



Interview Handbook



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From what to say to what to wear, there are a lot of things that need to be considered before walking into a job interview.

This guide offers a comprehensive overview of everything you need to do to prepare and give yourself the best chance of nailing the interview and securing your dream job.

Although focused on in-person interviews, many of the recommendations also apply to video interviews. For a more in-depth look at how to prepare for a video interview download our Video Interview Handbook.

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Pre-interview research

Conducting thorough research on a company before an interview benefits you and the employer. It shows the interviewer that you are enthusiastic and serious about the opportunity at hand. Research also makes it much easier for you to know how to frame your answers and if you'd actually enjoy working at the company.

The Company Website

The obvious place to start is the About Us page on the company website. You should also look for a section on the company culture, diversity and inclusion information, values etc. and see if they have any brochures or downloadable content you can read.

Blogs or news sections will reflect what they hope to achieve with their public perception and will also tell you what activities they have been involved in recently.

Larger businesses may have Annual and Quarterly Business Reviews that cover topics such as investments, risk factors, and strategy. These can provide valuable information, particularly if you are up for a finance or business development role.

Social Media

A company's social media is often more up to date than their website and will give you a good feel for their brand. Check their social pages for comments and reviews from other people. You

may also find videos of company activities, sponsorships, events, and overviews that will help you get a better understanding of their brand and culture.

LinkedIn

Your own professional network is your best source of information, and LinkedIn will help you identify if you know anyone who works in the company. Simply search the company name, and on the left, click 'People' and '1st Connections'. Knowing someone who works in the business will give you an inside view of the company, interview tips, and an idea of the person you'll be meeting with. If you don't know anyone in the company, or have a connection to someone who does, ask someone who works in the same sector how that business is regarded.

Conducting thorough research on a company before an interview benefits you and the employer.

News articles

Businesses usually only make the news for very good or very bad reasons. Either way, if they're in the news, you should know about it. After searching the company name on Google, click the news tab at the top of your browser. You can then click 'Search Tools' and choose to see results from the past week, month, year, etc.

Glassdoor

Glassdoor is a review site specifically for employers/employees and can offer great insights into the pros & cons of a business. Most businesses will have a Glassdoor profile with reviews from current employees, notes on real interviews others have attended and information on company wages, which could help when negotiating salary.

Your CV

The interviewer will likely use your CV to guide their questions so make sure you're familiar with all the information on it. It may include points that you rarely think about, but that make the interviewer curious. It's also crucial that you can detail the outcomes of the projects and responsibilities on your CV, not just the duties themselves. Stumbling on a question about your own CV looks bad, so make sure you know it inside out.

The interviewer

Some job ads will ask you to contact a specific person when applying for the role. If you put thought into the application, you will have addressed it to them specifically. So why not look them up too? Often the person doing

the hiring will be working closely with the successful candidate, so it's a good idea to see what kind of person they are, the role they play in the company, and what their background is. Knowing your audience in an interview makes it a lot easier to know how to connect with them, so find out what you can. Just don't ask them how their recent trip you spotted on their Instagram was, or how the kids are getting on.

Interview day preparation

What to wear

If you're nervous about what to wear or what is acceptable have a look at the pictures used on the company website and their social media. These are often a good indication of the culture and people within the business and good inspiration for what's acceptable. For example, a creative agency might be more relaxed whereas a banking institution is probably more formal.

Respect

One mistake people often make that few ever even realise is forgetting that you're not just meeting the interviewer, you're meeting everyone along the way too. So, if you're all smiles and compliments in the interview, but you treat the receptionist or the person organising the interview poorly it won't reflect well. You're not going to get the job.

Finding the interview

If you have an in-person interview plan your route and be sure you know exactly where you're going. The last thing you want is to be late. To avoid stress always try to be in the vicinity at least 20 minutes before the interview is due to start, and actually head into the building 10 minutes before. Don't confuse showing up early with making a good impression. It's alright to arrive a few minutes early but showing up way too early will just throw the hiring manager off their schedule.

Body Language Tips

Body language, or non-verbal communication, is really important in video interviews – in fact 70% of communication is non-verbal. The goal is for your body language to be subtle and to go unnoticed in a job interview for all the right reasons.

- **Eye contact:** Avoiding eye contact can make you come across as untrustworthy, while too much eye contact could make the interviewer uncomfortable. Make it clear that you're paying attention to the interviewer by looking at them and nodding, but don't stare. Strike a balance to avoid giving the impression that you're either lying or not paying attention.
- **Sit up straight:** Posture is a primary factor in demonstrating authority. Slouching can come across as indifferent and will make you seem less confident.

- **Crossing your limbs:** Crossing your limbs, particularly your arms, can cause you to look closed off or hostile. Gesturing as you speak will make you come across as more relaxed, while placing your feet firmly on the ground is said to help you switch between creative & logical thought.

Speaking with confidence

Although the bulk of communication is nonverbal, you still need to be aware of how you speak. Your main goal is to show that you can be professional, and that you know what you're talking about. Focus on previous successes and results and in terms of tone, aim to be composed, friendly, natural, and confident.

Mirroring

Mirroring is an easy way to make sure that your tone matches that of the interviewer. After meeting the interviewer, take note of what they do with their body, hands, voice, head, and face. Use their actions as a guideline for how to act and speak, such as by slowing down your rate of speech. By letting them set the tone, you're ensuring that you remain appropriate throughout the interview.



Quick guide to 8 main types of interviews

One-on-one

As the name suggests, these are interviews where it's you and the interviewer in a room, and nobody else. Follow the guidelines in this handbook, and you should be completely prepared.

Phone

Phone interviews are often used for first round interviews when there are a large amount of applicants, or for roles that involve a lot of speaking over the phone, such as telesales.

- Make sure you're in a quiet place with good reception
- Have your CV and some short notes about the company in front of you
- Since you're relying solely on your voice, be conscious of filler words such as "um" or "like"
- Use notes for reference only - don't read preprepared answers, it will be obvious in your voice

Group Interview

Group interviews involve one hiring manager interviewing multiple candidates at the same time. They are used when businesses need to hire numerous people into the same role at once e.g. retail.

- Speak up whenever you can to show initiative & friendliness
- Remember everyone's name, not just the interviewer
- Questions may be vague in order to apply to everyone, so give specific, detailed answers
- Be prepared for curveball questions, which are popular for group interviews

Panel Interview

Panel interviews are those in which you meet with several people from the business at once. Panel interviews are relatively rare, usually reserved for more senior positions, or roles that involve working with a number of different people across various areas of the business.

- Know how many people you're meeting, and who they are
- Research their respective areas, and think about how they relate to the role on offer
- Make sure to speak to and look at everyone equally with each answer

Assessment Interviews

For an assessment interview you'll be set a task in advance and the interviews will evaluate your performance. For these types of interviews, we advise practicing with someone who doesn't know the subject matter. Walk them through the process and encourage them to ask questions. This will ensure you're well prepared and can explain things clearly.

Presentation Interviews

There are a few ways to ensure it goes as smoothly as possible.

- Know how long the presentation should be, with room for questions
- Put the presentation on a USB, Dropbox, and in your email, so you can access it no matter what
- Keep your slides light. Don't use them as a script, or include everything you're going to say
- Make sure you cover everything that would come up in a one-on-one interview



Video Interviews

Video interviews are now much more popular and most of the information in this handbook applies to both in-person and video interviews. Some extra things you will need to prepare include:

- Have an appropriate username
- Run an internet, video, and sound test the day before, and on the day
- Test call a friend to ensure the stream doesn't drop or freeze
- Make sure the room is well lit, clean, and tell anyone at home that you can't be interrupted
- Look into the camera, not the screen, to establish eye contact
- Close everything but the video platform you're using, so no notifications interrupt the interview

For more advice on video interviews download our Video Interview Handbook.

Competency-based Interviews

Also known as Behavioural or Situational interviews, competency-based interviews are based on the premise that past performance is the best indicator of future behaviour. Interviewers ask a set of specific questions based on an employer's requirement for a specific job role and candidates are expected to demonstrate their level of competency by giving examples from their past. You should answer these questions using the **STAR method**.

Answering interview questions using the STAR Method

The STAR technique enables you to demonstrate your relevant experience with the interviewer in a methodical manner.

By using this step-by-step method, you will be able to answer each question in an effective way without forgetting anything important.

How to use the STAR method:

Situation	Explain the situation by setting the context and be clear and informative with your information. Where were you working, how many people were on your team, who the client was, why it was important and so on.
Task	Explain the task/objective of the project. What were you trying to achieve? Why? Who else was involved and what specific aspects of it were you personally responsible for?
Action	Explain what YOU did and HOW. Describe the steps you took to complete your task; what were the barriers and how did you get around them; what negotiations you had; who else was involved or impacted; what innovations did you think of and what skills you drew on to achieve the task.
Result	Explain what the result was. Were things better because of what you did; Any quantifiable improvements or gains; What did you accomplish and what did you learn? What feedback did you receive; What would you do differently next time; What did you learn from this.

In-demand skills to highlight in any interview

Although the skills required to ace an interview vary from role to role, there are some that can be applied across the board. Familiarise yourself with these behavioural definitions & competency-based interview questions by preparing a couple of STAR examples for each one.

Then try to weave them into the interview as naturally as you can. Doing this will keep your answers relevant and informative, giving you a much better chance of leaving a lasting impression. See if the company you're interviewing with has any Core Values, or a Mission Statement, and work those points in as well.

Adaptability

- Adapting to changing situations
- Thinking on your feet
- Effectively managing changing needs and priorities.

Customer Focus

- Emphasis on clients' needs & perceptions of the business
- Nurturing client relationships
- Ability to understand a clients' needs in the context of your expertise
- Going the extra mile

Communication

- Keeping all relevant people involved in your work at all times
- Communicating your ideas to others, listening to, and providing feedback on theirs
- Being respectful of co-workers
- The ability to clearly explain a complex concept to others

Initiative

- Proactively identifying ways to contribute to the company's mission, values and goals
- Achieving results without having to be prompted
- Identifying and acting to address problems and opportunities

Resilience

- Working productively in a pressurised environment
- Keeping emotions under control during difficult situations
- Maintaining a positive outlook at work
- Handling criticism well and learning from it

Organisational Awareness

- Understanding of the structure, culture, and operating methods of the business
- Being aware of what's happening around the business
- Getting involved and working with other departments
- Understanding the business values & goals
- Knowing their challenges & competitors

Problem Solving

Step 1: Identifying - Something is preventing a goal from being achieved.

Step 2: Analysing - Why is this occurring?

Step 3: Targeting - Setting new goals.

Step 4: Examining - Looking at all possible solutions.

Step 5: Deciding - Choosing a course of action from the options available.

Step 6: Implementing - Putting your choice into action.

Step 7: Measuring - Examining the impact of the new course of action.

Results Delivery

- Focusing on what is being achieved, not what is being done
- Constantly thinking about the end result
- Coming up with innovative new ideas to improve results
- Identifying tasks that are not fit for purpose
- Always looking for ways to self-improve

Teamwork

- Friendly, outgoing, and easy to get on with
- Effectively involving and communicating with the whole team
- Identifying strengths & weaknesses
- Knowing where everyone is best placed on the team
- Working as part of a whole
- Supporting the team, regardless of whether you benefit as an individual

Planning & Organising

- Clarifies the objectives
- Plans activities and projects well in advance and takes account of changing circumstances
- Manages time effectively
- Monitors performance against milestones and Deadlines

Sample interview questions

Adaptability

Tell me about a time when you felt it was particularly important that you adapted your behaviour to suit the situation?

- What was effective about the way you adapted your behaviour?
- What did you learn from adapting your behaviour?
- How were you able to take into account any differences in culture or religion of those involved?

Give me an example of a time when you had to accept a change initiative which came from higher up in the organisation?

- How did you feel about adapting to the initiative?
- What did you do to ensure the initiative was accepted?
- How successful did you feel the initiative was?

Describe a time when you had to deal with an ambiguous situation at work?

- What did you find difficult to deal with about the situation?
- How did this affect your performance?
- What would you do differently in future?

Communication

Tell me about a time when you had to have a conversation with a co-worker or customer with whom you had a language barrier?

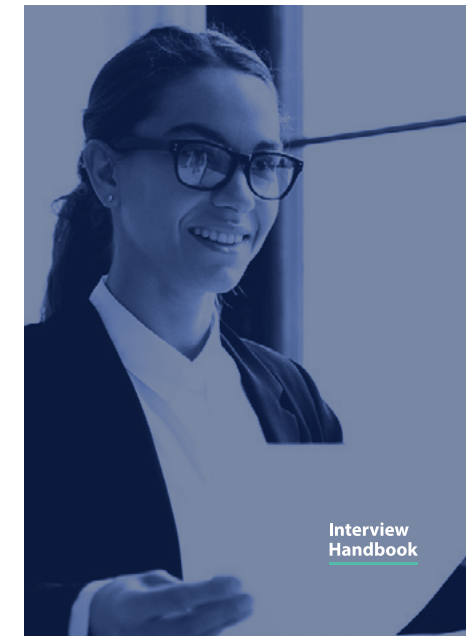
- How did you ensure that you were being understood?
- How did you feel about the process?

Give me an example of how you keep others informed of issues, recurring problems or suggestions for improvement?

- Are you more likely to speak to a co-worker/boss?
- How do you share your ideas?
- How do you tailor your communication to who you're speaking to?

Describe a talk or presentation that you recently gave?

- How did you tailor it to suit the audience?
- How did the audience react?



Customer Focus

Tell me about an occasion when you had to work hard to meet the needs of a customer?

- What steps did you take?
- What was the outcome?

Tell me about a time when a customer or co-worker made unreasonable demands on you?

- What did you do?
- How were the demands unreasonable?
- What was the outcome?
- How did it make you feel?

Describe a situation during which you had to deal with an angry customer or coworker?

- Why were they angry?
- What did you do?
- How did you feel about it?

Initiative

Describe a situation when you recognised a potential problem as an opportunity?

- What did you do & what was the result?
- What, if anything, would you have done differently?

Tell me about a project you initiated?

- What did you do & why?
- What was the outcome?
- Were you happy with the result?

Organisational Awareness

Describe a situation in which you identified a controversial issue within your organisation?

- How did you handle the situation?

Planning & Organising

Give me an example of when you had to work to a tight deadline?

- How did you monitor progress?
- What problems did you encounter?
- Would you have done anything differently?

Describe a time when you had to plan a project?

- How did you organise it?
- What contingencies did you have?
- What was successful/unsuccessful?
- What would you do differently next time?

Problem Solving

Tell me about a time when you solved a difficult problem?

- How did you identify the problem?
- How did you go about gathering the necessary information?
- How did you identify the best solution?

Describe a situation in which you recognised a problem & devised a solution to it?

- Explain the nature of the problem, the solution you devised & the most difficult obstacle you encountered when solving the issue.
- What did you do to ensure the successful implementation of the solution?

Resilience

Describe a situation where you were working under a lot of pressure?

- What was the reason?
- How did you resolve it?
- What did you learn & what would you do different next time?

Tell me about a time when you were given unfair feedback?

- Why was it unfair?
- How did you handle it?
- What steps did you take to regain your confidence?
- What did you learn from it?



Results Delivery

Tell me about a time you achieved a goal?

- How did you approach & achieve it?
- What were the barriers?

Tell me about a time you improved the way things were done on the job?

- How did you identify what needed to be changed?
- Who else was involved?
- What was the result of the change?

Describe something you have done to improve the performance of your team?

- What was your goal?
- What behaviours needed to change?
- What tools or methods did you use?

Teamwork

Give me an example of a time when you had to be particularly supportive to others?

- How did you identify what type of support was needed?
- To what extent did you feel you understood their feelings & concerns?
- What factors did you consider when deciding how to support them?

Tell me about a time when you had to adapt to work more effectively in a team.

- How did you approach this?
- What was the outcome?
- What did you do to build team spirit?

Tell me a little bit about yourself?

This question is almost always asked and it's important to realise that the interviewer is asking about your professional life, not your personal life. You don't have to go into any great level of detail, but you should have an "elevator pitch" ready in which you explain your academic & professional background, your current situation, and a few hobbies or interests that show your personality.

How would your friends/family/colleagues describe you?

The reason this question is framed in this way is to see how well you relate to other people. For this reason, your answer should highlight how well you work with others, using words like "outgoing", "friendly", "motivated", "considerate", "team player" or "supportive" to reassure them that you'll be able to integrate well into the team.

Describe yourself in one/three/five words?

Describing yourself in as few words as possible is a good way for interviewers to get you to boil down to the very basics. There is no "right" answer for questions like this, but don't just pick the best adjectives you can think of. Stick to words that you genuinely believe represent you, and ones you can prove if need be. Ideally you want to highlight your friendliness, professionalism, dedication, and determination, and you should be prepared to back each of these up with an example.

Below are some sample words that can be used to answer this question:

Accountable | Accurate | Adaptable | Ambitious | Analytical | Articulate | Artistic | Attentive | Calm | Careful | Committed | Competitive | Confident | Consistent | Constructive | Cooperative | Courageous | Creative | Decisive | Dependable | Determined | Diligent | Diplomatic | Dynamic | Effective | Efficient | Encouraging | Energetic | Enthusiastic | Entrepreneurial | Fearless | Flexible | Focused | Friendly | Helpful | Honest | Inclusive | Industrious | Insightful | Instinctive | Leader | Logical | Kind | Loyal | Mature | Motivated | Objective | Optimistic | Organised | Original | Outgoing | Patient | Perceptive | Persistent | Personable | Persuasive | Positive | Proactive | Productive | Professional | Punctual | Quick | Reliable | Respectful | Responsible | Sociable | Supportive | Trustworthy |

What has been your greatest achievement?

This can be an uncomfortable question for many people but as cliché as it may sound, you have achieved more than you think. Things you consider normal could be viewed as outstanding by other people. Take a while to think this one over. Surpassing a target or winning an award at school is just as good of an answer as saying your greatest accomplishment was working two jobs to support yourself, or that you once closed a big deal at work. This question is more concerned with what you consider an achievement and how dedicated you are to your goals than whether you changed the world.

What was your biggest setback?

In any interview, you are likely to be asked about problems you've overcome. Your biggest setback doesn't have to be work-related. It can be anything that stood in the way of your career, but that you overcame. The purpose of this question is to see how determined you are, and how committed you are to your career. A hiring manager would rather hear that your biggest setback was losing your job and being forced to work two to make ends meet than about a time someone else took credit for your work.

What is your ideal job?

This question is used to assess whether you would be content in the role on offer. It also tells the interviewer a lot about your work ethic. If your ideal job is one where you don't start until noon, you're probably not as dedicated or driven as the person who shows up at seven every day. So even if it's true, don't tell employers that your ideal job is one that involves big cheques and no accountability. Your answer should make clear what you do or don't like about work, your career passion, and what drives you to succeed.

What are your hobbies?

This question is usually asked to check if you're a good match for a company culture. Whatever hobbies you choose, try and elaborate. Use this as an opportunity to show off your curiosity, dedication, and creativity. There's always a chance that the interviewer will share one of your hobbies, so be prepared for them to stray off topic a little.

Why should we hire you?

This is your chance to brag about yourself and anything you absolutely want them to know. You may not be entirely comfortable doing so but being modest could hurt your chances of getting hired. Don't be afraid to tell them about your achievements, any awards you may have won, and how you learnt the key skills required for the role. Having an answer prepared for this question is crucial, because if you can't give them a good reason to hire you, then as far as they know, there are none.

What other companies are you interviewing with?

If the interviewer asks this it's best not to lie. While it can feel as though you've just told someone on a date that you're seeing other people, interviewing with other companies shows that you are serious about making a career move. It can also put a bit of pressure on the interviewer to move the process along faster.

Where do you see yourself in 5 years?

The aim of this question is to see if your long-term career goals line up with the role on offer. This gives the interviewer an indication of how seriously you will take the job, so don't shy away from explaining how it will help you in the long run. This is your opportunity to prove that you have thought ahead and planned for your future, which will show the interviewer that you are serious about working for them, and not just taking any job that comes along.

What is your biggest weakness?

Whatever you do, don't say you're "too much of a perfectionist". Pick a weakness you have already started to work on and tell them about the steps you have taken to improve. For example, you might say that you have a tendency to try and please everyone, but realised that this doesn't work so you've started learning how to prioritise better. This shows the interviewer that you are an open and involved worker, but that you can communicate effectively and put your foot down if needed.

How would you deal with an irate customer?

Customer service is a key aspect of any business, so employers need to know that you won't do anything to upset their clients. Avoid the funniest or most interesting story you have. Instead consider the worst situation that you successfully deflated because that's what they're looking to hear.

What is your method for...?

Some jobs, such as writing or design, involve a lot more creativity than others. If you're applying for such a position, you may be asked to explain your method for working. Taking a few minutes to identify what your method is will not only make you look more prepared, but also more polished and refined as an artist.

How do you define success?

Your definition of success will make your goals and motivations clear. What they're really asking you is at what point you stop trying to accomplish more. So, if your definition of success is holding the number one slot on the office leader board, or closing a minimum amount of deals a day, they know that you're not going to consider something a success until it reaches a stage that they're also happy with.

What to do if you make a mistake.

Not every mistake is make-or-break, so don't let yourself get blind sighted by anything once you're in the room. The first and most important thing to remember if you do make a mistake don't panic. When we make mistakes, especially in high-pressure situations, we tend to go into overdrive to try and make up for it. Avoid the temptation to rush through your responses, and don't start apologising profusely. We all make mistakes – it's how you handle them that's important. So, stay calm - it's probably not as bad as you think.



Why did you leave your last job?

There are three things that interviewers want to know when they ask this question:

1. The quality of your work
2. Your work ethic
3. If you're a good people person

The best way to approach this is to explain how your last role was not beneficial to your long-term career goals. This could be due to lack of career progression or because the role didn't line up with what you want. If you were let go from your most recent position see our section on Explaining Why You Were Let Go.

Avoid: Saying you hated your boss, that you didn't get on with your team, that the workload was too much, that you didn't get enough time off.

Tell me one thing you would change about your last job?

Remember, no matter how bad they were, don't speak negatively about your last boss or workplace. To avoid that minefield, you should pick problems that are more systemic and probably don't affect the company you're interviewing for.

Why is there a gap in your CV?

If your CV has a gap of more than a few months, the likelihood is that you'll be asked about it. One course of action you can take to minimise this is to make sure that you're only including the most relevant work experience. If you were in a job more than ten years ago, or that's unrelated to your current line of work there's no need to include it. Similarly, if you left a job unexpectedly after a short period of time, you could omit that as well.

If you have a gap that is too large to be ignored, then you'll need to have your answer well-prepared before the interview. If your reaction to this question is flustered and surprised, it won't look good. Explain why you left your last role and how you used the time off to grow and improve your knowledge of your field. For more on this, see our section on Explaining Why You Were Let Go later in this handbook.

Explain X to a child.

This technique is used primarily to vet candidates for roles that require patience and/or the ability to teach, so if you are asked to explain something complex to a "child", you need to remember that you are trying to convey knowledge. For this reason, it's important to speak slowly & clearly, avoiding any complicated words. Most importantly, make sure you are engaging the person by asking them if they understand, or if what you're saying makes sense. Remember that the point of this exercise isn't to explain how something works, it's to show how well you can teach.

What are your salary expectations?

Of course, the main point of this question is to gauge whether your expectations line up with what they can afford, but it also shows how much you value yourself. If you're too far off in either direction, it could raise some red flags. Do your research and make sure you know what a realistic salary for such a role would be.

Cpl's annual Salary Guide is a good starting point. This will give you a ballpark figure to work with, which is much better than just saying a number that you'd like to earn and hoping for the best. The first time they ask this, it really is mainly to gauge whether or not they'll be able to afford you. If you make it further along the interview process, you'll know that not only can they afford you, but they want you. Then you can start to negotiate.

What motivates you?

The aim of this question is straightforward: they want to know what drives you to do a good job. If money is your primary motivation, you could move on as soon as you get a better offer. If career progression is your motivation, then it's more likely that you'll stick around and work hard. To answer this question, think about what the role entails, and what parts of it you're looking forward to. It could be hitting targets, inspiring your team, meeting new clients. It doesn't matter too much what your motivation is, as long as you show enthusiasm, and that you are focused on achieving results for the business.

Have you ever had a bad experience with an employer?

Speaking ill of a previous employer is one of the worst things you can do in a job interview. If faced with this question, you need to give more than a simple "no". Try to frame your story in a positive light, and steer clear of showing any blame or resentment. If you had a situation where the business was severely understaffed, you could quite easily frame it as a learning experience, even though it was difficult at the time. If you have ever lost a job, see our advice on Explaining Why You Were Let Go.

Why do you want this job?

Use this question to explain your own career goals, and how they line up with the company and the role in question. If the interviewer knows that the role will help you advance your own career, they know you're much more likely to take it seriously.

What can you tell me about this company?

Research information that is relevant to the role on offer. Choose facts that will highlight your industry knowledge by putting them in context or contrasting the company with competitors. Be familiar with the kind of work the company does. Watch a few of their ads online so you understand which aspects of their public persona they're trying to highlight, but don't feel as though you must pretend you're a lifelong customer. If you've never used their service, just say so. If you have, be honest about your experience. If you had a negative experience with them, present it in a way that doesn't place blame, but offers a new perspective.

How do you think this company could improve?

If faced with this question, avoid insulting their service or proposing something they can't change. Remember, if they like your idea, they may ask you to follow through on it when you start. Choose something small and explain why you think it needs to be changed. Explain what's wrong, and why your experience has enabled you to identify it and improve it.

What are you looking for in a new role?

The first step in preparing for this question is to see what it says in the job spec. Note which areas of the spec appeal to you and use these to frame your answer. You should also think about the aspects of your current or most recent role that you did or did not like. Most importantly, you should explain your career plan and see what you need from this role to make sure you keep moving forward.

Avoid: saying you're looking for a pay rise or more days off.

What to do if you were let go Why You Were Let Go.

Before you even think about how to explain that you were let go, you need to come to terms with the fact that it happened. If you think explaining that you were let go is awkward, then the last thing you want is to well up as you do. If you think this might happen, make sure you talk through what happened with a friend, or your recruiter.

If you were let go for non-performance related issues, such as cutbacks, then you have nothing to worry about. If you were let go because of your performance, you still need to be honest. Explain what happened, and how you have learned and grown since then.

Never blame or badmouth the employer that let you go. You may be asked follow up questions, such as why you failed to hit targets or what steps you have taken to prevent the same mistakes, so be prepared for these. You should keep your answers as short and sweet as possible, but don't rush either. Get everything out in the open now, and move on to the next subject when they're ready.

Questions to Ask.

At the end of the interview, you'll be asked if you have any questions for the interviewer. This is a chance for you to show your enthusiasm for both the role and the company, so take it. Examples include:

- What is a typical day would like in the role?
- What are the current work from home plans post Covid-19?
- What are the next steps in the interview process?
- Can you tell me more about the team I would be working with?

When wrapping things up always thank the interviewer for their time and check if they need anything else.



Following up afterwards

Send a thank you email within 2 days of the interview. In it you should thank the interviewer for taking the time to meet with you, make your enthusiasm for the role clear, and attach any material or “further reading” that you discussed during the interview. If you haven’t heard back in two weeks, or within the timeframe provided to you, it’s okay to follow up.

An email is better than a phone call as it allows them time to compose a well-written response, rather than essentially calling up and asking if you’re hired or not out of the blue. Simply enquire whether they have made any decisions, or if they know when a decision will be made.

If you need any more advice or are interested in learning about job opportunities visit the Cpl website or get in touch info@cpl.ie.



Interview Handbook

For more information please get in touch or visit our website.

**Cpl Resources plc.
83 Merrion Square South,
Dublin 2,
D02 R299**

**Ph: +353 1 614 6000
E: info@cpl.ie
w: www.cpl.com**

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