



## Ace Your Next Interview



The Definitive Guide  
to  
Interview Questions  
(and how to answer them!)

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# Know the questions – prepare your answers!

Preparation is key to showcasing your skills at the interview.



This Guide will help you to prepare for your next job interview by showing you some common questions that interviewers and interviewing panels often ask.





Questions mostly fall into these broad categories:

- > Working with people
- > Personal Effectiveness
- > Job specific skills
- > Questions about the hiring company
- > Questions you ask at the interview

Knowing the types of questions means that you can prepare answers with specific examples from your own experiences.

The key to answering questions successfully is to always relate the question back to something that you have done. Avoid answering theoretically.

Using the STAR method to answer interview questions helps you to structure your responses with actual examples:

 SITUATION	 TASK	 ACTION	 RESULT
<b>Introduce the situation or event – who, what, where, when and why</b>	<b>Describe the task you had to complete – include expectations and challenges</b>	<b>Explain the action you took – what you did and how</b>	<b>Share the results. What did you achieve, what was the impact</b>

# Working with people questions

These questions focus on how well you work with others in the workplace.



1. Describe a time when you needed to **build or manage a relationship** with a stakeholder or client.
2. How have you **built relationships with team members** in your previous roles?
3. Describe a time when you **disagreed** with a team member or manager. How did you resolve the problem?
4. Tell us about a time when you **developed trust and respect** with a stakeholder or colleague. How did you do this?
5. Give us an example of a time when you needed to **adapt your communication** (verbal or written) to help the other person understand your message.
6. Describe a situation where **you influenced others** to get the outcome you wanted.
7. Describe a time when **things didn't go your way** at work and how you managed the situation.
8. Describe a time when you needed to **demonstrate leadership** at work.

# Personal effectiveness questions

These questions focus on skills that enhance your personal effectiveness in a range of areas.



1. Describe a decision that you needed to make that was about something beyond your expertise. What was your **decision-making process**?
2. Tell us about a time when you had to **deal with a major change** at work.
3. Describe a situation when you **used your initiative** at work to improve things.
4. Describe a time you needed to **'think outside the box'** and **be creative** in your approach to a problem.
5. Tell us about **how you prioritise and manage your time and workload**.
6. Describe a time when you were required to **present to a group of people** to deliver information or influence them.
7. Tell us about a situation that required you to **be resilient**, and how you did this.

## Job specific skills questions

These questions focus on skills that are particular to the job you are applying for. Scan the list and select the questions that are most appropriate.



1. Tell us about a time when you used your **commercial acumen** to identify an opportunity.
2. Describe a time you went above and beyond to **help a customer**.
3. As a **leader**, how do you keep your team motivated, engaged and empowered?
4. Describe a particularly challenging **project you have managed**.
5. Describe your **strengths in [specific job skill]** and how you have used these strengths in previous roles.
6. Describe **[job specific] reports** you have produced in past roles and how you compiled and communicated these to stakeholders.

## Questions about the organisation

You are likely to be asked some questions to see how much you know about the organisation you're applying to join.



Note: The STAR model may not apply to these questions.

1. How much do you know about what we do?
2. What attracted you to apply for this job?
3. Why do you think you would be a good fit for us?
4. What are your salary expectations?
5. How soon can you start?

## Questions to ASK at the interview

There will always be an opportunity for you to ask questions at the interview. Here are some interesting questions to ask.



1. What are the **best things** about working for your organisation?
2. How would you describe your organisation's **culture**?
3. What does **success** in this role look like?
4. What **opportunities and challenges** does this organisation face and how do you see this role contributing to that?
5. Is there anything you would like to **clarify or elaborate** on?
6. Is there anything else I can provide to **support your decision making**?
7. When are you expecting to let the successful applicant **know the outcome**?