
| Leadership |  |  |  |  |
| Did you ever make a risky decision? Why, and what happened? |  |  |  |  |
| Share an example of how you motivated employees or coworkers. |  |  |  |  |
| Describe the most difficult work team you have had to lead? What made them difficult? How did you go about overcoming the issues? |  |  |  |  |
| Tell me about a project where you had to manage several people to achieve a goal or outcome. What Leadership style did you use to achieve this objective? |  |  |  |  |
| Tell me about a situation where you found it difficult to get your team to accept your ideas or direction. How did you overcome the problem? What was the outcome? |  |  |  |  |

## Additional behavioral question categories

Analytical Skills

Approachability

Coachability

Change management

Communication

Creativity/Innovation

Customer Focus

Decision Making

Ethics/Values/Integrity

Influence/Persuasion

Initiative

Peer Relations

Planning

Problem Solving

Strategic Planning

Teamwork

Technology Management

Time Management

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# Interview Scorecard Sample

|  |  |  |  |
| --- | --- | --- | --- |
| **Behavioral Category** | **Rating** | **Rating Value** | **Rating Values Definition** |
|  | 5 | Far Exceeds Requirements  | Perfect answer. Demonstrates competency accurately, consistently, and independently. All points relevant. All good examples.  |
|  | 4 | Exceeds Requirements  | Demonstrates competency accurately and consistently in most situations with minimal guidance. Many good examples.  |
|  | 3 | Meets Requirements  | Demonstrates competency accurately and consistently on familiar procedures and needs supervisor guidance for new skills. Some good examples.  |
|  | 2 | Below Requirements  | Demonstrates competency inconsistently, even with repeated instruction or guidance. Few good examples  |
|  | 1 | Significant Gap  | Fails to demonstrate competency regardless of guidance provided. No good examples. |

**Behavioral Question**: (Ex Tell us about a time you missed a deadline. What was the situation? What happened)

**Competency**: (Ex: Time Management)

**Interviewee’s Response:**

**Rating:**  1 2 3 4 5

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