

COMMON INTERVIEW ETIQUETTE:

Again, some of these may seem obvious, but to ensure you present your best self, let's just recap these points:

What to wear

Don't hide your **personality** - tattoos, piercings and bright colours might be you - and that's ok! Just look professional.

Turn up early

Don't risk it - get an earlier train! Make sure you have a contact number in the event of unexpected travel issues.

Eye contact

It's important to sit up, **look up**, smile and look at your interviewers. Take breaks by looking at your notes.

Manners mean a lot

From being polite to receptionists, to saying '**thank you**' when offered water and holding doors open for people. It matters.

Not knowing the answer

Take your time. Look at your notes, and if you can't give an answer, be **honest**. Ask if they have another question instead?

Speaking too fast

It's acceptable to **pause** at any point. Say 'excuse me', take a sip of water, a deep breath and re-focus.

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WHAT NOT TO SAY IN YOUR NEXT INTERVIEW:

Some of these may seem obvious, but let's cover all bases and make sure you're clear on what to avoid saying:

"I don't know much about the company"

Make sure you do your research first! Looking at their websites, social media profiles and even customer reviews.

"I don't have any weaknesses"

Everyone does. It's not a sign of weakness to admit you're not strong in a particular area, it shows growth and self awareness.

"I'm looking for any job right now"

Even if this is true, don't say it! Instead, talk about why this role/company excites you over other roles you've applied for.

"I hated my last boss"

Not everyone will get along, fact. But, bad mouthing others is not a good-look! Talk about your learnings and personal values.

"I don't really have any career goals"

Even if you've not looked past this next job, the interviewer will want to see some appetite for growth, so think about it first.

"I know I'm underqualified"

You got the interview, right? So you've obviously got some skills that they want to explore! Be confident!

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QUESTIONS TO **ASK:**

As much as you might want the interview to end (!) it's always advised to have some questions ready for the interviewers. Just 2 or 3 up your sleeve are great:

-  ***What does a typical day look like in this role?***
-  ***How is performance / success measured?***
-  ***Why is this role open/vacancy available?***
-  ***How would you describe the company culture / what it's like to work here?***
-  ***What growth opportunities are available for someone keen to progress?***
-  ***What volunteering / community programmes are run by the business?***
-  ***What other teams/departments would be key for me to work with?***
-  ***What would you say are the most important things to tackle in the first few months?***
-  ***What does the future look like for the company?***
What's its long term strategy / goals / aims?
-  ***What are the next steps / timeline for you to make a decision?***



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ANSWER STRUCTURE:

GUIDELINES – PRINT OR SAVE THESE NOTES TO GUIDE YOU THROUGH ANSWERING EACH QUESTION:



S

SET THE SCENE

BRIEFLY GIVE THEM AN EXPLANATION OF THE SITUATION YOU WERE IN. INCLUDE DETAILS ABOUT INDIVIDUALS, TIMINGS, BACKGROUND INFO. BE CONCISE.

BE CAREFUL TO AVOID JARGON – DON'T ASSUME THEY KNOW WHAT ACRONYMS STAND FOR, WHAT SYSTEMS DO WHAT, OR WHO PEOPLE ARE AND WHAT ROLES THEY PLAY IN YOUR STORY.



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TASK IN HAND

CLEARLY DESCRIBE THE TASK / ROLE / ACTIVITY YOU WERE GIVEN OR IDENTIFIED.

EXPLAIN WHY THIS WAS DIFFICULT / UNUSUAL / CHALLENGING FOR YOU SO THAT THEY CAN APPRECIATE YOUR SUCCESS.



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ACTION!

THIS IS THE PART OF THE ANSWER WHERE YOU SHOULD FOCUS YOUR EFFORTS. DESCRIBE WHAT **YOU** DID AND HOW YOU DELIVERED WHAT **YOU** SET OUT TO ACHIEVE.

INCLUDE ANY 'CURVE BALLS' THAT MIGHT HAVE ARISEN AND HOW YOU DEALT WITH THEM. FOCUS ON **YOUR** EFFORTS AND THE DECISIONS YOU MADE.



R

ROUND UP

WRAP UP YOUR STORY BY EXPLAINING WHAT THE FINAL RESULT WAS, AND BACK IT UP WITH FEEDBACK, DATA OR OTHER EVIDENCE.

END YOUR STORY ON A HIGH! BE POSITIVE AND AUTHENTIC.



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TAKEAWAYS

THINK OF THIS LIKE A REFLECTIVE 'EPILOUGE' TO YOUR STORY. WHAT DID YOU LEARN? HOW DID THIS LEAVE YOU FEELING?

FINALLY, ASK IF THERE ARE ANY QUESTIONS OR POINTS THEY'D LIKE YOU TO REVISIT.



READ MORE

THIS WEBSITE HAS SOME FURTHER EXAMPLES OF INTERVIEW ANSWERS TO VARIOUS QUESTIONS.

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ANSWER STRUCTURE:

TEMPLATE - PRINT OR SAVE MULTIPLE COPIES OF THIS PAGE AND MAKE NOTES TO HELP WHEN ANSWERING EACH QUESTION:

THE QUESTION:



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SET THE SCENE



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TASK IN HAND



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ACTION!



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ROUND UP



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TAKEAWAYS



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