**BEHAVIORAL INTERVIEWING PREPARATION ASSIGNMENT**

# of total points

**Assignment learning goals:**

1. Students will identify transferable skills from the list below (or other skills of their choosing) that they have developed through work, experiential learning, campus involvement, and/or volunteer experiences.
2. Students will be able to articulate their skills using the “STARR” method that provide examples of their use of those skills. Students will write one example for each identified skill.

**Resources for students use:**

* ***Skills List*** (below)
* ***Student Appointment:*** 30–50-minute virtual or in-person appointment with a Career Advisors. Monday-Friday from 8:00AM-4:30PM. Students can schedule an appointment through [Handshake](https://mavjobs.joinhandshake.com/appointments) and choose one of the following options:
  + **Interview Preparation**: Prepare for before, during, and after the interview.
  + **Mock Interview**: Walk through practice interview questions.

**Additional resources for student use:**

* ***Job Search Handbook***(pdf)
  + Accessed from the Career Development Center’s Website: <http://link.mnsu.edu/jobsearchhandbook>
  + Stop by the Career Development Center 209 Wigley Administration (second floor) for a hardcopy.
* ***Career Development Website***
  + Interviewing | <https://link.mnsu.edu/interviewing>
  + Types of Interviews & Questions | <https://link.mnsu.edu/interviewquestions>
  + Practice Interview Questions | <https://link.mnsu.edu/practiceinterview>

**Skills List:**

|  |  |
| --- | --- |
| *Teamwork* | *Communication- Written & Oral* |
| *Creativity/Innovation* | *Adaptability* |
| *Leadership* | *Time Management* |
| *Critical Thinking/Problem-Solving* | *Active Listening* |
| *Attention to Detail* | *Relationship Building/Interpersonal Skills* |
| *Technology & Computer* | *Organization* |
| *Customer Service* | *Responsibility* |

**S.T.A.R.R Approach**

* **Situation:**  Set up the situation to the interviewer.
* **Task:**  Describe your process and the tasks involved.
* **Action:**  Talk about the various actions that you used to solve the problem or issue.
* **Result:**  What were the results that followed because of your actions?
* **Relate:**  Relate your story back to the position you are applying for.

**STARR Approach Examples**

**Example 1:** “*Tell me about a time that you had manage your time? What was your process?”*

**(S/T) –** During finals week last semester, I had an overwhelming amount of work with lots of close deadlines.

**(A)** – I had to plan out when I would study for which exams and when to work on projects because some needed more time and happening before others. I made sure to utilize my planner and Outlook calendar to make sure I had a schedule planned out, utilized my time efficiently to keep up by focusing and limiting distractions, but also schedule myself enough time where I did not need to rush and make mistakes in my work. When needed, I stayed late to make sure that I got all the work and studying that I had planned to accomplish, done.

**(R) –** I took a structured and organized approach to prioritize a lot of assignments and exams that were happening throughout the week and efficiently utilized my time. I was able to meet all my goals for preparing for my exams and projects, and I felt confident going into them.

**(R) –** I learned that it really helps to keep focus and follow your plan, but still allow for flexibly to meet unexpected needs that can pop up.

**Example 2:** *“Tell me about a time that you had to communicate with a difficult co-worker?”*

**(S/T)** –During my internship last summer, I was leading a project with 3 other interns. Our project was to design a new website for the company that reflected the company’s mission, values, and goals. We had determined a flow where one intern would create the content, the second intern would create the branding and design aspects, and the third would work on web development and the behind the scenes work to get the website built.

**(A)** – Since I was leading the project, I would check in with each of the interns to assess their progress. Since there was a flow, the second intern couldn’t start their work branding the content until they received it from the first intern. Because the first intern was not making a lot of progress in their work, they were holding up the flow and hindering the other interns from making progress on their sections.

I scheduled a meeting with the intern to see what was hindering them in getting their work done. I took that time to problem-solve and come up with solutions that were hindering them in their progress as well as reinforce and communicate deadlines and what I needed from them to communicate with me if they were unable to meet those deadlines.

**(R) –** I was able to actively listen to their frustrations and complications and problem-solve different solutions so they could complete their tasks. After our meeting, they were able to implement some of those solutions and got their work to the next intern a few days later.

**(R) –** I learned that it really helps to listen to what your co-workers are needing to meet their work goals and by helping them problem-solve some of the factors that were challenging them, they were able to finish their work and get the workflow back on track.