



## How to Answer the 15 Most Common Interview Questions

# Presenter

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- A graduate of Ottawa's Algonquin College's Business Administration program with a specialization in HR Management
- Tenured Colleagues (10 years' experience!) currently working out of the National Capital Region as their Senior Recruitment Consultant
- Connects applicants with all levels of Administrative, Financial and Technical vacancies in the private, Crown and non-profit sectors

## **Part I | Interview Success Tips**

- STAR method
- What to do/not to do
- Know your strengths & accomplishments
- Be prepared

## **Part II | Interview Questions**

- Question types

## **Part III | Q&A**



## **Part I**

### Interview Success Tips

# Preparing For Your Interview

Be...

Prepared

Enthusiastic

Well groomed

Neat and thorough

Confident

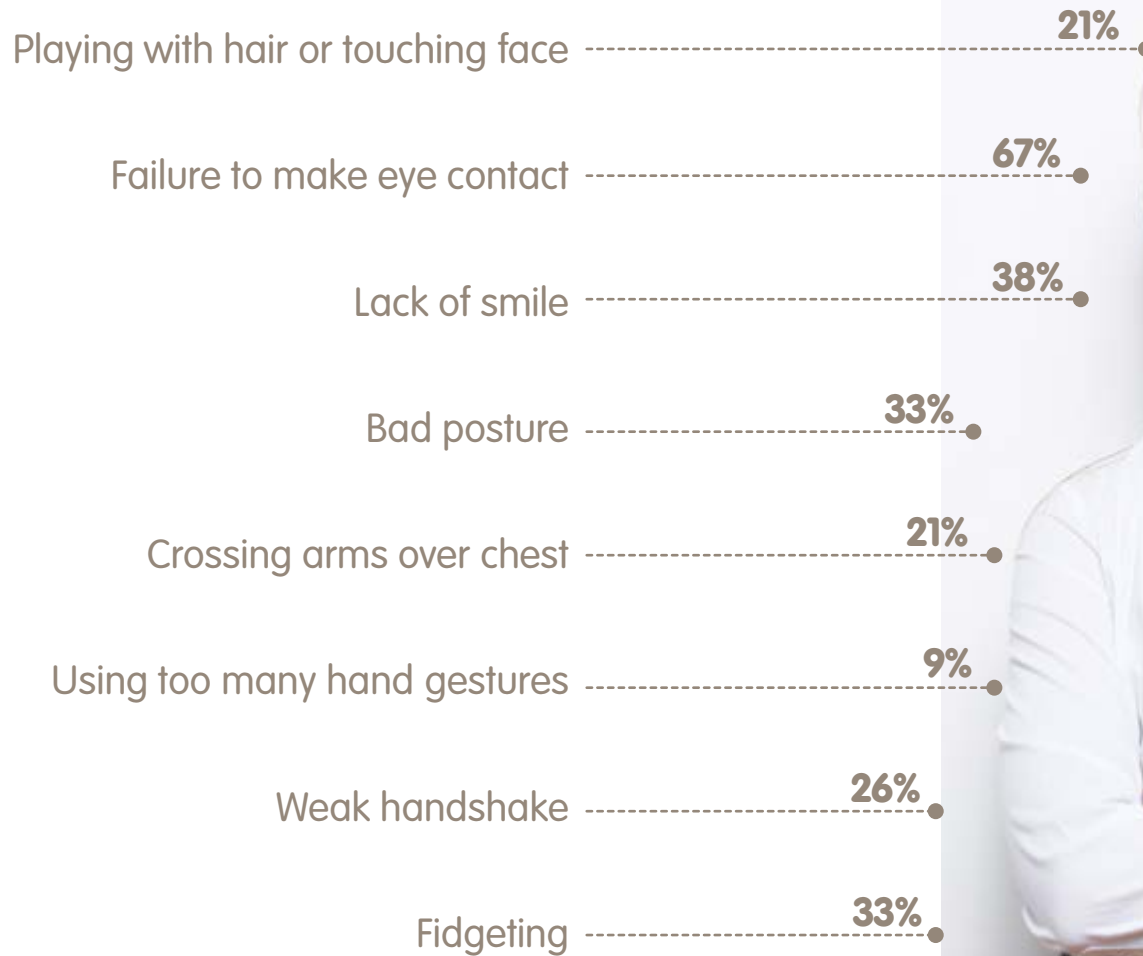
5-10 minutes early

Positive about current and previous employers

Prepared for key questions

- Know your 3 key strengths
- Give 1 to 2 minute responses
- Provide examples with your strengths
- Research the company
- Remain attentive
- Ask probing questions

# Common Nonverbal Mistakes Made At A Job Interview



## Screening or Telephone Interview

- Prepare for it like an open book exam`
- Have a copy of your resume, job description, list of strengths etc in front of you
- Vast majority of communication is non-verbal
- Have positive and polished answers and energetic tone and inflection
- Stand up, this helps to project your voice

## Small Group or Committee Interview

- You will be meeting with one or several decision-makers at once
- Be sure to make eye contact with everyone, no matter who asked the question
- Build rapport with each member of the interview team

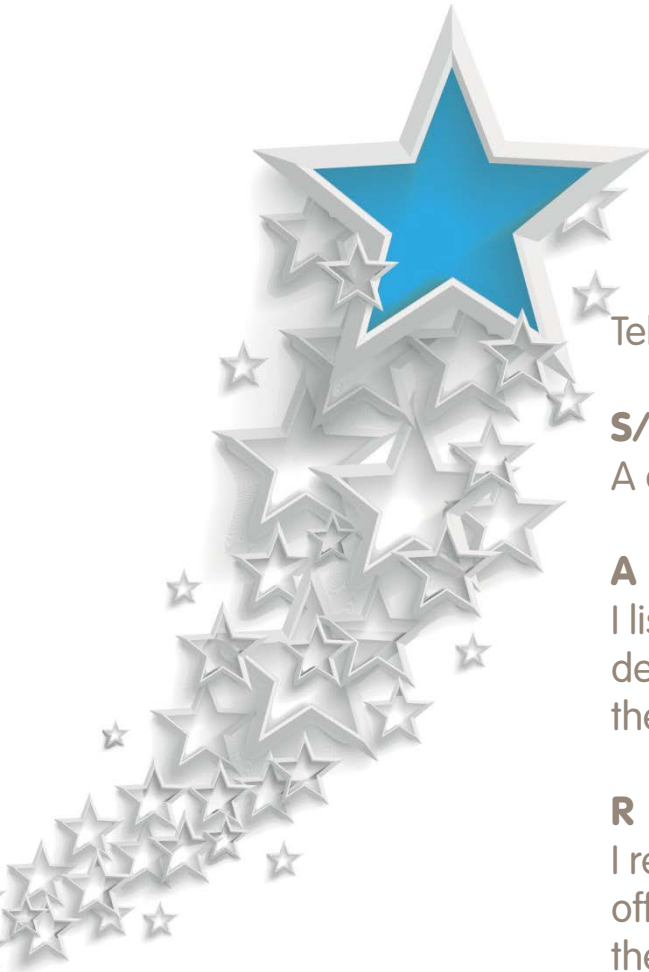
## Group Interview

- Numerous candidates in a room being interviewed at the same time
- A way for interviewers to process a large number of applicants and assess peer interaction/communication
- May have everyone answer the same question or ask the group to solve a problem

## Task Oriented or Testing Interview

- A problem-solving interview where you will be given some exercises to demonstrate your creative and analytical abilities
- May be asked to take a short test or sometimes a presentation to a group is necessary
- Try to prepare as much as you can ahead of time





The **S**ituation or **T**ask you were in

**A**ction that you took

**R**esult of that action

Tell me about the most difficult customer you have ever encountered.

**S/T**

A customer called in irate because an order was not delivered on time

**A**

I listened to the customer to understand his concerns, apologized for the delay and committed to looking onto the issue. I got back to the customer the same day and explained the delay in the order.

**R**

I reiterated that we are committed to 100% customer satisfaction and offered a discount on the next order. The customer was very satisfied with the result and wrote a testimonial regarding my service which he sent to my boss.



## **Part II**

### Interview Questions

Why are you being asked this question?



Listing skills that are not relevant to the role



Listing relevant skills and elaborating on the skills by providing examples of those skills in action

# "Tell me why you think you are the best candidate for this role?"

Why are you being asked this question?



Explaining why you want the job



Demonstrating how you meet the requirements for the role with your skills, experience, attitude, etc.

An opportunity to show how you fit with the company culture



Saying the role is just a “filler” until you find something else or talking about your personal life



Explaining how this role will assist with your career plans, how it aligns with your passion, etc.

Why are you being asked this question?



Being too personal



Quickly summarize your skills, experience and education, end it with why you are looking for a new role and what you are looking for

Why are they asking the question?

Why are they asking the question?



Not using an example or not actually answering the question

“Oh yes, I do that all the time...”



Use the STAR method and provide an example

# "Tell me about what you know about our company and why you want to work here."

Why are they asking the question?



Admitting you don't know anything about the company and haven't done any research



Explaining how the company values and culture are a fit for you and what you can contribute to help the company succeed

Sharing more than just surface info about the company to show you've done your research





Because the pay is good  
Self-serving answers



Explain how it fits with your career goals, what you can  
bring to the company and how it will utilize your skills

Why are they asking  
the question?



Too personal



Anything related to the role or a personal achievement that shows your accomplishment of a goal or hard work towards something

Why are they asking the question?

Why are they asking the question?



Anything completely unrealistic



What your end goal is

Be clear if describing something outside of your line of work

Why are they asking  
the question?



Sharing negative comments about co-workers, the boss  
or the company



Saying it was not in line with your career aspirations,

Not a fit culturally

Be honest



Saying nothing



Be honest – could be seen as strengths in a different company/ environment

Why are they asking the question?

# "What are your salary expectations for this role?"



"I want to make as much money as I can"

"Whatever you think is appropriate for the role"

Winging it or low balling



Do your research

Provide a range

Be open to negotiation

Why are they asking  
the question?

# "What is most important in a new position for you?"

Why are they asking the question?



Talking about benefits/ perks, etc.



Be candid and specific

Show how you are a fit with the role/company

Why are they asking the question?



Not having anything prepared

Asking about pay and benefits too early (unless the interviewer asks first)



Open ended questions about the culture, clarifying the expectations of the role

Asking about next steps and timelines





Be honest

Show how that animal reflects your behavioural characteristics

Why are they asking the question?

The background of the slide is a dense, repeating pattern of 3D white question marks and small white squares. The question marks are of various sizes and are scattered throughout the frame, creating a textured, three-dimensional effect. The squares are also scattered, interspersed among the question marks. The overall color scheme is monochromatic, using shades of white and light gray against a slightly darker gray background.

**Part III**

Q&A



Thank you.