

WelTec/Whitireia Careers Series

Interview Techniques

Interview tips



- Practice answering questions with a friend or in front of the mirror
- Have examples prepared so you can expand on your answers
- Believe in yourself and keep your answers positive
- Research the organisation – know what they do and what their values are
- Read the job description so you can talk about how you meet their criteria
- Take time to think before answering difficult or unexpected questions

Making a good first impression



- Know where and when your interview is – be on time
- Have a good handshake and use eye contact
- Dress for success
- Smile – look as if you are enjoying the conversation
- Use open body language and try not to fidget

Common interview mistakes



- Not listening to the questions
- Making general statements that lack substance
- Poor preparation and knowing nothing about the role or organisation
- Slouching, mumbling and using unprofessional language
- Making negative comments about past employers

How to answer behavioural questions



It is common to be asked some behavioural questions, for example, 'Describe a time where you had to deal with conflict within the workplace'. You can use the SAR method to help answer these questions in a structured way:

- Situation** – briefly describe what happened
Action – briefly describe what you did
Result – briefly describe the outcome

Sample Interview Questions

- Tell me about yourself.
- Why are you the right person for this role?
- What are your 3 main strengths?
- How do you manage high stress situations?
- What do you know about this company?
- Why do you want to work for us?
- What type of management style do you prefer?
- Why did you leave your last role?
- What do you consider to be one of your weaknesses?
- What has been your greatest achievement in the workplace?
- What are your long-term career goals?
- What methods would you use to motivate your team?
- Can you describe a time where you have had to deal with a customer complaint?
- Describe a situation when you worked in a team to achieve a goal. What was your contribution to the team's success?
- Describe a time you analysed a complex issue or problem to reach a decision. How did you evaluate the decision you made?
- When have you had to deal with an unexpected or changing situation? How did you cope with this uncertainty?
- How do you build effective working relationships?
- How would you describe your approach to customer service?
- Describe a time when you have used your communication skills to influence other people's behaviour or opinions.
- Can you describe a time where you have had a conflict within a team?
- How would you incorporate the Treaty of Waitangi into your role?
- Tell me about a time when your organisational skills helped you to succeed in the workplace.
- How do you keep track of all the tasks you need to complete for a project?
- Do you have any questions?

BOOK A MOCK INTERVIEW WITH THE CAREERS ADVISOR TODAY:

Email LSS@wandw.ac.nz or call 0800 141 121 for an appointment