

## Appendix 1

**CONGRATULATIONS YOU HAVE PASSED THE INITIAL STAGE OF THE RECRUITMENT PROCESS!! - Below is a guide on how to prepare for your telephone interview.**

### Interview Tips

With the range of techniques used to evaluate a candidate's suitability for a job or company (not to mention intense competition for the best jobs), it's never been more important to be prepared for the interview to create a positive impression. Here are some factors to consider:-

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### Preparation

- Check the date and time ensure you are ready for the call.
  - Research the company using the internet and trade publications
  - Visit companies web site find out as much information as possible.
  - Ensure you fully understand the range of skills and experience you are likely to be assessed on during the interview.
  - Prepare specific examples of past experience that relate closely to the job in question.
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### The basics

- First impressions are key – be professional and polite.
  - Sitting upright, yet comfortably will help you project your voice and make the right impression.
  - Ensure you are in a quiet space where there is no possibility of disruption.
  - Have your CV and application form in front of you.
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### The listening

- Remember an interview is a conversation so remember to listen, be yourself, stay alert, read between the lines, listen to what the interviewer is really asking and keep a grip on the big picture.
  - Answer the question, don't wander; be economical with your words and don't be afraid of silence.
  - Be open and honest, and animated where you have to be. Be human, not a robot.
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### The structure

- Most interviews follow a similar structure – introductions, general information and pre-requisites, work experience and a set of questions to help establish your suitability and then an opportunity for you to ask questions.
  - Be factual and concise whilst avoiding one-word answers.
  - If faced with a difficult question, stay calm and consider your response for a moment. Remain positive, rely on the preparation you have done and if you really don't know the answer, just say so. It's much more impressive to be frank than stumble through an ill-considered answer.
  - Interviews are a two way, don't be afraid to ask open questions throughout.
  - Create a rapport with your interviewer; demonstrate you've done your homework to ascertain if the job and company are right for you.
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## Competency based questioning

- Competencies provide a means of assessing specific behaviors you exhibit.
- Competency interview questions will ask for specific examples of prior experience and will often start with: please provide an example of when.... or describe a situation where....
- Draw up a list of common competencies and start thinking through them in terms of Situation, Task, Action and Result (STAR).
- The answer you provide must relate to a specific example within your experience and you should always aim to use the most recent or relevant experience that you can. For example, an interviewer assessing for the competency teamwork might ask the following: -

*Tell me about a situation where you needed to work as a team to achieve a goal?*

The answer should include a description of what happened, the approach you took as well as the outcome. Once you have provided an answer, follow up questions will be asked to drill down into the specific detail. Examples of these include:

*What was your specific role?*

*What could you have done differently?*

*How did the outcome affect your company?*

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## The close

- Ask what the next stage will be.
- Show enthusiasm for the role, it could be the clincher. 'Wanting the job' is as critical for interview success as anything else. Leave them in no doubt that you want it.