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# How To Win That Role

## Interview Techniques

In this session we will cover:

- selection process
- general information on interviews
- interviewing techniques
- behavioural questions

# Selection Process



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- interviews are often the main selection tool
- interviews offer the chance to verbalise your abilities, skills and experience and support what you have written

# A Panel Wants to Determine the Following:



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- can you do the role? (relates to your attributes/skills/experience)
- will you do the role? (relates to your attitude, confidence, motivation, etc)
- will you fit into the team? (relates to your adaptability, interpersonal skills, etc)

# Other Selection Tools that can be used in addition to the interview



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- presentations (this is where the panel will give you a question before hand and ask that you come and present the answer)
- case studies (where you are given a situation or problem you may encounter in the workplace)
- written exercises (where you are asked to complete an exercise that you would be required to undertake as part of the role)
- work examples (you are asked to bring an example of work from a previous project)
- psychological testing (these are carefully developed for specific purposes)

# Preparation



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- effectively research the division and business unit where the role is located
- Identify:
  - key headings:
    - interpersonal/communication skills
    - problem solving/innovation
    - team work
    - cultural diversity/inclusivity
    - management/leadership skills
    - project management
  - your top selling points and determine how you will convey these points using S-T-A-R (Situation, Task, Action, Results)
- frame your answer as a story that you can tell



# Preparation continue...

- practice, so you can increase your confidence
- look at the role description and try to mirror the language to show you're a good match
- highlight each word or phrase that is specific or significant to the role and make a list of the most important ones

# Mock Interview



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If you have not had an interview for a while, it may help to have a mock interview

Interview questions should be based on and cover the requirements of the Role Description

Look at how a behavioural interview could be conducted, especially look at the criteria the panel is looking for

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# An example of unpacking the question

## **Give an example of a project you have designed, developed, managed and implemented?**

- What were the project goals?
- Were you required to undertake any research?
- If so, how did you go about it?
- How did you develop and implement your project i.e. gantt charts; action plans, project steering committee
- What resources did you use to manage your project i.e. communication plan; evaluation frameworks
- What outcomes were achieved?
- What would you do differently next time?

# During the Interview



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- make eye contact with each and every member of the group, no matter who asked the question
- display good posture
- listen carefully and avoid interrupting
- ask stimulating and relevant questions or clarification if necessary

*Remember to use the STAR method to answer the questions*

# STAR Method



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- **Situation:** give an example of a situation you were involved in that resulted in a positive outcome
- **Task:** describe the tasks involved in that situation
- **Action:** talk about the various actions involved in the situation's task
- **Results:** what results directly followed because of your actions

# Example using STAR to answer a question



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**Situation:** During my internship last summer, I was responsible for managing various events.

**Task:** I noticed that attendance at these events had dropped by 30% over the past 3 years and wanted to do something to improve these numbers.

**Action:** I designed a new promotional packet to go out to the local community businesses. I also included a rating sheet to collect feedback on our events and organized internal round table discussions to raise awareness of the issue with our employees.

**Result:** We utilised some of the wonderful ideas we received from the community, made our internal systems more efficient and visible and raised attendance by 18% the first year.

# Things to consider



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- be prepared to provide examples of when results didn't turn out as you planned
- what did you do then?
- what did you learn?
- think about any questions you may like to ask at the interview

- choose referees carefully -ask what they intend to say about you or what concerns they would have if you applied for that particular role
- choose the people who have seen you at your best and can give first-hand accounts of your work
- it's best to stick to professional contacts rather than personal referees
- choose someone who comes across well



- brief your referees on the role you are applying for
- list their name, company name occupation, and contact details
- make sure you get their permission before including them on your resume

***managers/supervisors should be listed***

# Understanding the Panel Process

- The Chairperson is responsible for managing the selection process and ensuring the panel members understand the selection process and their roles.
- The panel normally assign and write criteria for each question they ask. Often you may find them taking notes while you are speaking.





# The interview

The chairperson normally:

- greets the applicant and introduce the panel
- thanks the applicant for their time to attend the interview
- explains the interview's purpose, which is
  - to obtain more information about how the applicant would operate at work in relation to the selection criteria for the positions
- provides an overview of interview



- At the end of the interview you may get an opportunity to provide further information or ask questions of the panel

If you have been unsuccessful for the role,  
obtain feedback

- On your written application
- Interview
- Referee statements

so you can improve your chances if a similar  
opportunity arises in the future.



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# Good luck