Interview experience in the room

Introductions – In 2/3’s:

- interview experience
- formats
- challenges
- learning
SUCCEEDING AT INTERVIEWS
UCL CAREERS ESSENTIALS PROGRAMME

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Presentation slides available:
http://www.ucl.ac.uk/careers/events/essentials

Career Essentials: Talks and Workshops Programme

This series of workshops is aimed at current students and recent graduates.
New for 2016/17, a series of lunchtime talks and experiential workshops providing insight, advice and interactive opportunities to engage with aspects of careers management and navigating selection processes no matter where you are in your careers thinking.

From understanding the graduate job and postgraduate study market to career decision-making, most aptitude tests to interview success, finding and funding a PhD to getting to grips with LinkedIn and social media - the programme aims to equip you with the essential knowledge to begin to move forward and engage more confidently with “Finding your Future.”

Talks and workshops titles will be repeated on a regular basis in the Autumn, Spring and post-exam session.

How to prepare...

Presentation Slides
Where possible, any materials used at an event will be made available to download here. Please check this page after the event but be aware, it may take up to a week for materials to be uploaded.

Introduction to the graduate job and postgrad study market

Find and fund a PhD

- Find and fund a PhD (Talk given 13th October)
- Find and Fund a PhD (Talk given 31st October)

PhD Applications

- Better PhD Applications (Talk given 3rd November)

Improve your CV

- Improve your CV (Talk given 7th November)
- CV exercise workbook (Talk given 7th November)
Be the first to know about what’s new by signing up to personalised email alerts through your My UCL Careers account.

You’ll find out about current jobs, events happening at UCL Careers and The Careers Group including when they are open for booking as well as all the latest news.
Interviews: what we’ll look at today……

1. typical formats and questions
2. how to make an impact
   - Competency
   - Unspoken signals
   - Motivation
3. further support and coaching
Interview scenarios

Format
- single interviewer v panel
- single v multi-stage
- by phone/ video (live or recorded)/ in person

Content
- unstructured
  - ‘walk through CV’
- structured (using job analysis)
  - competency
  - strengths
  - technical
  - case
Preparation: Interview Questions

3 out of every 4 interview questions are generally predictable
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Types of Questions

Back in your 3’s:

- You have been asked to devise a list of questions for use in the telephone interview process for the Foundation for Education Research (UKFERA)
- In pairs, look at the job advert and devise 2/3 questions for the first-round interview
- Try and use a variety of ‘types’ of questions:
  - biographical, motivation, sector awareness, competency, strength…….
The Role:

An opportunity has arisen for a researcher to carry out qualitative research in relation to a Department of Employment and learning funded initiative. The focus of the research is to understand more about the impact of technology in relation to the raising of educational standards, skills development and social inclusion.

Person specification:

- educated to minimum degree level. Experience of conducting qualitative research desirable
- interpersonal skills including listening, the ability to empathise, persuasion and diplomacy skills
- the ability to present clearly both orally and in writing
- project management skills and the ability to work to deadlines
- an interest in technology desirable but not essential
UKFERA sample interview questions

- Tell me a little bit about yourself (biographical)
- Describe 3 things that specifically interest you about this opportunity in relation to both the role and UKFERA (motivation)
- Describe a technology innovation that you feel has significantly enhanced the educational learning experience (sector awareness)
- Can you give me an example that best demonstrates your ability to carry out credible qualitative research? (competency)
- Can you give me an example where you have had to choose very carefully how to communicate some information to someone? (competency)
- When are you at your best? (strength)
- Do you have any questions for us?
Competency Question:
Tell me about a time when you have demonstrated X

- Communication skills
- Teamwork skills
- Enthusiasm & motivation
- Planning, organisation and time management skills
- Interpersonal skills
- Flexibility / adaptability
- Initiative
- Independence
- Problem-solving skills
- Leadership
- Commercial awareness/ Business acumen
Interviews preparation

Evidence required:

- research ability, an analytical approach to work and problem-solving skills
- communication skills including presentation, persuasion and diplomacy skills
- team working and interpersonal skills
- organisational skills to meet deadlines and work under pressure
- Commercial awareness

Examples

- degree/ thesis/ tutorial presentations
- student society/ part-time & voluntary work/ careers workshops
- summer internship
- elected Postgraduate rep
- fund raising for local charity
- Student football team
Competency answer structure

**STAR**

- **Situation:** what’s the setting/background to the story?
- **Task:** what was the task/objective?

**Action:** what did you do? – emphasis here
- what did you have to think about
- what was your approach/steps involved
- how did you overcome any problems you encountered
- pick up on ‘active’ verbs – eg planned, negotiated, listened

**Result** – what was the outcome? What learning did you acquire?
Practice in pairs!

- Take turns to be asking the questions or being the interviewee

QUESTIONS:
- Tell me about a time when you showed initiative.
- Tell me about a time when you managed multiple, competing priorities
STAR tips

- Don’t “wing it”: be prepared
- Don’t say “I usually ...” – give a specific example
- Focus on YOU not your supervisor or co-workers
- Quantify where possible
- Focus on the results and relevance to the position
It's not just *what* you say…
Video answers clinic

Role: Compliance manager at sports-injury clinic

Biographical question: Tell me about yourself

One
Two

Compare and contrast……………..
Making an impact

- what we say (7%)
- how we say it (38%)
- unspoken signals (55%)
Making an impact

- make eye contact, smile and be enthusiastic
- stay alert
  - sit upright, ‘lean in’ to the interview
- slow your movements
- breathe
First impressions

1to1 interview coaching with a UCL Careers Consultant

UCL Careers Interview simulator
www.ucl.ac.uk/careers/information/interviews
Motivation Questions: Video answers clinic

Role: in the Careers Service

Motivation question: Why do you want to work here?

One Two

Compare and contrast.................
‘Why do you want to work with us?’

- Generic characteristics and reasoning (company/sector)
- Role specific characteristics
- Specific importance to you?
Why are you interested in our organisation ....and how does that relate to you?)

- What does the company do?...products, services, clients
- What are their USP’s? what have they done recently?
  - projects/ news items
  - perceived strengths - how do they differ from competitors?
  - what does the press say about them?
- What are their values (and how do they connect to yours)?
- What is the organisational culture?
  - who have you talked to?
- What research have you done? What are your sources?

Answer must pass the CUT AND PASTE TEST
What other question can you bank on?

Do you have any questions for us?

Role:
- more detail about what the role involves, who the roleholder reports to
- challenges of the role, level of responsibility and how that may grow

Personal (use judgement):
- why do you enjoy working at X
- what are some of the most interesting areas of work you have been involved in

Development:
- training and development opportunities, how work will be appraised and opportunities for advancement
- support mechanisms eg mentors/ buddy systems

The organisation:
- organisational structure and how the role sits within this framework
- challenges/ initiatives/ projects that the organisation is currently working on and future initiatives

The process:
- what are the next steps and opportunities for feedback during the process
- when they expect to be in a position to advise on whether candidates have progressed to next steps

Areas to avoid:
- salary and remuneration and other benefits (eg holiday entitlement)
- information publicly available (website/ recruitment literature) or covered during the interview)
Your job – Prepare and deliver

Carefully rehearsed spontaneity !!
Practice makes perfect
The job hunting process

Final tips

creating an impression
- be on time & dress appropriately
- know who you’re meeting & be pleasant to everybody
- assume no knowledge on behalf of interviewer

if it seems to be going wrong
- keep calm if interviewer is aggressive/ doesn’t seem to like you
- try not to panic – unlikely to fail on one question

closing the sale
- thank them and have some questions for them
- make sure you know what the next step is

afterwards
- review performance & ask for feedback
- invest ahead of time for later stages
Interview resources
www.ucl.ac.uk/careers/information/interviews

- Loan books and takeaway leaflets
  (available online or from UCL Careers - 4th floor Student Central)
- Interview simulator
- Video resources
Questions?
Insights and actions

Register for UCL Careers Alert!
ucl.ac.uk/careers/news

Download Slides
www.ucl.ac.uk/careers/events/essentials - ‘After the event...’ area
Recruitment fairs in June

Global Citizenship Employability Programme

JOBS MARKET 2017

Wednesday 7th June 2 - 4pm

Indian YMCA
41 Fitzroy Square,
London, W1T 6AQ

LONDON GRADUATE FAIR

The next London Graduate Fair is Wednesday 21 June 2017

REGISTER
UCL Careers Graduates
Find out more at www.ucl.ac.uk/careers/graduates

FREE 2 year specialist careers support for UCL graduates

1 to 1 coaching with emphasis on accessibility (skype/ phone/ evenings)

UCL job board and TalentBank (In house recruitment agency)

continued access to full UCL careers events programme

dedicated website/ regular bulletins/ social media channels
1to1 coaching

Current students:
- CV/Application coaching - 15 minutes (Mon – Fri) lunch/early evening
- Short guidance – 20 minutes (Mon – Fri)
- Long guidance – 60 minutes on referral from short guidance
- Interview coaching – 60 minutes (on condition ‘real’ employer interview)

Recent graduates:
- Grad appointments – 30 minutes (Mon – Fri) inc. lunchtime/early evening/phone/skype
- Short guidance – 20 minutes (Mon – Fri)
- CV/Application coaching – 15 minutes – same service as for current students
- Interview coaching – 60 minutes (on condition of ‘real’ employer interview)

Booking
- Online: up to 7 days in advance: My Careers Service
  - http://www.ucl.ac.uk/careers/students/mycareersservice
- By phone: (call 020 3549 5900 after 9.30am)/ in person