



DeafAction
Making the difference

Interview Skills

Delivered by Mark McMillan
Developed in partnership with
Skills Development Scotland

Skills
Development
Scotland



SQA Approved
Centre



Housekeeping Rules

- Fire Alarm
- Break at 2pm for 15 mins – tea, coffee and biscuits
- Put your hand up anytime you want to ask a question

Edinburgh Workshops Programme



- Interview Skills Wed 2nd May
- Hearing Awareness Thurs 10th May
- Deaf Wellbeing Wed 23rd May
- Access to Work Wed 30th May

All workshops are presented in BSL and will be from 1pm to 4pm here

Skills Development Scotland

- What is Skills Development Scotland?
 - Scotland's national skills agency
 - Provides career advice
 - Helps you to find courses, training to help improve your skills
 - Has free access to computers and internet to search for jobs
- Based where in Edinburgh?

Skills Development Scotland



79 Shandwick Place,
Edinburgh EH2 4SD

Skills Development Scotland



- They offer mock interview training and they are happy to pay and book a BSL interpreter
- I can arrange this if you are involved in Deaf Action's Employability Service one-to-one support

Workshop Programme

- What is a Job Interview?
- Types of Interviews
- Communication Support in Interviews
- How to Prepare for Interviews
- What are Competency Based Interview Questions?
- STAR Response
- STAR Response Examples
- Common Interview Questions
- Questions to ask at Interviews
- Feedback

- Your own experiences of job interviews

What is a Job Interview?

- The employer (and hopefully your future boss) asks you questions about your career, personality and life and you answer honestly while trying to impress them
- Getting an interview means that the employer wants to meet you and find out if you are the best person for the job
- Job interviews can be really stressful, but it helps to prepare well

What is a Job Interview?

- During the interview the employer wants to check:



- > Can you do the job? Do you have the necessary skills and experience?
- > Will you do the job? Are you enthusiastic, motivated and hard working?
- > Will you fit in? Can you work with others and follow instructions?

Types of Interviews



- One to One Interviews

This is an interview between you and the interviewer

Types of Interviews



- Panel Interviews

This is an interview between you and several interviewers. They will all ask you different questions. They usually have a HR person on it – who manages staff recruitment.

Types of Interviews



- Telephone Interviews

The interview is over the telephone and are often automated. It is a cost effective way for employers to get an idea about applicants and who to choose for face to face interviews

Types of Interviews



- **Group Interviews**

This may involve an activity. The employer wants to see how you work in a group/team, and may be asked to take part in a group discussion or do role play

Communication Support in Interviews

- When you are successful in getting a job interview – you can get a BSL Interpreter to help communication in the job interview
- Deaf people in the past had to rely on writing notes and lipreading, this does **not** need to happen now
- You can inform the employer giving you the job interview, that you are Deaf and will need a BSL interpreter.
- This is your responsibility to book a BSL interpreter
- But sometimes they will be happy to book a BSL interpreter themselves from their own budget

Communication Support in Interviews



- If they do not have a budget, you can tell them that you will book a BSL Interpreter yourself through Access to Work
- Access to Work is funding from the Government to pay for communication support in job interviews
- Come to **Access to Work Workshop on Wed 30th May** to learn what Access to Work is, how to apply for funding, how to book an interpreter and how to process their invoices

Communication Support in Interviews



- I recommend that you arrange to meet the BSL Interpreter at least 15 minutes before the interview
- This is especially important if you do not know the BSL Interpreter
- You can both go through name signs, talk about what you will say, and get to understand each other's signing better.
- This will help calm your nerves a bit as well

Communication Support in Interviews



- Before you and the BSL interpreter go in the interview – discuss if you will introduce the BSL interpreter or do you prefer him/her to do it instead?
- When you enter the room, check where everyone is seated – and pick a good place for the BSL interpreter to seat that you are comfortable with – and can see everyone.
- If it is a group interview, you can ask everyone to talk one person at a time, so the BSL interpreter can follow the conversations.

Communication Support in Interviews



- If you don't understand the BSL interpreter through the interview, or miss some information ask him/her to say it again
- Try and avoid using sign names in interviews, as the BSL interpreter may not know them.
- If the BSL interpreter is not from your area, remember that they may not know regional signs, so if that happens, try and fingerspell the word, or use a different sign

How to Prepare for Interviews

- Why is it important to prepare for interviews
 - > Help you to answer questions well
 - > Help you to look confident
 - > Help you to look keen and interested in the job



How to Prepare for Interviews

- Find out as much as you can about the employer:
 - > Use the Internet and look at the organisation's website
 - > Speak to people that work there if you can
 - > Visit the organisation if you can before the interview
- This will help if you are asked why you want to work there

How to Prepare for Interviews

Plan The Day

- Think about the hours and days that you can work. Be flexible as possible
- Plan what you are going to wear – aim for smart but comfortable. It is a good idea to get all your clothes organised the day before – all ironed and hung up
- It is a good idea to bring water with you, as this will help you to focus better for the interview

How to Prepare for Interviews

Plan The Day

- Plan how to get to the interview – buses, time, where it is, etc. Don't leave it to the last train/bus you can get in case it breaks down – catch the one before
- Make sure you arrive at the interview at least ten minutes before the interview time – or before that if you have arranged to meet a BSL interpreter to have a chat before

Break

How to Prepare for Interviews

Skills Matching

- Read the job description/advert carefully. Highlight the skills and qualities asked for
- Think of examples which show you have the relevant skills and experience
- These examples can be from school, work experience, college, voluntary work or social activities

What are Competency Based Interview Questions?



- In this type of interview, questions are about things you have done in the past. For example ‘ Tell me about a time when you faced a difficult situation’
- Competency means important skill in work
- Your answers should have examples of how you used the skill
- This gives the employer an idea of how you would use your skills in a similar situation in the future

What are Competency Based Interview Questions?



- A lot of competency based questions will be looking for you to talk about your skills in:
 - > Communication
 - > Conflict or crisis management
 - > Creativity
 - > Delegation
 - > Leadership
 - > Flexibility
 - > Teamwork

The STAR Response

- You can answer competency based questions by the STAR response which is:

Situation

Task

Action

Result

- It will help you to give good structured and clear answers to difficult questions

The STAR Response

- S is for Situation
 - > In 'Situation' you will briefly describe the situation what had happened and give information for your story. Where? Why?

The STAR Response

- T is for Task
 - > In 'Task' you will then go on to describe what you had to do

The STAR Response

- A is for Action
 - > In 'Action' you will talk about how you solved the task or problem. You can explain why you did it this way

The STAR Response

- R is for Result
 - > In 'Result' you will talk about what happened at the end. What was achieved?

STAR Response Example

The Question

Can you give us an example of where you showed good planning skills?

(Situation) – what happened?

- I had to give an important presentation to clients at work one month ago

(Task) – What I need to do?

- We had to tell them about a new mobile phone – and hope they'd order some

STAR Response Example

(Actions) – what did you do?

- I researched the mobile phone product. I talked to our design team and found what the most important features to talk about were. I put together a presentation using PowerPoint. Then I practised this in front of my team and asked them for feedback

(Result) - what happened at the end?

- In the end, I impressed our clients. I was able to answer all their questions. They put in a big order as a result and the company made good profit

STAR Response Example



The Question

Please give me an example of when you have provided good customer service?

(Situation) – what happened?

- Two months ago, when I was working with Conrad Electricals I was told their delivery van had broken down, which meant customers would not receive their new computers until the next delivery day which was next week

(Task) – what do I need to do?

- I had to keep the customers happy and make sure their computers are delivered on time.

STAR Response Example

(Action) – what did you do?

- I contacted a van hire company to get a different van for the next day, and I then contacted the customers and explained what was happening, and what time they would receive the computers

(Result) – what happened at the end?

- The customers received their computer the next day, and they were happy with the effort I took to contact them and change plans

STAR Response

- Some people find the STAR Response really helpful in interviews as it helps them to explain things in a clear way
- It is not for everyone though, as some people may prefer to answer questions in a different way, which is fine
- You can practice the STAR Response with some questions that you think you may be asked in interviews
- Would you like one more example?

Common Interview Questions

- Tell me about yourself
 - › Be honest, keep it interesting and relevant to the job
- What skills and qualities can you bring to this post?
 - › Think about what skills are important to the job
- What is your greatest strength/weakness?
 - › Don't say that you have no weaknesses!
 - › Go for a weakness that does not have a big impact on the job, such as being late arriving at work every day!
 - › A good example is: I'm nervous of public speaking

Common Interview Questions

- Tell us about the biggest challenge you have faced?
- What has been your greatest achievement?
 - Try and use an example that would show that you are very good at the job role
- This position requires good communication skills, please give an example where you have used good communication skills

Common Interview Questions

- Describe a situation where you have had to handle a difficult situation with (colleague/client/customer/boss)
 - Make sure you say what you have learnt from it, and what positive things came from it
- Describe a situation in which you dealt with confrontation such as a difficult customer
- Describe a situation where you have had to work well as a member of a team

Questions to ask at Interviews

Why is it good to ask questions?

- It shows that you are interested in the job
- It helps you to find more about the job role
- It gives you the chance to tell the interviewer more information about yourself that you were not asked about in the interview

Questions to ask at Interviews



- Prepare the questions to ask before the interview – you can write them down
- Ask questions about work itself, training and career development but **avoid** questions about holidays, salary and pensions unless necessary
- It is not a good idea to ask more than three or four questions, unless the interviewer is encouraging you

Questions to ask at Interviews



- What training can I get at work?
- Will I be able to develop/progress my role?
- Will I be working on my own or working in a team, and if so, how many people?
- Will I be able to learn new qualifications?
- Is there a good chance of promotion?
- When can I start at work if I am successful?

Any Questions?

Feedback Forms

**The next workshop
Hearing Awareness
is on Wednesday 10th May
at 1pm to 4pm here**