# Crush the Interview Questions and Feedback Guidelines

## Theme: Introducing yourself and your career direction

### Questions:

* Tell me about yourself and your career plans.

### Follow Up Question:

* What organizations/volunteer/work experiences have you done that demonstrate or help define your career path?
* What sorts of experiences are you currently looking to develop?

### Feedback Guidelines:

Encourage students to give brief, concise information about themselves and their career path. Answers should typically include information such as:

Name, major, year in school, career path (and why they chose it), and an experience that demonstrates their career direction. It is also fun to add something unique about themselves or a hobby. Here is an example:

“Hi, my name is Kim Johnson. I am a sophomore at the University of Kansas majoring in Communication Studies with a minor in English. I chose Communications and English because I love writing and editing copy that is not only creative but engaging too. I am currently working at the KU library where I am in responsible for maintaining the website and writing weekly social media posts to highlight the different resources available to students. My career plan is to work in social media marketing. In my free time, I am an avid runner and recently ran a 10K.

## Theme: Skills

### Questions:

* What skills would you like to use in your future career?

### Follow-up questions:

* Can you give an example of how you have demonstrated one of these skills?
* What are some skills you would like to develop further? What are your plans to do that?
* Leadership is an important skill many employers are looking for – Please share some examples of your leadership experiences.
* Problem solving and thinking on your feet are also important – can you share a time when you had to deal with an angry customer or coworker? How did you handle the situation?

### Feedback Guidelines:

These types of questions are asking students to share examples of their skills and/or how they plan to use them. These are behavioral interview questions which ask students to share examples and stories that highlight skills. All three of these questions elicit skills that most employers are looking for such teamwork, problem solving and leadership skills. A common mistake when answering these questions is droning on too long about the background information and not sharing enough about specific actions they took (or plan to take) and any results that followed (or expect to follow).

A common way to structure responses for behavioral interviewing is using the STAR technique which stands for Situation, Task, Action, Results. Here is an example of a response to a behavioral interview question, “Provide an example of a time when you had to deal with a difficulty customer or coworker, how did you handle the situation?”

“When I worked at the garden nursery, one customer was upset that we did not have her favorite tulips in stock (Situation). As the customer service representative, it was my responsibility to think of a solution to her problem. A major part of my job was to make sure the customers left the store happy (Task). After checking our inventory, I saw that she was incorrect, so I kindly explained that we moved the tulip display. I guided her to the display. She said that we didn’t have enough for her garden, so I contacted my manager, and they called the seller to speed deliver more of the bulbs (Action). Since I took the time to work with this customer, she went from upset to happy during our interaction. Later that evening, I noticed that she left us a 5-star online review and mentioned my name (Result).”

## Theme: Strengths

### Questions:

* What do you consider to be your two greatest strengths as they relate to your desired career plans?

### Follow Up Question:

* How do you see your strengths helping you in your career?
* How would your supervisors describe you?
* Give me an example that demonstrates your strengths.

### Feedback Guidelines:

Student should be able to clearly define their “professional” strengths and give an example to support their answer. Encourage students to picks strengths that are directly related to their career plans and give a specific example to demonstrate that strength. Students should be able to reflect on their strengths and support them with a story or example. Here is an example:

“One of my greatest strengths is my attention to detail. As the social media coordinator at the KU Library, I am responsible for writing weekly social media posts and updating daily content on the website. It is extremely important that all the content is accurate, including punctuation, spelling, and content. My attention to detail helps me publish copy that is error free and accurate. In fact, my supervisor often asks me to review and edit her letters and documents because she I have strong attention to detail skills”.