

Mastering the art of interviews



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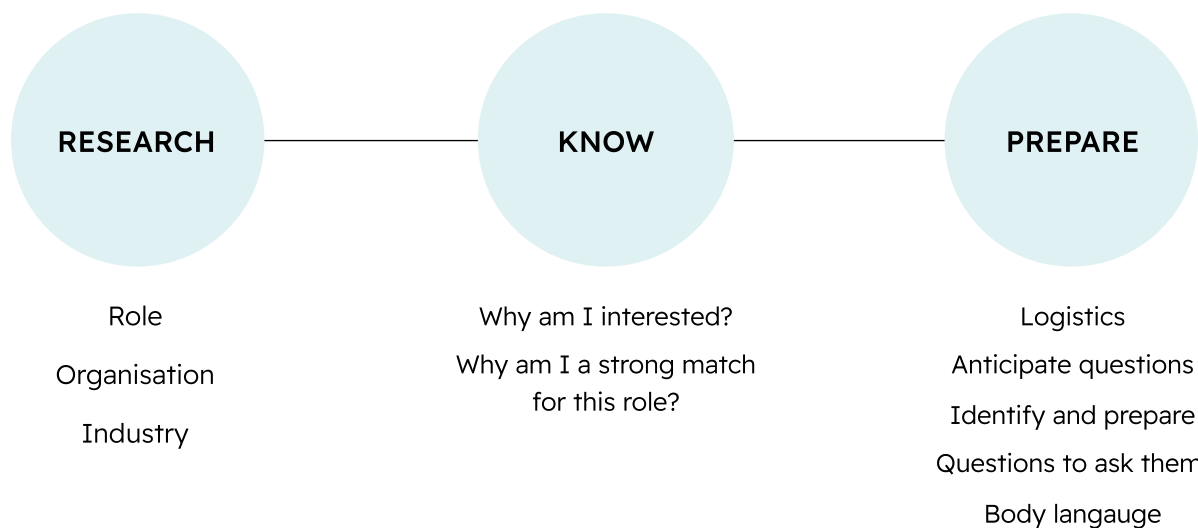
TYPICAL INTERVIEW STRUCTURE



- An interview generally follows this approach, though there is no set formula.
- Some interviews may take a more free flow approach while others may be more structured.
- The interviewer will be looking for evidence concerning your skills and achievements and how well these align to the requirements of the role.
- The interviewer will also be assessing your “fit” with the wider team.
- The interview is also your opportunity to determine whether this position/organisation is the right one for you.

GETTING TO YOUR BEST IN INTERVIEWS

There are some key things you can do to enable you to be at your best in an interview.



RESEARCH

- Role
- Organisation
- Industry

KNOW

- Why am I interested?
- Why am I a strong match for this role?

PREPARE

- Logistics
- Anticipate questions
- Identify and prepare Questions to ask them
- Body language

- 1 **Research.** The better you understand what is important to a potential employer, the better you are able to anticipate the types of things they are going to ask you about.
- 2 **Know.** Your ‘why’ answers are your key messages that flow through to interview in how you talk about yourself and in the stories you chose to tell.
- 3 **Prepare.** The better you prepare for an interview, the better you will be able to demonstrate you are a strong match for the role.

COMMON INTERVIEW QUESTIONS

Broader interview questions elicit your story and what sort of role, company and culture would suit you. They are asked because interviewing is as much about seeking motivational and cultural fit as it is about confirming knowledge, technical competence and behavioural skills.

Overview

- Tell me about yourself?
- Why are you interested in this role?
- What is the reason for leaving your last employer?
- What are your key strengths?
- What achievements are you particularly proud of?

Company/Role-Specific

- What do you know about us?
- What attracts you to this position/company?
- What skills and experience would you bring to this role?

Motivation/Culture

- What is your management style?
- How do you like to be managed?
- What motivates and energises you at work? What doesn't?

How would I respond?

Responding to behavioural interview questions

The rationale of behavioural interviewing is that ‘past performance is predictive of future behaviour’.

CAR RESPONSE

<p style="text-align: center;">C</p> <p>CONTEXT When? Where? Who?</p>	<p style="text-align: center;">A</p> <p>ACTION What? How? Why?</p>	<p style="text-align: center;">R</p> <p>RESULT What was the impact? Feedback? Key learnings?</p>
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EXAMPLE CAR RESPONSE

<p>CONTEXT</p> <p>A new process was implemented in our team, but the time it was taking us to complete it was much longer than expected or anticipated.</p>	<p>ACTION</p> <p>I took the initiative to review the new process in more detail and I found that there was an anomaly in the detailed instructions which negatively impacted the speed of completion. I assessed the process, worked out a proposed alternative with supporting instructions and presented my solution to my manager.</p>	<p>RESULT</p> <p>My manager gave positive feedback and approved the change. With staff no longer having to spend as much time completing the process, we all had more time to be available for our customers.</p>
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Reflect on a work story that demonstrates how well you do your work; start to plan your story in the CAR format.

- When did you positively impact the organisation or your manager/colleagues/clients/customers?
- What projects or pieces of work are you particularly proud of?
- How is success measured in your field and how do you measure up?
- What has someone given you good feedback about?
- What did you do to be nominated for, or win, an award?

Craft your CAR story.

WHY SHOULD YOU ASK QUESTIONS?

There are three good reasons why asking questions about the role and the organisation can help you in the overall application process:

- 1 You want to find out more about the role, the team, or the organisation. You are a key decision maker in this process, what do you want to find out about, that would help you decide on whether you want this role or not?
- 2 The questions you ask demonstrate the insight you have about the role (i.e., if you have awareness of a change that you think may impact the organisation or the team, you could ask about this)
- 3 The questions you ask demonstrate what is important to you (i.e., if you ask about what success looks like, this demonstrates it is important to you to be able to achieve this)

WHICH OF THESE QUESTIONS WILL I ASK?

Tick the questions you will ask in an interview.

1 ROLE

- What would my key priorities be for the first few months?
- How is performance measured?
- What are some of the challenges associated with the role?
- In the past, what has made people successful in this role?

2 MANAGEMENT/TEAM

- What is your preferred leadership style?
- What is it like working within your team/department?
- How does this role interact with the broader team/business?

3 ORGANISATION

- What is it like working here? What is the culture like here?
- What type of training/professional development is offered?
- What career growth opportunities exist?

What other questions will you ask?

Post-interview reflections and follow ups

Being invited to an interview is no easy feat! Not only does this mean you have potential for the role, this also means you have the opportunity to practice and reflect on how you respond to questions and better your interview skills.

After each interview, it's important to take time to celebrate what went well and reflect on what could be improved. Here are some post-interview reflections and follow ups you can do:

1 Post-interview reflections

- Completing an interview is an achievement! Why not celebrate it?
- Reflect on what went well. What did you like about how you answered the questions?
- Think about what you would do differently. Was there anything you would change about the interview?

2 Post-interview follow ups

- Send a short thank you email within 24 hours of the interview. Keep it short and simple.
- Notify your referees and brief them on the interview on what went well. What did you like about how you answered the questions?
- If you have not heard back within the expected timeframe, it is reasonable to check in via phone or email.
- Be polite and professional at all times regardless of the outcome.
- Stay positive! Try not to take things personally when your application is unsuccessful. Remember that there will be a role that suits your unique skills and experience.

Focus on making every application as strong as it can be. Each application you submit and feedback you receive has the potential to bring you one step closer to your ideal job.

AI as your interview coach

One of the best ways to practise answering interview questions is by using AI as an interview coach. By giving these tools the right information and the right prompts, you can not only prepare for possible questions but also get constructive feedback on your responses.

Here are the steps to help you get started:

1 Prepare the right information

To give the AI tool the right information and context, first gather all these items:

- Role title you're being interviewed for
- Company name
- URL or weblink to the job description you applied for
- Your interviewer's job title or position

2 Give the AI tool of your choosing this prompt

"Can you act as an interviewer and run a mock interview for a [Role Title] position at [Company Name], using this [Job Description Link]? Please ask me one question at a time, wait for my answer, and then provide feedback after each response.

The interviewers are [Interviewer's Job Title/Position], so please tailor your questions to match their likely perspectives. At the end, give me overall feedback on how I did and where I could improve."

3 Request specific feedback on your responses

Gain more insight into how you answered these questions by asking for specific feedback. This can help you further visualise how to tailor your responses according to the job description and what your interviewer might value for the role. Here are some examples:

- How might a top candidate answer this question?
- What are similar but better ways to answer questions about my work experience?
- Can you suggest a stronger version of this response?

This AI interview coach is designed to help you structure and deliver answers to interview questions using the CAR model (Context, Action, Result). It's a practice tool intended to support thoughtful, constructive communication. While the responses aim to reflect real conversation dynamics, the final message is your own – please review and adapt it based on your relationship, tone and the context of your workplace. Please also consider your organisation's policies around using AI.