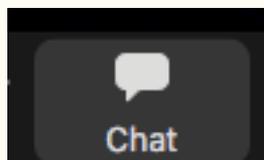


Careers Essentials: Interview Success Online and In Person

Dr Jana Dankovicova, Careers Consultant

STARTS 1pm

Using chat



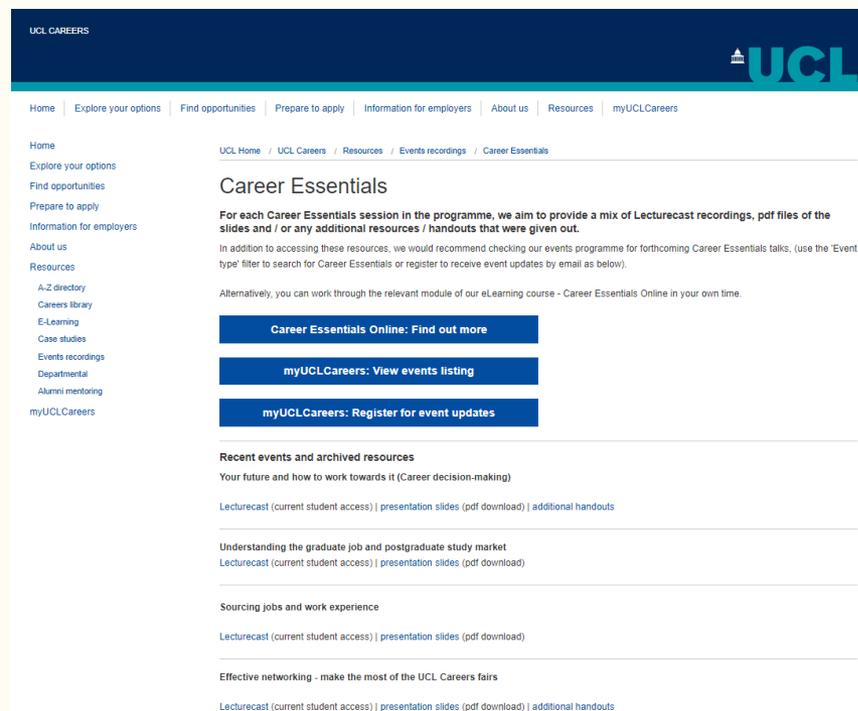
To: **Everyone** ▾
Type message here...

Please type your full name in the chat as it appears in your myUCLCareers account.

Slides and Recordings

<https://www.ucl.ac.uk/careers/resources/slides/career-essentials>

Search ‘UCL Career Essentials’
‘Careers Essentials Online’ is a 6
module e-learning Moodle
course.



The screenshot shows the UCL Careers website page for Career Essentials. The page has a dark blue header with the UCL logo and navigation links: Home, Explore your options, Find opportunities, Prepare to apply, Information for employers, About us, Resources, and myUCLCareers. A left sidebar contains a list of navigation options: Home, Explore your options, Find opportunities, Prepare to apply, Information for employers, About us, Resources, A-Z directory, Careers library, E-Learning, Case studies, Events recordings, Departmental, Alumni mentoring, and myUCLCareers. The main content area is titled 'Career Essentials' and includes a brief description of the programme, a note about providing lecturecast recordings and pdf files, and a recommendation to check the events programme. Below this are three blue buttons: 'Career Essentials Online: Find out more', 'myUCLCareers: View events listing', and 'myUCLCareers: Register for event updates'. The page also features sections for 'Recent events and archived resources', 'Understanding the graduate job and postgraduate study market', 'Sourcing jobs and work experience', and 'Effective networking - make the most of the UCL Careers fairs', each with links to lecturecast recordings and presentation slides.

What we will cover today



It's not just what you say!



What employers are looking for in the selection process and how.



Types of interviews/questions; Focus on competency-based interview answers.



Be the recruiter.



Preparation for an interview.



Resources

Before we start..

How many job interviews have you had? (put in Chat)

Why it isn't just what you say



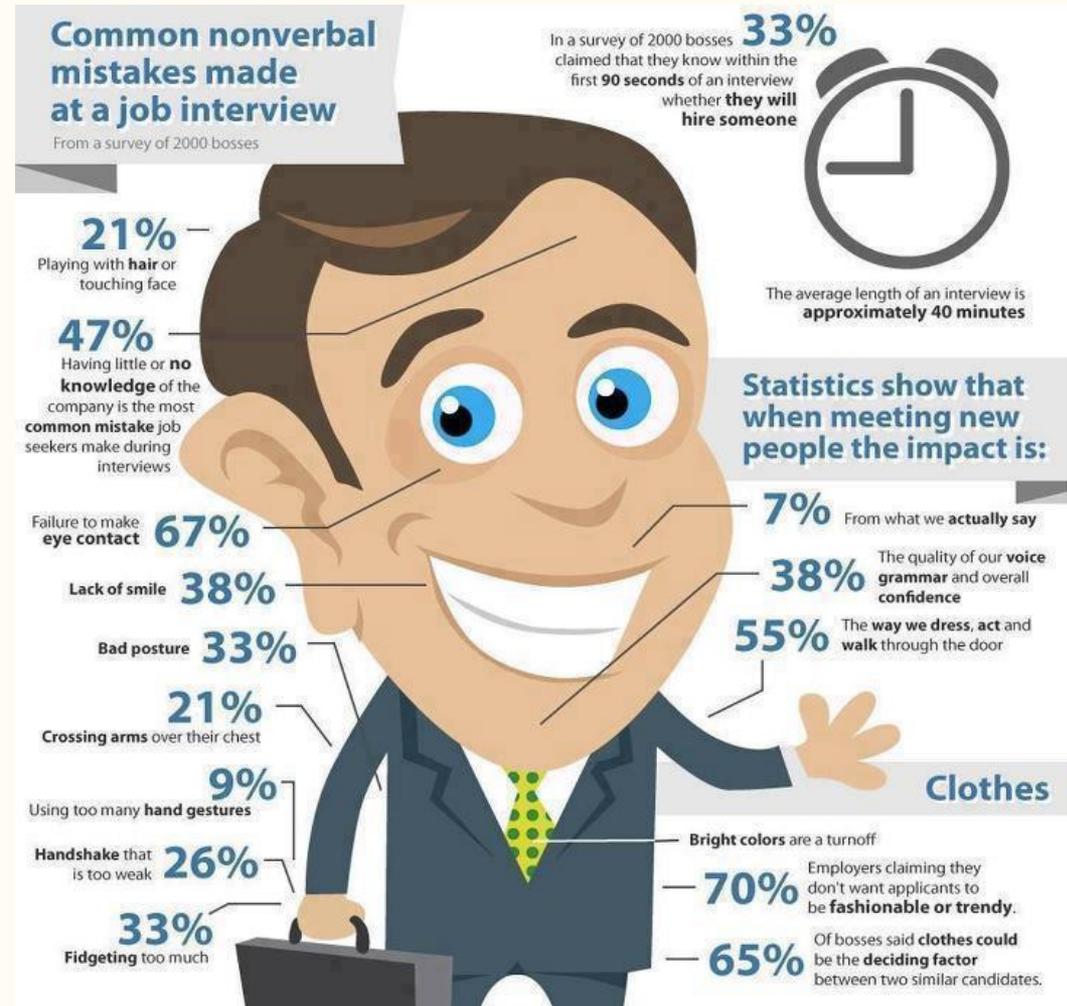
It's not just what you say!

You only have one chance to make a first impression – make it count!



Making an Impact: Body Language

- Relaxed
- Open
- Leaning
- Eye contact
- Smile

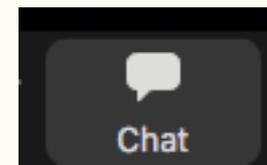


What are employers looking for?



What do employers look for?

- Transferable Skills
- Technical Skills
- Motivation
- Enthusiasm
- Personal Qualities
- Attitude
- Fit



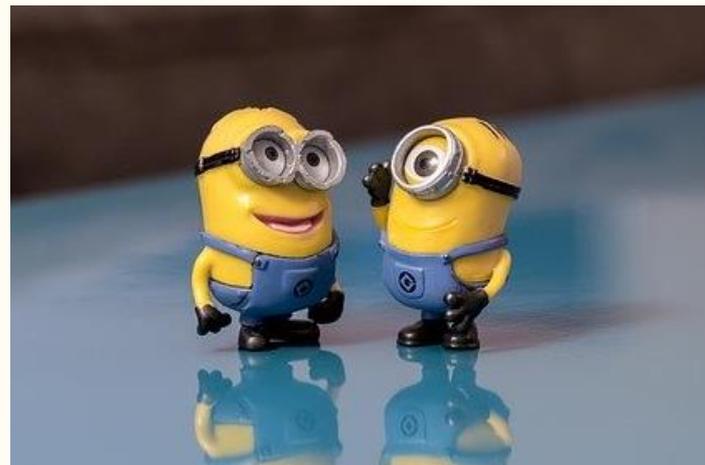
Interviews: Formats

- Unstructured
- Structured
 - Introduction
 - Motivational
 - Competency-based
 - Behavioural / SJT
 - Strengths-based
 - Technical / Case

* SJT – Situational Judgement Test

Unstructured Interviews

- Friendly chat
- Relaxed
- More about cultural fit

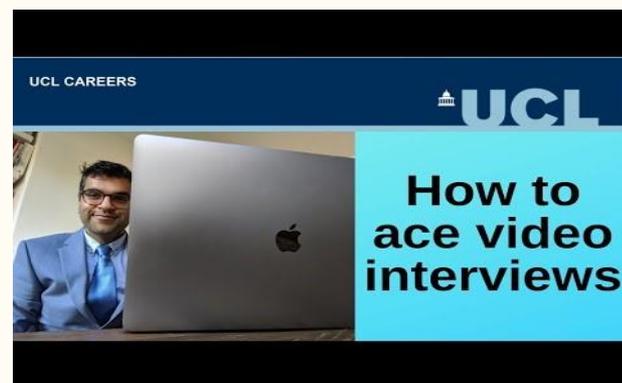


Structured Interviews

- Set of predetermined questions
- Questions are planned and created in advance
- All candidates are asked the same questions in the same order

Online Interviews

- Choose a quiet area where you won't get disturbed.
- Turn off notifications from all software on your computer.
- Turn phone off.
- Look at the camera, not the screen.
- Dress appropriately (you cannot over-dress but you can under-dress).
- Light in front of you, not behind you.
- Test the tech.



Types of Interview Questions

Introductory Questions

Biographical

- Tell me about yourself.
- Talk me through your CV.

Pick out your most relevant points, don't tell your life story!

Motivation Questions: Examples

- Why do you want to work for us?
- Why do you think you are suitable for this role?
- Why are you applying for this position?
- What do you know about what we do?
- How does this role fit in with your longer-term career plans?

Motivation Questions: Preparation

- Research the:
 - Role
 - Specific organisation (e.g., read the company's Annual Report)
 - Sector
- Demonstrate that you thoroughly understand what the role involves.
- Self audit - Show that you understand how your skills, qualities and experience match the requirements.
- Say why you would specifically like to work for this particular employer.

Competency-Based Interviews

- Competency: “The ability to do something successfully or efficiently”
- Most common type of interview
- Questions are structured to reflect competencies required by an employer for a particular job
- .SEE MORE LATER!

E.g.,

- “Describe a time when you had to act with very little planning”
- “Tell me about a decision you made in which you had to consider serious risks. How did you go about determining the impact of those risks?”

Strengths-Based Interviews

- **Competency** – what CAN you do?
- **Strength** – what do you ENJOY doing?
- Reflective.
- Focusses on you and your natural areas.
- **Top Tip:** think about the role and the skills required when answering these questions.

What would a perfect day look like for you? (Understanding your interpretation of ‘perfect’)

What gives you motivation and energy? (Drive / Motivation)

If a colleague was struggling in your project, how would you help? (Teamwork / Problem Solving / Interpersonal)

What has been your biggest failure? (Resilience / Learning / Development)

Business / Commercial Awareness

Tests your interest in business and knowledge of the industry:

- Who are our competitors?
- Tell me about any recent developments that you have you read about in this sector? How does that affect our company?
- Which story in the press has caught your interest recently and why?

Case Study Interviews

- Used to test your analysis, creativity and problem-solving skills.
- The recruiter describes a situation and you need to respond with advice, in the form of a report or verbal explanation.
- Your conclusion is reached by collating and analysing provided information.
- Practice! (Some companies have example case studies on their website.)

Psychometric Tests

- 'Psychometric test' is an umbrella term which covers both **ability** testing and **personality** profiling.
- Practice psychometric tests at: [UCL Careers Free Resources](#)

Graduates First

The free tests you have access to include:

- 7 x verbal reasoning
- 7 x numerical reasoning
- 8 x logical reasoning
- 1 x in-tray exercise
- 2 x situational judgement
- 3 x game-based tests (cognitive memory / attention and BART)
- 1 x critical thinking (Watson Glaser)
- 1 x workstyle personality
- 3 x CAPP and 7 examples of the IBM 'IPAT' test

[Register now*](#)

Practice Aptitude Tests

The free tests you have access to include:

- 5 x verbal reasoning
- 5 x numerical reasoning
- 5 x diagrammatic reasoning
- 5 x situational judgement
- 1 x mechanical reasoning
- 1 x emotional intelligence
- 1 x resilience
- 1 x 'big five'

[Register now*](#)

Assessment Centres

Typically:

- Group exercise
- Psychometric test
- Presentation
- Interview

Assessing:

- Teamwork
- Conflict management
- Persuasion
- Communication
- Style / personality



Focus on
competency
questions



Competency Questions

- Each question is designed to test one or more skills/abilities within the context of a specific example.
- The answer is then matched against pre-decided criteria and marked accordingly.
- For example, the interviewer may want to test the candidate's ability to deal with time management by asking the candidate to provide a specific example of a situation where they had to deal with competing deadlines under pressure.

Typical Competencies Required

- Team working
- Interpersonal skills
- Communication skills
- Problem solving / Analytical skills
- Judgement / Decision making
- Prioritising / Organisational skills / Working to deadlines
- Commercial awareness
- Creativity and innovation

Structuring Competency Question Answers



Competency Answer Structure...

10% 10% 70% < 10% >

S**Situation**

Describe a situation or problem that you have encountered

T**Task**

Describe the task that the situation required and why it was important

A**Action**

Describe the action(s) you took, obstacles that you had to overcome

R**Result**

Highlight outcomes achieved and how success was measured. Employers like results driven employees

R**Reflect**

Sometimes it is appropriate to say that you reflected on what happened and decided how you would tackle the problem next time.

Example: Competency-Based Answer

Describe a project for which you faced multiple deadlines, and how you handled it.

Last autumn I took the initiative to apply for grants to fund a professional speaker for my university's International Relations Society event. It's often difficult to get grants for event funding, and it's important to meet various grant deadlines. **I researched grant options and found several possibilities. Each had a different deadline and different window of time for which the money could be used. Due to varying timelines I created a small database, which I organized by grant deadlines, purposes, and the windows of time they could be used. I analysed the database to help me apply for the appropriate grants at the appropriate times. The primary grant came through, but a smaller grant did not. So I quickly helped find a last-minute event sponsor, then I updated the PR materials and budget accordingly.** In the end, the event was successful on multiple levels. We expected about 50 students to attend and got 60. Also, we were able to provide honorariums to additional speakers.

Example: Competency-Based Answer

Describe a project for which you faced multiple deadlines, and how you handled it.

Last autumn I took the initiative to apply for grants to fund a professional speaker for my university's International Relations Society event. It's often difficult to get grants for event funding, and it's important to meet various grant deadlines. **I researched grant options and found several possibilities. Each had a different deadline and different window of time for which the money could be used. Due to varying timelines I created a small database, which I organised by grant deadlines, purposes, and the windows of time they could be used. I analysed the database to help me apply for the appropriate grants at the appropriate times. The primary grant came through, but a smaller grant did not. So I quickly helped find a last-minute event sponsor, then I updated the PR materials and budget accordingly.** In the end, the event was successful on multiple levels. We expected about 50 students to attend and got 60. Also, we were able to provide honorariums to additional speakers.

Why action verbs are good

- “I would say a weakness of mine is public speaking” may be an accurate statement, but it doesn’t tell the reader anything specific, interesting or positive.
- “I used to have a tough time talking in front of groups of people which was difficult when I had to make presentations. Last year I **attended** public speaking training to improve my confidence, in which I **addressed** groups of people and **reconciled** my fears, and now I’m much more comfortable talking in front of large groups.” Specific and interesting.
- Action verbs are positive – sense of achievement.
- Visit <https://www.themuse.com/advice/185-powerful-verbs-that-will-make-your-resume-awesome>

Where might you gain these competencies?

- Report writing.
- Experience of IT.
- Time management.
- Relationship building.
- Adaptability.
- Communication.
- Your degree.
- Website redesign.
- Multiple project deadlines.
- UCL student bar work.
- Travelling / year abroad.
- Charing society meetings.

Interviews: “Do you have any questions?”

Areas to avoid:

- Salary and remuneration and other benefits (e.g. holiday entitlement).
- Information publicly available (website/ recruitment literature) or covered during the interview).

Areas to consider:

Role:

- What might a typical day look like for me in the role?
- What might my priorities be, say, 2, 6 and 12 months into the role?

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.

Personal (use judgement):

- What does the culture feel like working here?
- What are some of the most interesting areas of work you have been involved in?

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.

Be the recruiter



On average....



...3 out of 4 questions are **predictable!**

You're the Recruiter!



- Read the job description in the next slide.
- From an employer's perspective, what would you ask a candidate in order to interview them for this job?
- Try using biographical, motivational, competency and strength questions.
- 5 minutes!

- The UCL Engineering Careers team provides a wide variety of careers information, one-to-one guidance and events to all current UCL Faculty of Engineering undergraduate, postgraduate taught students and recent graduates.. This role will use creative approaches to engage students in the work of the Engineering Careers team working closely with colleagues in UCL Engineering and UCL Careers.
- We are a small, supportive team with the benefits of also being part of the wider UCL Careers team and the Faculty of Engineering. The role holder will build strong relationships with students and academic departments within the Faculty. They will have the communication skills, attention to detail and creativity to produce engaging content for students in a variety of formats. They will promote our work using social media, newsletters, online content and guides. They will use creative and data-informed approaches to reach our student population while complying with accessibility regulations, GDPR and CMA guidelines. The role will be managed by the Engineering Careers Team Leader and will work directly with the rest of the Engineering Careers team, Faculty Communications and Student Engagement Manager and UCL Careers colleagues.
- We are looking for a Student Engagement Officer who can create engaging copy, lead on creating our team's brand identity and be able to use social media to promote and inspire. The ideal candidate will have experience communicating with a range of audiences, in writing and verbally and will have practice in proactively building strong working relationships with a range of stakeholders. They will have a good understanding of working in a student-facing environment, have excellent organisational skills with the ability to multitask, prioritise their own workload and remain calm under pressure. They will have the tenacity and drive to overcome challenges to achieve outcomes, and the ability to respond confidently and positively in difficult situations. Familiarity with social media tools such as Instagram, Twitter, Facebook are required as well as the flexibility to support the wider work of the Engineering Careers team

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Potential Interview Questions?

- Tell me about yourself. **(biographical)**
- Why are you interested in working for UCL Careers? **(motivational)**
- Tell me about a time you demonstrated good attention to detail. **(competency)**
- Can you give me an example on when you have used a social media and how you applied it? **(competency)**
- Can you give me an example when you had competing deadlines and how you coped? **(competency)**
- Do you give up easily? **(strength)**
- Do you have any questions for us?

Preparation for an interview



Preparation

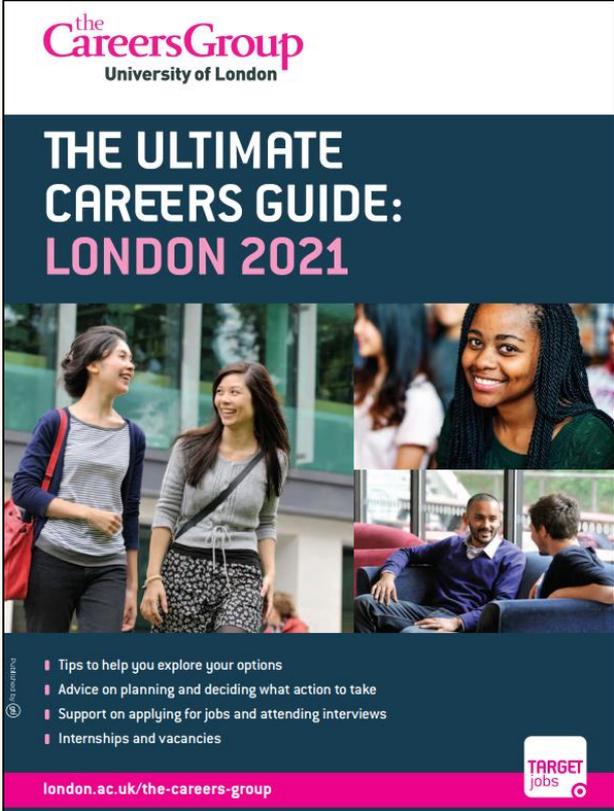
- Critique your own knowledge, experience, skills and qualities.
- Research the role and organisation you are interviewing with.
- Research the occupational area and sector.
- Prepare examples for the competencies mentioned in the job description.
- Have some questions ready.
- Practice!

Resources



Ultimate Careers Guide.

https://www.ucl.ac.uk/careers/sites/careers/files/the_ultimate_careers_guide.pdf



the CareersGroup
University of London

THE ULTIMATE CAREERS GUIDE: LONDON 2021

- Tips to help you explore your options
- Advice on planning and deciding what action to take
- Support on applying for jobs and attending interviews
- Internships and vacancies

london.ac.uk/the-careers-group

TARGET jobs

- [Great Grad Job Hunt](#).
 - Project which aims to help students and graduates find out how to job hunt by using peer to peer examples.
- Interview experience feedback from others – [WikiJob](#), [Glassdoor](#), [Student Room](#).

Search 'UCL Careers YouTube Channel'



How To Prepare For Interviews | CareersLab



5 Expert Tips For Live Video Interviews | CareersLab



Interview Skills: STAR Technique | CareersLab



Great Questions To Ask At The End Of Interviews |...

UCL eCareersGrad

<https://www.ucl.ac.uk/careers/applying/interviews>

CONTACT US LOGIN/OUT



Interview
Success

"The recruiter insight and video examples show how easily answers can be transformed. Essential viewing for all interview candidates."

Mark Sheehan (Graduate recruiter)

"The videos were amazing. Good and bad examples of interview answers gave me so much insight into what recruiters are looking for and helped me secure a strategy consulting position!."

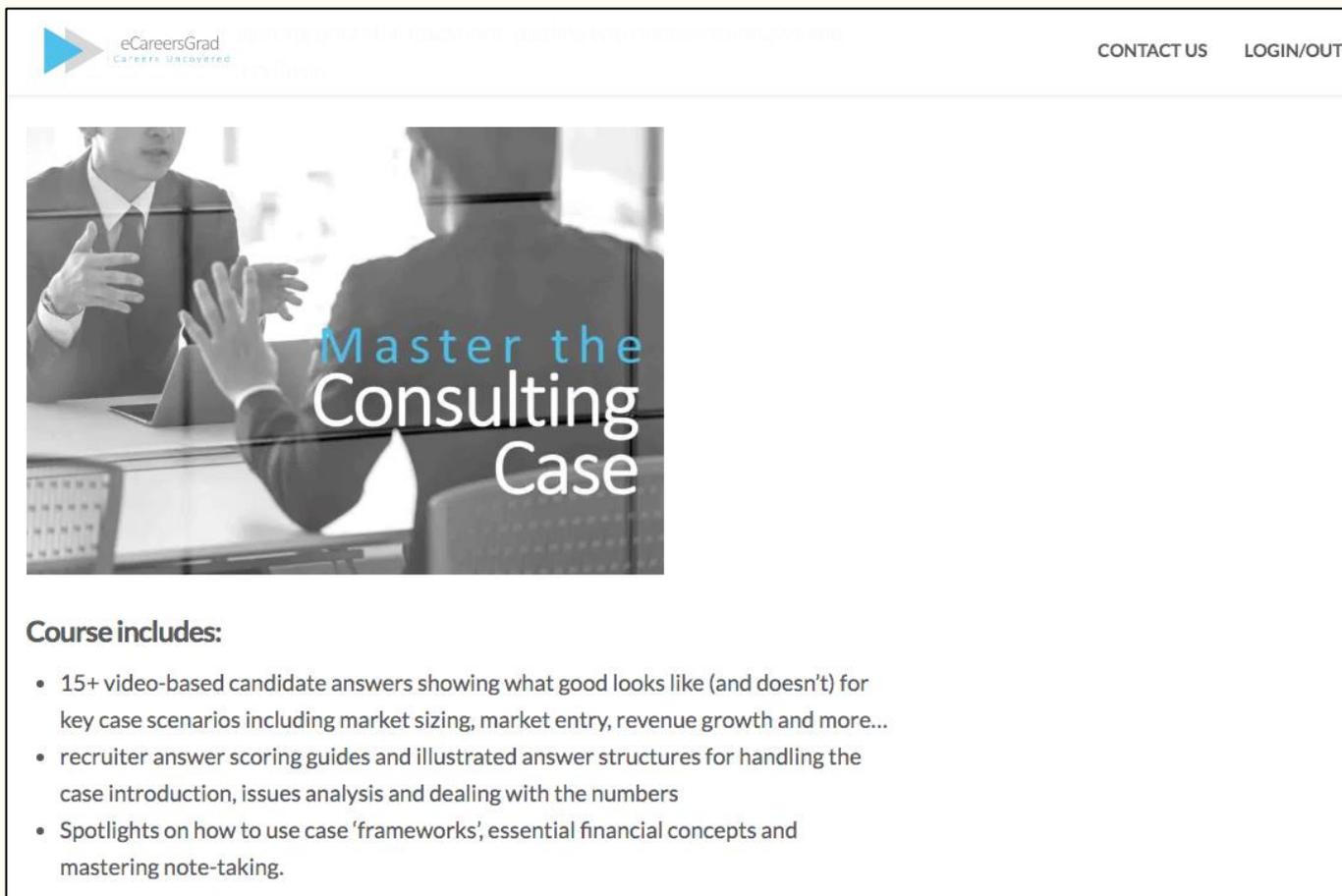
Ella (Recent Grad)

Course includes:

- 30+ video-based candidate example answers for popular sectors including consulting, banking, finance, law, policy and the public sector
- 10+ recruiter answer scoring guides and illustrated answer structures for introductory, motivation, competency, strength-based (and weakness) and scenario questions
- Spotlights on anticipating potential questions, dealing with video interviews and what to ask the interviewer.

UCL eCareersGrad

<https://www.ucl.ac.uk/careers/applying/interviews>



The screenshot shows the UCL eCareersGrad website interface. At the top left is the eCareersGrad logo with the tagline 'Careers Uncovered'. To the right are links for 'CONTACT US' and 'LOGIN/OUT'. The main content area features a large image of two business professionals in a meeting, with the text 'Master the Consulting Case' overlaid in a large, white, sans-serif font. Below the image, the text 'Course includes:' is followed by a bulleted list of course features.

Course includes:

- 15+ video-based candidate answers showing what good looks like (and doesn't) for key case scenarios including market sizing, market entry, revenue growth and more...
- recruiter answer scoring guides and illustrated answer structures for handling the case introduction, issues analysis and dealing with the numbers
- Spotlights on how to use case 'frameworks', essential financial concepts and mastering note-taking.

UCL Careers 1 to 1 Support



- Applications advice (20 minutes).
- Short guidance (20 minutes).
- Practice Interview (60 minutes, on condition of real employer interview).
- Book online in advance using [myUCLCareers](https://myUCLCareers.com).



Find us online

www.ucl.ac.uk/careers



careers.service@ucl.ac.uk

We want your feedback

UCL Careers: Event Feedback

Thank you for attending a UCL Careers event. We'd like to hear what you thought of it.

Were you satisfied with the event?

Yes No

Would you recommend this event to a friend?

Yes No

That's great news! Please tell us what you found most useful about the event... (Optional)

Words: 0

There's always room for improvement! Was there anything missing or something we could have done to make this event better? (Optional)

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[Blogs.ucl.ac.uk/ucl-careers](https://blogs.ucl.ac.uk/ucl-careers)



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Questions?

