

Where ideas work

Preparing for the Interview

Scene opens with Anita at community centre working on laptop computer and cell phone up to her ear.

Text on screen: "Preparing for a Behavioural Event Interview"

ANITA
Hello?

Cut to Jill in office holding Anita's resume.

JILL
Hi Anita, this is Jill from the BC Public Service Agency. You applied for the position of a customer service representative with our organization. I've reviewed your resume and was very impressed, and was wondering if you would be available to come in for an interview?

ANITA
Yes, absolutely! When were you thinking? [Pause] 2pm on Thursday? (*Grabs a pad of paper to make notes.*) That works great! Is there anything I should know or can do to prepare for the interview?

JILL
Well actually yes, we will be using a process called a Behavioural Event Interview. We will be focusing on two competencies in particular for the interview: Service Orientation and Teamwork and Cooperation. You might want to take a look on our website for the definition of those competencies in order to think of some specific examples from your work history to share with us. Think of it as telling a story of your experience, and in that story we will be looking for specific examples of you demonstrating those competencies. Also, if you're not familiar with this style of interview, you will find some helpful information on our website about what you can expect.

ANITA
Thanks Jill. I look forward to meeting with you on Thursday at 2pm.

Anita turns to her laptop computer and pulls up the Employment Opportunities website (<http://employment.gov.bc.ca/>).

ANITA

Ok, Jill mentioned two competencies she will be focusing on for the interview.

Anita scrolling on website.

Here we go, Service Orientation... implies a desire to identify and serve customers/clients..... [pause, internal reading, pause] and Teamwork and Co-operation is the ability to work co-operatively within diverse teams..... [pause, internal reading, pause], so let me think... [pause, pause]

What are the actions being demonstrated for each of these competencies and what have I done in my past work experience that shows that?

Anita grabs a pen and paper. Screen freeze

NARRATOR [voiceover]

In a Behavioural Event Interview, think of it as telling a story of your experience. The interviewer will be asking you to describe specific events from your past experience that show you demonstrating the desired behaviours. If possible, provide an example directly related to your work experience. In order to understand your behaviour, they will be looking for quite a bit of detail, so remember to think of an example that happened relatively recently. Also, make sure you focus on what you said and did, rather than on those around you. Remember, the interviewer is interested in your thoughts, feelings and actions that actually occurred at the time.

Screen blurs with a text screen appearing.

NARRATOR [voiceover]

Let's revisit those key points when thinking of a behavioural example or event:(*reads bullets*)

Preparing for an interview:

- 1) Try to concentrate on recent examples (within 2 years)
- 2) Focus on examples that relate to the job you are interviewing for
- 3) Preferably use work-related examples, but other is acceptable. [narrator: for example coaching, volunteer work or school projects]
- 4) Focus on your involvement – what did you think, say and do?
- 5) Organize your thoughts around key points you want to cover to help you tell “your story”.

ANITA [Showing scribbles on pad of paper]

Ok...I think I'm ready!