



Succeeding in Job Interviews

A Practical Guide



Personal
Coaching



Online
programs

COACHING

ROBERT CUGNO



Robert Cugno



Future U Coaching



futureucoaching.com.au



Introduction

A job interview is more than just a conversation — it's a pivotal moment where you demonstrate your skills, knowledge, experience and fit for the role and the company. This guide is designed to equip you with practical tips, strategies, and techniques to master every stage of the interview process, from preparation to follow-up.



Preparing for the Interview



Research the Employer

- **Understand the company:** Familiarise yourself with the company's mission, values, products, and competitors. This knowledge helps align your answers with the company's needs and culture. Check the company's website, social media, and online reviews.
- **Use keywords:** Identify key phrases from the company's mission or values and integrate them into your answers to show alignment with their culture.



Know Your Resume

- **Be ready to discuss every detail:** Understand your work history and how it relates to the role you're applying for. Be able to explain your accomplishments and responsibilities in a concise, impactful way.



Anticipate Possible Interview Questions:

- You can anticipate interview questions by reading the information provided in the key selection criteria. This is the most likely section where the interview questions will come from.
- **Prepare for typical questions like:**
 - "Tell me about yourself."
 - "Why should we hire you?"
 - What are your strengths and weaknesses?"



Prepare Your Questions

- **Show your interest in the role by asking insightful questions.** Examples include:
 - "What are the company's biggest challenges right now?"
 - "What does success look like in this role?"

Mastering the Interview



First Impressions Count

- **Dress appropriately:** Match the company's dress code. Look at employee photos or company culture pages to gauge expected attire. For example, wear formal business attire for a corporate role, or something more casual if the company's culture is relaxed.
- **Arrive on time:** Plan to arrive 10-15 minutes early. Punctuality signals your respect for the interviewer's time.
- **Be professional & polite to everyone:** From reception staff to your interviewer, because it makes you memorable.



Body Language and Communication

- Maintain eye contact and offer a firm handshake.
- Engage with your body language: Sit professionally, lean slightly forward to show engagement, use open gestures when answering, and avoid crossing your arms or fidgeting.
- **Confidence matters:** Practicing your responses beforehand will help you speak clearly and with assurance.



Our Interview Innovation

To help you stand out more, we have devised a NEW WAY to answer interview questions. My innovative method makes you stand out and be seen as a more desirable employee.

It is called the **+L method**.

This method adds extra information to your answers. It adds your **LEARNING** from the situations that you provide in your interview examples – Showing your ability to learn will elevate you to the top of the pile.

No-one else will be doing this (unless coached by me!).

Behavioural questions assess how you've handled past situations, as a predictor of future behaviour. These often start with phrases like, "Tell me about a time when..." or "Describe a situation where..."

3 standard approaches are identified below, with the inclusion of my +L method:

STAR+L Method (Situation – Task – Action – Result)

- **Situation:** Set the context.
- **Task:** Describe what you were responsible for.
- **Action:** Explain the steps you took.
- **Result:** Share the outcome and the impact of your actions.
- **Learnt:** What you learnt from the situation = STAND OUT answer.

CAR+L Method (Context-Action-Result)

- **Context:** Provide the background.
- **Action:** Share your approach to the situation.
- **Result:** Explain the positive result.
- **Learnt:** What you learnt from the situation = STAND OUT answer.

Example: "Tell me about a time when you faced a tight deadline."

- **Situation:** I was leading a project that had an unexpected deadline change.
- **Task:** My role was to adjust the project timeline and ensure the team stayed on track.
- **Action:** I reassigned tasks, streamlined processes, and communicated the urgency.
- **Result:** We completed the project on time and exceeded the client's expectations.
- **Learnt:** I discovered that I have the flexibility to pivot and successfully achieve changing targets.

PAR+L Method (Problem – Action – Result)

- **Problem:** Describe the issue.
- **Action:** Explain what you did to solve it.
- **Result:** Share the successful outcome.
- **Learnt:** What you learnt from the situation = STAND OUT answer.

IMPORTANT: Use the words "I" and "my" and avoid using the word "we" in your answers.

Handling Difficult Questions

- Take a breath and give yourself a moment to think. It is not a race so don't worry if you take a little bit of time.
- Remain calm and composed and if you are really stuck as the interviewer if we can return to the question at the end.
- If unsure, admit it gracefully and explain how you would find a solution.

Asking Thoughtful Questions

At the end of the interview, you'll often be asked if you have any questions. This is a great opportunity to show your engagement.

Examples of Questions:

- What does success look like in this role?
- What are the company's key challenges?
- Can you describe a typical day in this position?
- What opportunities for growth exist within the company?
- What are the next steps in the hiring process?



Post-Interview Tips



Follow-Up

Send a thank-you note or email within 24 hours. Mention a key takeaway from the interview that reinforces your fit for the role.

Reflect and Improve

Review how the interview went. Consider what went well and areas you could improve for next time.

Handling Offers and Rejections

If you receive multiple offers, evaluate the role, culture, and growth opportunities.

If rejected, request feedback and see it as an opportunity to learn and grow.

Last Tips for Success

- Bring a note pad and pen so you can write down any thoughts or questions to help you answer them.
- Bring copies of your resume and certifications: Be ready to provide documentation, especially if the role requires specific qualifications.
- Discuss your familiarity with relevant technology: If the job requires technical skills, mention the tools or software you've worked with.
- Interviews are conversations, not exams: Be yourself, engage actively, and remember that the interview is as much an opportunity for you to assess the company as it is for them to evaluate you.

Conclusion

With thorough preparation, a calm mindset, and effective communication, you can excel in any interview. Use these strategies to navigate each stage of the interview process confidently, and good luck in landing your next job!

