

# Career Essentials: Interview Success

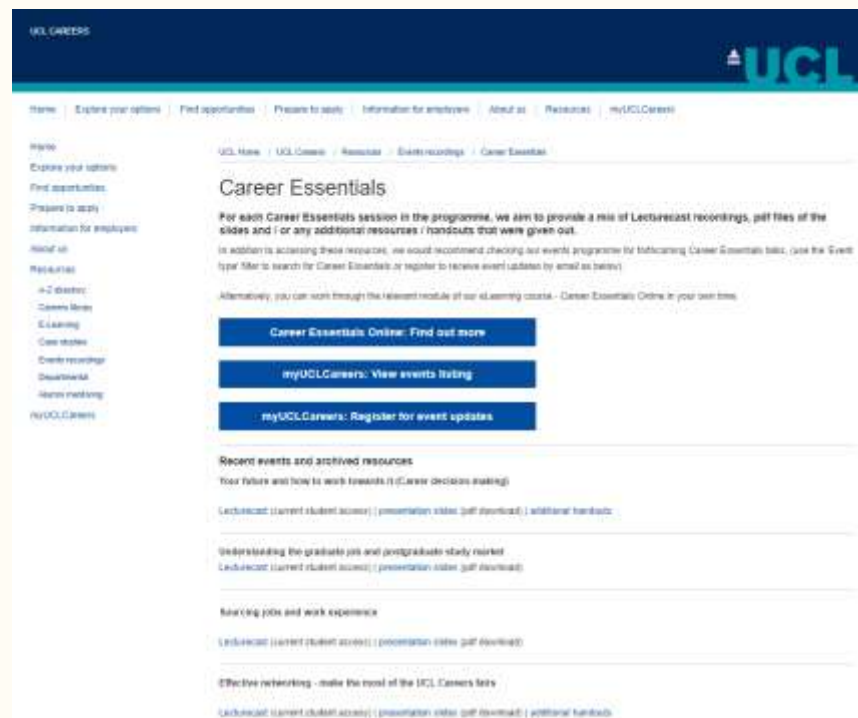
# Career Essentials programme 2019 - 2020

- 12 title lunchtime talks.
- Small Group Work sessions (CV).
- 3 title workshops covering LinkedIn, Mock Assessment Centres and MBTI Personality Profiling.
- 6 module e-learning course.

# Slides and recordings

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

Search 'UCL Career Essentials'



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## Career Essentials

For each Career Essentials session in the programme, we aim to provide a mix of Lecturer/lect recordings, pdf files of the slides and / or any additional resources / handouts that were given out.

In addition to accessing these resources, we would recommend checking our events programme for forthcoming Career Essentials talks, (use the 'Event type' filter to search for Career Essentials) or register to receive event updates by email as below.

Alternatively, you can search through the relevant module of our eLearning course - Career Essentials Online in your own time.

[Career Essentials Online: Find out more](#)

[myUCLcareers: View events listing](#)

[myUCLcareers: Register for event updates](#)

### Recent events and archived resources

Your future and how to work towards it (Career decision making)

[Lecturecast \(current student access\)](#) | [presentation slides \(pdf download\)](#) | [additional handouts](#)

[Understanding the graduate job and postgraduate study market](#)  
[Lecturecast \(current student access\)](#) | [presentation slides \(pdf download\)](#)

[Finding jobs and work experience](#)  
[Lecturecast \(current student access\)](#) | [presentation slides \(pdf download\)](#)

[Effective networking - make the most of the UCL Careers fairs](#)  
[Lecturecast \(current student access\)](#) | [presentation slides \(pdf download\)](#) | [additional handouts](#)

# Talks coming up Oct 2019

Make the most of the UCL Careers fairs	1 <sup>st</sup> , 8 <sup>th</sup> , 16 <sup>th</sup>
Cover letters & application forms	3 <sup>rd</sup>
Improve your CV	4 <sup>th</sup>
An introduction to the graduate job market	7 <sup>th</sup>
Find and fund a PhD	9 <sup>th</sup>
Your future and how to work towards it	14 <sup>th</sup>
Better PhD Applications	15 <sup>th</sup>

# Small group CV sessions

- New this year
- Work on your CV in a group of up to 6 students, with an Applications Advisor
- October 3<sup>rd</sup>, 17<sup>th</sup>, 31<sup>st</sup>
- November 14<sup>th</sup>, 28<sup>th</sup>, December 12<sup>th</sup>
- 1.00 – 1.50pm, UCL Careers

# Interviews: Plan

- Formats
- Types
- Further resources and support



# Interviews: Formats

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



# Interviews: unstructured

- Friendly chat
- Relaxed
- More about cultural fit





# Interviews: Motivational

- Why this company?
- Why this role?
- Why this sector?
- Why us and not our competitor?
  
- Use a framework
  - Reason (25%)
  - Evidence (25%)
  - Explain (50%)

## Why this role? (SoM Summer Internship)

This internship appeals to me because of several reasons. Firstly, **working on a rotational scheme provides challenges but also a thorough understanding of an organisation.** This appeals to me because I'm curious to know how the marketing and teaching aspects of the School of Management operate separately but also collectively. Secondly, **the rotational style is a great opportunity for me to work with high profile individuals.** As I have a strong passion for product innovation, I would relish the opportunity to work with Dave Percival as his background in PwC is highly publicised. Finally, due to the School's location, Canary Wharf and Bloomsbury, this is an excellent opportunity to experience a variety of cultures in a complex organisation. As an individual with limited experience, I find it intriguing to understand how different organisations operate and this would be a fantastic experience to gain exposure in a varying environment. (148 words)

# Interviews: Competency

- Tell me about a time...
- Use the job description
- Most common style of interviewing
- Use a framework

## STAR(E)

- Situation – 15%
- Task – 15%
- Action – 20%
- Result – 20%
- Evaluation – 30%

**Can you tell me about a time where you have solved a complex problem?**

In my first year at UCL, I worked on a project called “How to Change the World” whereby in small groups, we focus on a real world challenge, such as how to reduce pollution or access to healthcare. My group of eight consisted of engineers, business students and students who were both undergraduates and postgraduates. By working in a diverse team and using a range of software, from Excel to Tableau, we analysed both quantitative and qualitative data sets. Through working in a diverse team and using a variety of data, we were able to understand different cultures and views to solving a problem and how data can be used in a decision making process. As a result, we achieved a first in our project and had the opportunity to deliver our work to individuals representing the World Health Organisation. (140 words)

# Interviews: Behavioural

- Puts you in a hypothetical situation
- Look back at the job description
- All about your process
- How would you...

## STAR(E)

- Situation – 15%
- Task – 15%
- Action – 20%
- Result – 20%
- Evaluation – 30%

Can you give me an example of how you have worked in a team?

Throughout my time at university, I have had many opportunities to work in a team environment, ranging from academic to extra-curricular activities.

For example, in my degree, I worked on a consulting project with five others, where we had to create a new product for Nike. As my strengths are research and presenting, my team suggested that I focus my time on the researching the market and providing customer trends to support our new product. Upon completing our project, I delivered our research to ambassadors of Nike who praised our product and have taken this forward for manufacturing. In addition, I am the President of the Tennis society where we have over 300 active members. An integral aspect of my role is to improve performance in BUCS tournaments. In doing so, I created an action plan on where we could improve by consulting the society and implementing measures such as employing a full time coach. As a result, we succeeded in achieving promotion and two gold medals so far, something which I am incredibly proud of. Both examples demonstrate my flexibility to operate in different dynamic teams depending on the project, individuals and timeframe. By understanding these factors, I am able to utilise a variety of roles within the team and encourage others to work co-operatively to complete our project. (220 words)

# Interviews: Strengths

- Becoming more popular
  - Barclays
  - Nestle
  - EY
- Reflective
- Focusses on you and your natural areas
- **Top Tip:** think about the role and the skills required when answering these questions
- Think about processes
- Focus on key aspects of the questions

**If a colleague was struggling in your project, what would you do help?**  
(Teamwork/Problem solving/Interpersonal)

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

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

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

# Interviews: Case Study

- Most straightforward
- Different types:
  - Market sizing
  - Profitability
  - New product
- Skills are the same!
- Each type is different
  - e.g. McKinsey vs BCG
- Understand frameworks but don't force it:
  - Porter's Five Forces
  - Three C's
  - Four P's
  - SWOT
  - MECE
- Don't be overwhelmed by data
- Back to basics and identify common themes
- Segmentation is key
- Be sensible, use logic

# Interview Types

- Telephone
- Digital
- HireVue
- Face to face
- Assessment Centre

# Telephone Interviews

- Find a quiet space
- Warm up
- Walk around
- Practice talking
- Build that relationship
- As a recruiter cannot see you, they focus on what they hear and how it is said
- think about body language and how that translates into your tone
- Are you excited, disengaged or enthusiastic?



# Digital/HireVue Interviews

- Over 15,000 traits that can be used to identify talent
  - Choice of language
  - Breadth of your vocabulary
  - Eye movements
  - Speed of your delivery
- It's not just about your content, it's how you deliver it
- Practice to become familiar with the process





# Face to face interviews

- Build the relationship
- Presentation is key, how you deliver your answers
- Getting to an interview demonstrates that you're capable, now, can people work with you?



# Assessment Centres

- Group exercise
- Repeat testing
- Presentation
- Interview
  
- Teamwork
- Conflict management
- Persuasion
- Communication
- Style



# 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:

- more detail about what the role involves, who the role-holder 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 e.g. 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?

# 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

# 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

# Find us

4th Floor, Student Central Building, Malet Street

Mon-Thurs 9:30 - 17:00

Fri 11:00 -17:00

[careers@ucl.ac.uk](mailto:careers@ucl.ac.uk)

020 7866 3600



# Questions?

