Interview Preparation

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What kind of information is useful?

Recent information – ideally no more than 2 years old
Examples from all parts of your life that demonstrate the behaviours as described

"I set up and ran a club/event within my local community…."

"I do outreach work for my church which involves lots of organisation and time management ",

"As a consumer – I've developed an appreciation of the value of on-line purchasing and understand how technology can support what the council is trying to do…."

" On a specific project, I had to work with people from different parts of the council – this gave me an appreciation of the need to understand other people's priorities and how they impact on mine…."

" I have worked with people with different levels of ability and understand that I need to adjust how I communicate sometimes to get my message across…."

"Taking part in competitive sport has shown me how important it is to be disciplined and to prepared and also what makes a team work well together"

"Living and working in the area, has given me an appreciation of the impact of the decisions the council makes and they affects the people….

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Behavioural Interview Preparation - STARR

Situation or **T**ask	• Describe the situation you were in, or • the task(s) that you needed to accomplish • Provide a specific example, should not be vague or generalised • Give enough detail to so that the assessor understand the context
Action	• In detail describe what you did – what actions you took • Focus on what YOU did. Even if working in a team describe what you did • Share any difficulties you faced and what you did to resolve these • How did the situation make you feel?
Result	• Explain the outcome of your actions: • How did the situation end? • What did you accomplish?
Review	• What did you learn? •What would you do differently next time?

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Q. Tell me about a time when you had to work with a new team member?

Situation or **T**ask	*I had been given the responsibility to train a new colleague how to use our work system. There are about 5 core system processes that we work with daily. I had to ensure my new team member understood and was able to operate these processes before I went on annual leave the next week so my work could be covered by her.*

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Q. Tell me about a time when you had to work with a new team member?

Action	*I drew up a training plan which meant that I covered 1 process a day with my new colleague over the course of 5 days. I asked how she would like to go through the processes and she wanted to see it in practice so I sat with her in front of a computer and went through it step-by-step showing and explaining each step in detail. I noticed from the questions she was asking that she was not comfortable with computer systems so I slowed down the pace I was going through it. I also stopped using abbreviations that we use internally so it wouldn't confuse her. Although I had fallen behind on my own work at the end of the 5 days I really enjoyed working with her and getting to know her better. I planned a team lunch to introduce her to the wider team as well.*

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Q. Tell me about a time when you had to work with a new team member?

Result	*She was able to confidently cover me whilst I was on annual leave but because I had fallen behind on other tasks I needed to ask another colleague to pick this up for me which I hadn't planned to. We only managed to cover 4 processes in the end as it took longer than I first anticipated and I had to train her on the last process when I got back from leave.*

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Q. Tell me about a time when you had to work with a new team member?

Review	*I learnt to be more patient as there were a couple of occasions I started to get frustrated for having to repeat myself until she had understood. On reflection I should have better prioritised my own work so I didn't have to fall behind, maybe by spending an hour each day carrying out my own tasks before starting the training. Next time I will also need to build in some extra time in case it takes longer than expected.*

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