

Interviewing Tips

SHRM[®] Virginia and DC

The Interview is Scheduled, Now What?

- Dress professionally for the job you are interviewing for
- Research the company
- Look up sample interview questions for the position
 - AI is your friend
- Practice, Practice, Practice
 - Coming with notes is okay
- Research the Company
- Prepare Questions to Ask at the End

Day Of the Interview

- Bring a copy of your resume
- Leave your house allowing time for traffic
- Plan to arrive 15 minutes early
- Be nice and polite to everyone
 - You never know who's interviewing you

What is the Star Method?

- STAR stands for **Situation, Task, Action, and Result**.
- It's a structured approach to crafting concise, engaging responses based on real-life examples from your past experiences.
- You'll use the STAR technique when answering behavioral interview questions that start with phrases like:
 - “Tell me about a time when...”
 - “Can you recall a situation in which...”
 - “Give me an example of a time when you...”
- Essentially, it's about telling a story that demonstrates your skills.





- **Situation:** Describe the context or scenario. What was the challenge or issue you faced?
- **Task:** Explain your specific role or responsibility within that situation.
- **Action:** Detail the steps you took to address the challenge. Be specific and focus on your actions.
- **Result:** Share the outcome. What happened as a result of your actions? Quantify if possible (e.g., increased sales by 20%, resolved the issue within 24 hours).

Examples

- **Question:** “Tell me about a time when you initiated a successful project or an idea.”
- **STAR Response:**
 - **Situation:** While working at XYZ Retail, our store was struggling with low foot traffic and declining sales.
 - **Task:** As a sales associate, I wanted to boost customer engagement and increase sales.
 - **Action:** I proposed a loyalty program called “Shop & Save.” I collaborated with the marketing team to create eye-catching signage and trained fellow associates on promoting it.
 - **Result:** Within three months, foot traffic increased by 15%, and sales rose by 25%. Customer satisfaction also improved.

Practice

- Interviewer: Tell me about a time you had to go above and beyond to provide service.
- Interviewee: As a CNA, I'm always working to provide care for patients. I listen to concerns and take steps to correct situations. I help my patients get needed care and prevent potential falls.
- Which component is missing?
- What information are you still looking for?
- Why is it important to have this missing information?



Prepare

Think of several STAR stories in advance, covering different skills and scenarios.



Practice

Rehearse your answers using the STAR format.



Be Honest

Authenticity matters; use real examples from your experiences.



Remember

The STAR method helps you showcase your abilities effectively during interviews.

Tips



1. Reframe Language & Jargon
2. Translate Transferable Skills
3. Be Ready to Talk About Culture Shifts
4. Highlight Security Clearance (if applicable)
5. Prepare for Common Private Sector Questions
6. Show Enthusiasm for Learning and Change

The Interview is Done, Now What

- Send a thank you note to everyone who interviewed you, that day or the next