

# INTERVIEW GUIDE

## WHAT INTERVIEWS ARE AND WHY THEY MATTER

An interview is your chance to bring your application to life. It's where employers get to know more about your experiences, personality, and fit for the role and the organization. It's also a two-way street. You're learning about the organization, too. A strong interview helps both you and the employer decide if the role is a good match.

### Phone Interviews

Typically, this is the first round of interviews used as a screening tool to determine who the company would like to bring in for a face-to-face interview. Have your application materials, resume and company website prepared to refer to during these kinds of interviews.

### Virtual Interview

This is also known as a digital or video interview. This interview allows interviewers to conduct an interview online as a standard way of assessing the candidate initially. Today, employers use this approach more often. Be prepared to turn on your audio and video. Examples include: Skype, Zoom, Google Hangout, Microsoft Teams, WebEx etc.

### Panel Interviews

Several company representatives meet with you at one time. Although this may seem intimidating, do your best to make eye contact with all representatives.

### Group Interviews

Unlike a panel, this is where several job applicants will be interviewed by the company at the same time. Try to have your voice heard without dominating the discussion.

### Task Oriented or Testing Interview

The interviewer may ask you to take a short test to evaluate your technical knowledge or you may be required to give a presentation to demonstrate your communication skills.

### Case Interview

The applicant is given a question or scenario and asked to resolve the situation.

### Multiple Mini Interviews (MMI)

An interview format that consists of a series of 6–10 interview stations, each focused on a different question or scenario. This may be asked if you are applying for a job in the healthcare industry or when interviewing for med school.

### Recorded Video Response Interview

Unlike a virtual interview, the interviewees' answers to preset questions are recorded for the employer to review later. These are also known as "one-way video interviews".

**Some employers incorporate aptitude, personality, and emotional intelligence testing during interviews.**



# TYPES OF INTERVIEW QUESTIONS

Employers ask different types of questions to learn how you think, solve problems, and fit with their team. Understanding what kind of questions you're being asked can help you respond more confidently.

## BEHAVIORAL QUESTIONS

These are the most common. They ask about how you handled situations in the past to predict how you'll act in the future.

### Example

Tell me about a time you had to manage multiple priorities.

## SITUATIONAL QUESTIONS

These ask you to imagine a scenario and explain how you'd respond. Employers want to understand your thought process.

### Example

What would you do if a team member wasn't contributing to a group project?

## BACKGROUND/INTRODUCTORY QUESTIONS

These are more general and help employers learn about your goals, strengths, and experiences.

### Example

Tell me about yourself. Why are you interested in this role?

## CULTURAL FIT OR VALUES-BASED QUESTIONS

These help employers understand how well you align with their team or mission.

### Examples

What does a supportive team environment look like to you?

Tell me about a time you contributed to a positive work culture.

## TECHNICAL OR TASK-BASED QUESTIONS

These test your knowledge or skills for the job. (Not as common and vary based on industry)

# INTERVIEW FRAMEWORK

Most interviews involve behavioral questions, which are questions that ask about how you've handled situations in the past, which can predict future behavior. To answer clearly and confidently, try using the **START** method.

**Situation:** What was the context or background of the story?

**Task:** What was the goal or challenge?

**Action:** What did you do?

**Result:** What happened as a result of your action?

**Takeaway:** What did you learn? How did it shape your skills or relate to the position you're interviewing for?

## Examples

**Q:** Tell me about a time you had to organize an event or project

**A: Situation** - During the spring semester, I served as the Events Chair for the Psychology Club on campus, and we decided to host a mental wellness panel to support students during midterms.

**Task** - The challenge was that we had limited time to plan and no existing contacts for speakers.

**Action** - I created a planning timeline to search local mental health professionals and reached out to potential panelists to invite them. I also coordinated space reservations with campus facilities and handled event promotions through Instagram.

**Result** - The panel ended up drawing over 50 attendees, and we received great feedback from students and speakers about the value of the discussion.

**Takeaway** - From this experience, I strengthened my skills in managing logistics, working with a team, and promoting initiative. Skills that I know are essential when organizing any project successfully.

**Q:** Tell me about a time you worked through a challenge with a team.

**A: Situation** - In my Business Communications course, we were assigned a semester-long group project to develop a marketing plan for a local nonprofit.

**Task** - Early on, our group struggled with communication and missed a few internal deadlines, which put us behind schedule.

**Action** - I suggested we set weekly check-ins, created a shared task list on Google Drive, and clarified roles based on each person's strengths. I also facilitated conversations when there were disagreements to keep us on track.

**Result** - We not only caught up but delivered our project a week early, earning positive feedback from both the client and our professor.

**Takeaway** - I learned how to adapt my leadership style to meet team needs, and how proactive communication can turn around group dynamics—skills I'd bring to a collaborative work environment.



# BEHAVIOR BASED INTERVIEW QUESTIONS

Employers use behavior-based questions to evaluate how you've handled real-life situations as an indicator of future success. Below are sample questions grouped by skill area to help guide your interview preparation.

## Analytical Skills/Problem Solving

- Tell me about a challenging problem you solved. What was your approach?
- Describe a project that showcased your analytical skills. What was your role?

## Initiative

- Describe a project or idea (not necessarily your own) that was implemented primarily because of your efforts. What was your role? What was the outcome?
- What was the best idea you came up with during your professional or college career? How did you apply it?

## Communication

- Tell me about a recent experience in making a speech or presentation? How did you prepare? What obstacles did you face? How did you handle them?
- Tell me about a time you had to communicate with someone who had a very different perspective, background, or communication style from yours.

## Goal Setting

- Give me an example of an important goal that you have set and tell me how you reached it. What steps did you take? What obstacles did you encounter?
- Tell me about a goal that you set that you did not reach. What obstacles did you encounter? How did it make you feel?

## Creativity

- Describe a time when you had to think creatively to develop or present an idea or concept.
- Describe a situation where you introduced a new approach to a familiar task or project. How did you make it more interesting or impactful?

## Leadership

- Describe leading a team project, including your actions and the final result.
- Tell me about a leadership role you held, why you committed to it, and your experience in that role.

## Planning, Organization & Time Management

- How do you prioritize projects and tasks when scheduling your time? Give me some examples.
- Walk me through how you plan a project, including how you organize tasks and create an action plan.

## Teamwork

- Describe how you handled a project disagreement with your team.
- Tell me how you've handled a teammate who was not doing their share of the work.



# BEFORE THE INTERVIEW

## PREPARING FOR THE INTERVIEW

- Research the organization
- Be ready to prove how your skills/abilities relate to the core skills required for the position and give examples of how you developed them
- Prepare appropriate questions for the interviewer
- Double check the date, time, and location of the interview
- Prepare to dress appropriately for the position and industry
- Organize and/or prepare materials for the interview, including copies of your resume, your references, and/or other professional documents
- Place professional documents inside a padfolio (refer to image)
- Practice using or in person with a Career Coach

## Not sure how to biginterview research the company?

- Review organization's website
- Research articles about the industry and organization online
- Build connections on LinkedIn



Make connections with employers and UNCG alumni.



Research various companies, articles, and trends in the field.



Explore jobs, salary information, and ratings on experiences.



Connect with thousands of employers in this global career management platform. Make an appointment with a career coach. Login with your UNCG credentials and apply for opportunities.



Search for industries, companies, and contacts. Register for a FREE account using your UNCG email address.



Resource designed to support an international job search, including information about work permits and visas.



# DURING THE INTERVIEW

## FOCUS ON PROFESSIONALISM

- Plan to arrive about 15 minutes early.
- Treat everyone in a professional manner.
- Carry a padfolio or folder including extra resumes, your reference list (in case it's requested), and a list of questions to ask.

## FOCUS ON COMMUNICATION

- Greet the interviewer by formal name and with a firm handshake.
- Speak clearly and enthusiastically about your experiences and skills.
- Listen carefully and answer the questions asked directly, keeping in mind that the interviewer is looking for answers that show how you fit into their organization.
- Remember that you are also gathering information about the company on which to base your decision.
- Be positive! Negative statements may reflect poorly on you.

## CLOSING THE INTERVIEW

- At the end of the interview, ask about the next step in the process and if there is anything you can do to help move the process along.
- Thank the interviewer for their time, and let them know you look forward to the next step!
- Express your interest in the job in a professional manner.
- Obtain a business card from your interviewer(s) or find their contact information from the company website to send a follow-up message.



# AFTER THE INTERVIEW

## WHAT TO DO AFTER THE INTERVIEW

- Send a thank you correspondence within one day after the interview via email. If time allows, Thank You notes may be handwritten on professional note cards.
- Restate your interest in the position and highlight important aspects of the interview.
- Follow-up by phone if you have not heard from the company in the designated time period.
- Even if you aren't offered a position, maintain a positive relationship with the organization. You can follow the company and employer on LinkedIn. You never know when a new position may become available.

### Example Interview Thank You Note

Dear Mr. Finnigan:

I want to thank you for taking the time to interview me for the Financial Analyst position today. I enjoyed meeting you and learning more about the financial services Savesafe provides. I am impressed with your firm's dedication to customer satisfaction and the emphasis your firm places on integrity and commitment to the welfare of your employees.

My enthusiasm for working for Savesafe has increased as a result of our conversation. I believe my degree in finance along with my internship at USA Bankwell, has provided me with the financial knowledge and communication skills necessary to fulfill the requirements of a financial analyst. I am confident that I can make a significant contribution to your firm in providing quality financial analyst services to your customers.

I want to reiterate my strong interest in this position and in working with you and your staff. Your company provides the kind of career opportunity in the financial industry that I seek. Please contact me at (336) 123-4567, or email me at [jmtravers@uncg.edu](mailto:jmtravers@uncg.edu), if you need additional information. Thank you for your consideration. I look forward to hearing from you.

Sincerely,

Justin Travers

Bachelor of Science in Finance, 2023

Bryan School of Business and Economics, UNCG

President, Future Financial Professionals ('22-'23)

[LinkedIn.com/pub/jmtravers](https://www.linkedin.com/pub/jmtravers)



UNC  
GREENSBORO

Division of  
Student Affairs

Career &  
Professional  
Development

#1 EUC | 336.334.5454  
careers@uncg.edu  
cpd.uncg.edu

# INTERVIEW PRACTICE

## PRACTICE INTERVIEWING ONLINE ANYTIME! ANYWHERE!

Big Interview is a free, interactive, virtual training system which uses a webcam to record your practice interview from any computer, anytime. Big Interview uses artificial intelligence tools that will evaluate your body language, eye contact, and the content of your answers.



- Login through **uncg.biginterview.com** using your UNCG credentials
- Choose your interview type and GO! There are 1000+ interview questions you can practice with!
- Once finished, review feedback Big Interview provides!

## Need a quiet space to interview?

Contact Career & Professional Development to reserve an interview room where technology and resources are provided for you to practice your interview skills.

## MOCK INTERVIEW APPOINTMENT

To become an effective interviewer, it is critical that you practice. Career & Professional Development is here to support you. The CPD team can assist you in your efforts to prepare, practice, and perform successfully when you interview for jobs, internships, and admission to graduate programs.

Career & Professional Development provides a variety of ways for you to practice and develop your interviewing skills:

- In-Person (face-to-face)
- Online with Big Interview
- Telephone Practice Interviews
- Virtual Interview Practice
- Group Interviews

Schedule an appointment in Handshake for your Mock Interview. You may also call or stop by Career & Professional Development to make an appointment. Our office number is 336.334.5454. We are located in the Elliott University Center (EUC) on the ground floor. Chick-fil-A is next to us!





#1 EUC | 336.334.5454  
careers@uncg.edu  
cpd.uncg.edu

## WHAT TO WEAR

**TOP**

- 

## BOTTOM

- 
- Three black clothing items are displayed: a skirt on the left, and two pairs of trousers on the right. The trousers on the right are identical.


## GENERAL TIPS

- 

## ACCESSORIES

- 

Schedule an appointment in for Interview Preparation.

Use  **Handshake** to practice your interview skills or prepare for your interview.

[uncg.biginterview.com](http://uncg.biginterview.com)  biginterview