Step Three: “What would you do if...?”

Wednesday, August 3

1 – 2:30 p.m.
Today’s Agenda

▪ Review of Big Interview account
▪ What are situational interview questions (and how do you answer them)?
▪ “What would you do if..” Question Review and Activity
▪ Continue practicing!
Create Your Account on Big Interview!

Questions or comments?
Did you know?

Situational interview questions are also known as *hypothetical* interview questions.

So, let’s talk about situational interview questions...
 Interview Question Types

❖ Situational interview questions allows the interviewer to assess the interviewee for how they would handle a particular situation or circumstance in a solution-based way that could happen in the future.

❖ Hiring Managers use these types of questions to evaluate your problem-solving abilities!

#1 How would you handle a situation in which you had to do something you were not familiar with?

What would you do if you were in a situation where you had to collaborate with a difficult colleague?

#2 How would you handle a situation in which you knew a manager was wrong?

Describe a mistake you’ve made professionally.

#3 Describe a situation where you weren’t satisfied with your job or work. What could have made it better?

Describe a situation where you needed to take initiative.
What should I answer situational questions?
Answering Situational Questions using the **ARC METHOD**

**Action**
Describe the action you would take in the situation.

**Reasoning**
Discuss your reasoning for choosing that action. Why would you handle it that way?

**Considerations**
To learn from this experience, what would you consider changing or improving going forward? What would you want to achieve?

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One of your customers reports to your manager they are **dissatisfied** with your service, **how would you handle it?**
It’s not always easy but avoid...

- Stating that you cannot answer the question because you’ve never been in that situation before

- Answering vaguely; not providing descriptive details of actions or considerations

“X’m a doer! I get results! I make things happen!”
Strategies for Answering Situational Questions

1. Review the job description to prepare for the types of situations you may encounter; potential conflicts and challenges
2. Active listening; understand what the employer is looking for in your response
3. Visualize & recreate the situation in your response; take inferences from past experiences
4. Have more than one consideration or ‘back up plan’; demonstrate you are result-oriented
5. Rehearse your responses
You are interviewing for a job at a company you really want to work at. You’re a few minutes into your interview, and the interviewers begin to ask more specific questions surrounding the job position, then one of them asks:

“What would you do in a situation where you had to collaborate with a difficult team member for a group project?”

How do you respond?

https://padlet.com/lwilli67/situational
What is positive language?

The professional use of words that conveys tone, supporting messages, and enables the listener to engage in a responsive manner to instill a positive mindset.

Identify what is an example of Negative or Positive Language:

1. Tells the recipient what not to do.
2. It can sound like blaming, shaming, or judging.
3. Provides the recipient with choices and alternative paths.
4. It’s passive.
5. It’s reactive.
6. It’s affirmative.
Use diplomatic language to describe challenging experiences positively!

<table>
<thead>
<tr>
<th>Negative Language</th>
<th>Positive Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>I had the largest workload in the group project.</td>
<td>I took the lead in a group project where I gathered the data and analyzed it to create a report.</td>
</tr>
<tr>
<td>My club’s president wasn’t a great leader, I never had any direction.</td>
<td>I learned how to be initiative and resourceful from my club’s president.</td>
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**Breakout Room Activity**

**Question Example:**

What would you do in a situation where you had to meet a tight deadline?

**Breakdown the ARC method**

1. What is the action that you would take?
2. **Positively** explain why you would take that action to meet a tight deadline.
3. **Positively** describe other possible considerations would you apply to this situation. What did you learn and/or do differently?
Using assignment code 379dd5, practice and record yourself responding to two situational questions.

Review the A.I. feedback to assess your video's analytics.

Optional: schedule an individual career advising appointment or drop in during a group session to review your results!