

Step Three: “What would you do if...?”

Wednesday, August 3

1 – 2:30 p.m.

Success Steps for
Interviewing



CAREER CENTER

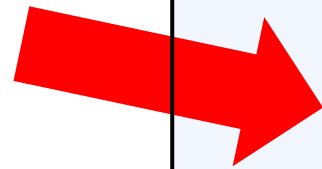


Today's Agenda

- Review of Big Interview account
- What are situational interview questions (and how do you answer them)?
- “What would you do if..” Question Review and Activity
- Continue practicing!

Create Your Account on Big Interview!

Questions or
comments?



My Dashboard Learn Practice My Videos Assignments Analytics

Back to Admin Lauren

New Feature

Have you tested our new AI Feedback tool?

Now you can get immediate feedback on your interview answers and delivery - from eye contact to filler words to vocabulary and more.

Try AI Feedback

You're one step closer to earning your certificate!

Finish tracks and get rewarded.

Earn Certificate

In Progress

LEARN: MASTERY TRACK

Making The Most Of Big Interview

Start the next lesson on your learning track to ace your next interview.

Continue

PRACTICE

Demo Test

Practice answering the common questions likely to come up in your interviews.

Continue

Question Library

Looking for help with specific questions?

Search our huge database of common interview questions -- complete with tips and sample answers.

Start Now

Latest AI Feedback

Tell me about yourself.

Demo Test

Recorded on Feb 1, 2021

View All

Answer Builder

Build your perfect answer

Our STAR tool will help you create great interview stories for behavioral questions.

Build Answer



Did you know?

Situational interview questions are also known as *hypothetical* interview questions

So, let's talk about situational interview questions...

Interview Question Types

- ❖ **Situational interview questions** allows the interviewer to assess the interviewee for how they would handle a particular situation or circumstance in a solution-based way that could happen in the future
- ❖ Hiring Managers use these types of questions to evaluate your problem-solving abilities!

#1

How would you handle a situation in which you had to do something you were not familiar with?

What would you do if you were in a situation where you had to collaborate with a difficult colleague?

#2

How would you handle a situation in which you knew a manager was wrong?

Describe a mistake you've made professionally.

#3

Describe a situation where you weren't satisfied with your job or work. What could have made it better?

Describe a situation where you needed to take initiative.



What should I
answer situational
questions?

Answering Situational Questions using the **ARC** METHOD

Action

Describe the action you would take in the situation

Reasoning

Discuss your reasoning for choosing that action. Why would you handle it that way?

Considerations

To learn from this experience, what would you consider changing or improving going forward? What would you want to achieve?

One of your customers reports to your manager they are **dissatisfied** with your service, **how would you handle it?**

It's not always easy but avoid...

- Stating that you cannot answer the question because you've never been in that situation before



- Answering vaguely; not providing descriptive details of actions or considerations



"I'm a doer! I get results! I make things happen!"

Strategies for Answering Situational Questions

1

Review the job description to prepare for the types of situations you may encounter; potential conflicts and challenges

2

Active listening; understand what the employer is looking for in your response

3

Visualize & recreate the situation in your response; take inferences from past experiences

4

Have more than one consideration or 'back up plan'; demonstrate you are result-oriented

5

Rehearse your responses

Brainstorm Activity

"What Would You Do If..."

Answering Situational Questions | Activity

You are interviewing for a job at a company you really want to work at. You're a few minutes into your interview, and the interviewers begin to ask more specific questions surrounding the job position, then one of them asks:

"What would you do in a situation where you had to collaborate with a difficult team member for a group project?"

How do you respond?

:Padlet

Lauren • 1m

"What Would You Do If..?"

"What would you do in a situation where you had to collaborate with a difficult team member for a group project?"

- Action = Describe the action you would take in the situation.**
- Reasoning = Discuss your reasoning for choosing that action. Why would you handle it that way?**
- Considerations = What would you consider changing or improving going forward? What would you want to achieve?**

<https://padlet.com/lwilli67/situational>



What is positive language?

The professional use of words that conveys tone, supporting messages, and enables the listener to engage in a responsive manner to instill a positive mindset

Identify what is an example of Negative or Positive Language:

1. Tells the recipient what not to do.
2. It can sound like blaming, shaming, or judging.
3. Provides the recipient with choices and alternative paths.
4. It's passive.
5. It's reactive.
6. It's affirmative.

Use diplomatic language to describe challenging experiences positively!

Negative Language

I had the largest workload in the group project.

My club's president wasn't a great leader, I never had any direction.



Positive Language

I took the lead in a group project where I gathered the data and analyzed it to create a report.



I learned how to be initiative and resourceful from my club's president.

Breakout Room Activity

Question Example:

What would you do in a situation where you had to meet a tight deadline?

Breakdown the ARC method

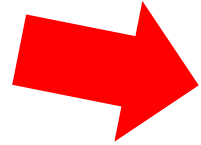
1. What is the action that you would take?
2. **Positively** explain why you would take that action to meet a tight deadline.
3. **Positively** describe other possible considerations would you apply to this situation. What did you learn and/or do differently?

REVIEW

Practicing on Big Interview

MOCK INTERVIEW QUESTION | VIDEO ASSIGNMENT

❑ Using assignment code **379dd5**, practice and record yourself responding to two situational questions.



❑ Review the A.I. feedback to assess your video's analytics.

❑ Optional: schedule an individual career advising appointment or drop in during a group session to review your results!

The screenshot displays the A.I. Feedback dashboard for a video recording. The dashboard is organized into a grid of analytics cards. On the left, a vertical sidebar provides a summary of the video's performance, including a 'Tell me about yourself' video thumbnail, a 'BRONZE' badge indicating 'NEEDS IMPROVEMENT', and a 'My Action Plan' button. The main dashboard area is titled 'A.I. Feedback' and 'Action Plan'. It features the following analytics cards:

- PACE OF SPEECH:** Average Score: 151. A gauge shows a score of 88 words per minute, which is slower than the ideal range of 115-180 words per minute. An 'IMPROVE NOW >' button is present.
- UM COUNTER:** Average Score: 4. A gauge shows 17 disfluencies per 100 words. A caution message states: 'Caution! Your ums are distracting. Our Um Counter tracked 4 or more per 100 words.' An 'IMPROVE NOW >' button is present.
- VOCABULARY:** Average Score: Smart Accessible. A gauge shows a score between 'Simple' and 'Sophisticated'. A message states: 'Your vocabulary score indicates that you are striking a good balance between smart and accessible.' An 'LEARN MORE >' button is present.
- FILLER WORDS:** Average Score: 3. A gauge shows 7 filler words per 100 words. A message states: 'Congratulations! Your answer was polished with no issues with disfluencies or filler words.' An 'LEARN MORE >' button is present.
- POWER WORD:** Average Score: 12. A gauge shows 2 power words. A message states: 'You are likely selling yourself short through your choice of wording! Look for opportunities to use confident, enthusiastic, and active language in your answer.' An 'IMPROVE NOW >' button is present.
- PAUSE COUNTER:** Average Score: Green. A gauge shows a green score. A message states: 'Congratulations, your pauses sound natural and conversational in this answer.' An 'LEARN MORE >' button is present.
- EYE CONTACT:** Average Score: Red. A gauge shows a red score. A message states: 'Caution! You are not making eye contact as consistently as recommended. The rule of thumb is to maintain eye contact for about 50% of the time.' An 'IMPROVE NOW >' button is present.
- NEGATIVE TONE:** Average Score: 0. A gauge shows 1 instance of negative language. A message states: 'Heads up! You're using 1-2 negative terms in this answer. It's possible that you are using these terms appropriately -- perhaps diplomatically.' An 'IMPROVE NOW >' button is present.
- LENGTH:** Average Score: Green. A gauge shows 00:33. A message states: 'You may be selling yourself short with this short answer. Experts recommend that you keep all interview answers between 1 and 2 minutes --' An 'IMPROVE NOW >' button is present.