

# MASTER THE INTERVIEW

Hire, Smarter, Faster and Fairer

Lorraine Twist – National Director

**HAYS**

# Master the Interview

Interview Preparation

First Impressions

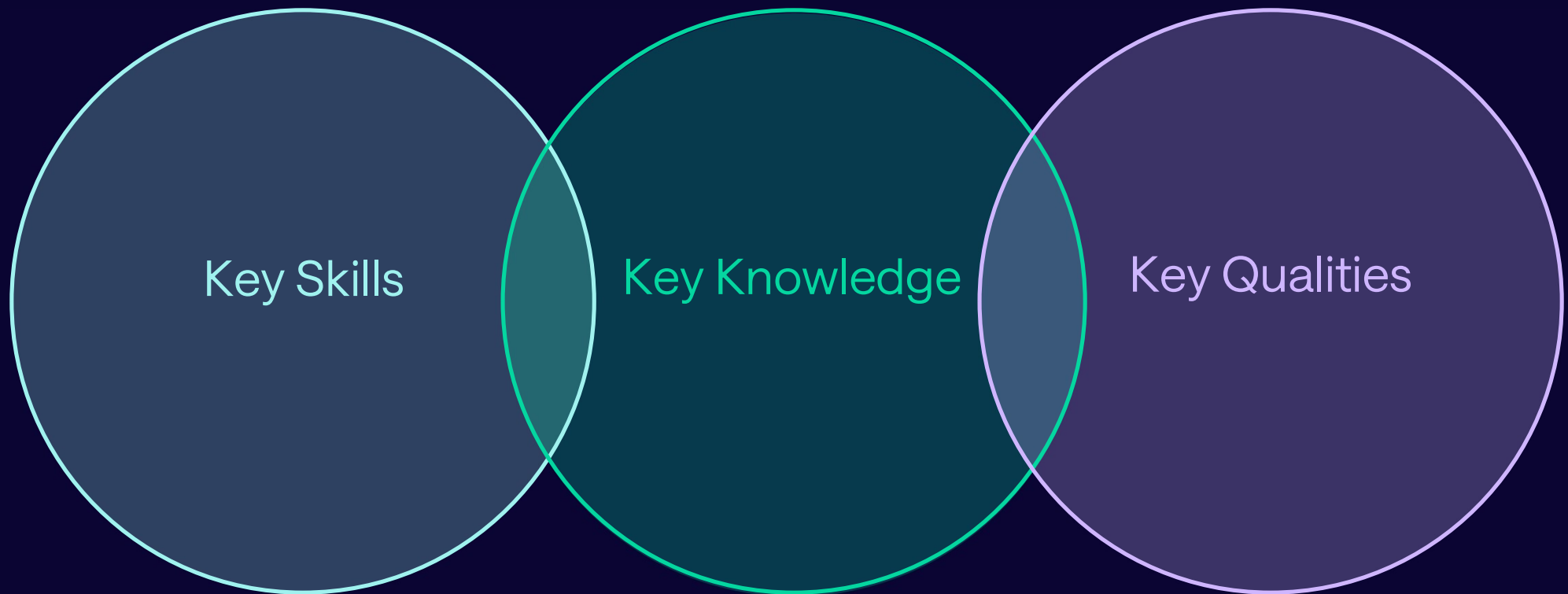
Common Interview Questions

Competency based Interviewing

Why you? Why should the candidate join your firm?

Wrapping up the Interview

*Interview Preparation - What are you trying to measure and understand?*



## Client Interview *preparation*



Read the job spec  
and the persons CV



Prepare interview  
questions for the  
candidate



Professional attire



Positive body  
language

## *First Impressions are EVERYTHING*

### Meeting

Be on time, be organised, be conversational, and put the candidate at ease.

### Introduction

Remember to sell as you would in a client introduction. Quick summary of your career journey and you as a person.

### Agenda

I would suggest a loose agenda as this can put the candidate at ease.

### Remember

You want the candidate to be at their best!





A hand with fingers spread, glowing with blue light against a dark blue background. The hand is positioned on the left side of the frame, with the fingers pointing towards the right. The background is a deep navy blue, and the hand's glow creates a bright blue area on the left.

# How can we all better prepare for Interviews? Discuss !

## Common interview questions – CV based

- Tell me about yourself? The candidate should be able to tell an interesting story with key achievements.
- Why are you looking for a new role? REALLY IMPORTANT to understand motivations spend time on this and layer with open questions.
- Why are you interested in a role with xxxx? Important the candidate has researched into your firm.
- What are your strengths and weaknesses? Looking for the benefit to the firm for strengths and the learns from weaknesses.
- CV questions, drill down into their skills in each position. A candidate should be able to expand with confidence anything they have written on their CV
- Do ask technical questions based around projects mentioned in their CV!



## Competency-based *interview*

Competencies are the skills, knowledge and behaviours needed to deliver a successful performance in a job.

Competency-based interviewing is a method of asking questions to gather examples of your competencies relevant to the job.





## Competency-based *interview questions*



## STARR *matrix*

S

Situation

T

Task

A

Action

R

Result

R

Reflection



## STARR *matrix*

S

### Situation

When did the behaviour occur?

T

### Task

What was expected of you?

A

### Action

What did you do/ not do?

R

### Result

What effect did the actions you took have on the outcome?

Your thoughts on the experience. What skills have you used?

What have you learnt?

R

### Reflection

Your thoughts on the experience. What skills have you used?

What have you learnt?

## General Competency based questions

### ➤ Communication & Influence

Tell me about a time you had to persuade someone to see things your way.

Describe a situation where you had to communicate difficult information.

Give an example of how you tailored your communication to suit different audiences.

### ➤ Teamwork & Collaboration

Describe a time you worked successfully as part of a team.

Tell me about a situation where you had to support a colleague under pressure.

Give an example of how you handled conflict within a team.

### ➤ Problem Solving & Decision Making

Tell me about a time you faced a challenging problem. How did you solve it?

Describe a situation where you had to make a quick decision with limited information.

Give an example of a decision you made that didn't go as planned. What did you learn?

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## General Competency based questions

### ➤ Leadership & Initiative

Describe a time you took the lead on a project.

Tell me about a situation where you motivated others to achieve a goal.

Give an example of when you went beyond your job responsibilities.

### ➤ Organisation & Time Management

Tell me about a time you had to manage competing priorities.

Describe how you plan and organise your work.

Give an example of how you met a tight deadline.

### ➤ Adaptability & Resilience

Describe a time you had to adapt to a significant change.

Tell me about a situation where you overcame a setback.







# What key competencies may apply to your firm?

# Your turn to Impress !

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## *Why should the candidate join your firm?*

### **The Firm**

What makes your firm different and special?

### **The Department**

What makes for example the client accounting team stand out?

### **The Position**

What do you think is interesting about the position eg career progressions, type of work, work life balance etc.

### **You**

Tell them more about you, your career journey, what you are like as a person?



# Task

**Spend five minutes thinking  
about your candidate elevator  
pitch!**

# Wrapping up the Interview

- Candidate Questions
- Ask about their job search
- Put in place an action plan



