

Where ideas work

Sharing Your Experiences

JILL

Ok Anita, that's great. Thank you for that brief overview of your work history. Now I'd like to get into the heart of the interview – the behavioural examples that will give us a picture of your competencies.

ANITA

Ok.

JILL

Good then let's begin. Can you tell me about a time when you contributed to the success of a team?

ANITA

Umm, um

Anita has trouble remembering

JILL

Take your time, there's no rush. I'll give you a moment to think of an example.

ANITA

OK, the example I would like to share is about a situation where I was asked to pull together a team to work on customer service for our department. [Jill and Rob make notes]

JILL

Great. I would like you to focus on your role Anita - what you did, what you said and what your thoughts were at that time. So you said [Jill looks back at her notes] that you pulled the team together to work on improving customer service. Tell me about that.

ANITA

Right. Well when I initially sent out a memo to the team, I realized that nobody had any idea what was supposed to happen or how they were going to be involved, so I started assigning...

JILL

Ok. If I can stop you there. Can you take me back to when you realized this? How did you realize it...what happened?

ANITA

Well, the same day I sent out the memo, one of my peers and I were meeting on another project and I said how nicely this will tie into the work we are doing with the customer service team. She kept asking me what the next steps were and I finally asked her whether she had seen the project plan. She said “no”, nobody’s has seen it except you and our manager. That’s when I realize that our manager hadn’t sent out any information so they were all in the dark. [Rob and Jill Make notes]

JILL

So what was going through your mind at that point?

ANITA

I was surprised that our manager had not communicated this out. When I had spoken to him the day before he had said that the project plan had been shared with the group and I could take things over from there. I wondered what had happened...but it didn’t really matter at this point – I needed to take action to get everyone on the same page. I decided that there was no point in sending out a huge project plan without providing any background, so I called a team meeting. [Rob and Jill Make notes]

JILL

And what was your thinking behind that?

ANITA

Well again I wanted to make sure that everybody was on the same page and that I gave them an opportunity to ask questions right then and there.

JILL

So take me to that meeting. What happened?

ANITA

I was able to clarify and resolve all the issues that had come up due to a lack of communication. Everyone was quite confused.

JILL

Can you actually walk me through the meeting? Imagine I was a fly on the wall, what did you say and do?

ANITA

Well, once everyone had arrived I said: "I understand that nobody has seen the project plan and I'm sorry that we were not able to communicate it out sooner, but I'd like us to walk through it together now to make sure we're all on the same page and answer any questions or concerns you may have." I knew for our team to be successful I needed to ensure everyone understood the objectives and all issues were resolved so we could focus on the task at hand. The meeting ended very well.

Screen blurs with a text screen appearing.

NARRATOR [voiceover]

Let's review the questioning technique Jill used when taking Anita through her example.

Bullets appearing on the screen:

- 1) Take your time to think of your example
- 2) Focus on the time the example occurred
- 3) Focus on your role and involvement:
 - a) What did you do?
 - b) What did you say?
 - c) What did you think?