Successful Interview Skills
NAPTA Career Skills Webinar

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May 1st, 2020 | 10:00 AM –to– 11:30 AM
Session Objective & Agenda

Session Objective:
Provide a career prep session for PTEC/NAPTA students, the session will provide greater insight into soft-skills, interview skills, and STAR Method.

The Importance of Soft-skills/Interview Skills
Do you have what employers are looking for?

**Skills/Competencies**

**Reading**
- Able to comprehend written material and take appropriate action

**Speaking**
- Expresses ideas clearly and concisely to individuals and groups; has good customer communication skills; gives clear directions

**Writing**
- Spells correctly; writes legibly; expresses ideas clearly and concisely; fills out forms properly

**Listening**
- Able to comprehend what is said and take action

**Math Computation**
- Able to accurately apply basic math skills (addition, subtraction, division, multiplication, fractions, and percentages)

**Problem Solving**
- Can identify the source of a problem; demonstrates good common sense; is creative and innovative

**Information Management & Technology**
- Able to use computers to process information; familiar with common technology applications and tools in the workplace

**Knowing How to Learn**
- Able to self-teach new skills; able to seek and use new information appropriately

**Applying What is Learned**
- Possess high-level skills such as reasoning, analysis, and problem solving

**Working with Others**
- Able to work as a productive team member; able to share information

**Business Process**
- Eager to learn the principles of business

**Work Attitudes**

**Responsible / Self Disciplined**
- Is a self-starter; committed to and accountable for work assigned; does more than the bare minimum; is a loyal employee

**Wants to Learn / Pride in a Job Well Done**
- Is flexible, willing, and able to respond to changes in work assignments or learn new technologies; is willing to adjust work until it is correct

**Safety-Conscious**
- Puts safety first in every aspect of the job; takes responsibility for own actions; notices and corrects unsafe situations; always uses safety procedures; is concerned for the safety of others

**Manages Stress and Personal Problems**
- Deals with job pressure in a positive way; does not let personal problems interfere with work

**Positive Outlook**
- Views the good in situations and works constructively to solve problems; has a positive self-image; is self-confident; sets personal goals

**Follows the Rules**
- Performs tasks in a prescribed manner; does not break rules but helps management modify rules as needed

**Good Team Member**
- Shares information; works well and credits (praises) others; puts the team above personal interests

**Respects Others**
- Has good manners; shows common courtesy; appreciates multicultural diversity

**Willing to Earn Rewards**
- Able to see long term results of efforts on the job and put in time and effort before expecting a promotion

**Work Ethic**

**Honesty and Integrity**
- Bases actions on a personal set of values; can be trusted to follow the rules even when supervisors are not present; trustworthy

**Good Manners**
- Always shows courtesy and respect toward others

**Accepts Advice, Supervision, Criticism**
- Has high self-esteem and does what is asked; accepts criticism and uses it to improve future performance

**Dependability / Follow Through**
- Works diligently to complete tasks, alerts supervisor to problems or delays so there are no surprises about work not being done

**Good Attendance / On Time**
- Can be depended upon to be at work; ready to begin work on time

**Accuracy of Work / No Waste**
- Is careful and avoid mistakes; if mistakes are made, will correct the errors; takes pride in work well done; holds high standards

**Pride & Productivity in Work**
- Shows initiative; is ambitious; figures out how to get the job done; work as efficiently as possible to get the job done well

**HR Workforce Development Team**

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Key Messages: Interviewing Tips

Important items to note:

- Preparation is the key to success
- Research the prospective employer
- Use available resources, e.g. company website, current employees, other professionals in the field
- Spend time assessing your skills
- Understand job description and list relevant skills relating to position
- List specific examples of how and when you demonstrated each skill
- Promote your proudest achievements
Key Messages: Interviewing Tips

Important items to note:

- Include both work and personal examples
- Practice your answers to common questions
- Show your interest and ask questions
- Write a thank you letter within 24 hours of the interview
- If you are not contacted in the stated timeframe, call back and restate your interest
- Learn from your experience; evaluate what went well as well as areas of improvement and document for the next interview
- Use the STAR interview method
### S.T.A.R. Interview Method

| Situation or Task | Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience or any relevant event. |
| Action you took | Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort describe what you did not the effects of the team. Don’t tell what you might do, tell what you did. |
| Results you achieved | What happened? How did the event end? What did you accomplish? What did you learn? |
Q&A