

PROFESSIONAL DEVELOPMENT PROGRAM

MACQUARIE UNIVERSITY – S2 2021

1 September 2021



PROFESSIONAL DEVELOPMENT PROGRAM



ZOOM PROTOCOL

1. **Mute Audio** – press space bar to unmute and ask a question
2. **Video Feed**
We may need to turn Video feed off if we are having technical issues
3. **Today's Session**
Combination of Screen Share, Polls, Breakout activities, Questions.
4. **Questions/Comments**
There will be allocated times for questions
5. **Be respectful of all participants**
Please only use the Chat function at the facilitator's direction such as for questions.
Make your chat visible to everyone – no private messaging please.
6. **Private questions**
There will be a short time set aside to answer these at the end

PROFESSIONAL DEVELOPMENT PROGRAM



TODAY'S OVERVIEW

12:00-12:15	Welcome + Recap
12:15-12:25	Video and phone interviews
12:25-12:30	Interview skills overview
12:30-1:30	Interview skills: Diana Linde, Recruitment Consultant - Beaumont People
1:30-1:45	Interview activity
1:45 -2:00	Psychometric testing and gamification

PROFESSIONAL DEVELOPMENT PROGRAM



HOUSEKEEPING

- Attendance – is compulsory / **evidence necessary** for any absence (e.g. medical cert for illness)
- If for any unforeseen reason you are going to be delayed, or not able to attend a workshop, notify us as soon as possible **prior** to that session.
- Your attendance at each workshop will automatically be recorded on Zoom.
- Evidence for absence should be submitted as soon as possible, and before the next workshop.
- For all emails, please be sure to **send to both Jen and Vicki**
- Confidentiality
- Respecting and listening to each other's opinions / letting each other talk
- Being focused while present
- Your input forms part of what others take away from these sessions. Ownership. Give as well as receive!
- Participate in interactive activities to the best of your ability – we are here to learn from each other
- A form to record your 20 additional hours is on the webpage – please submit these by Wednesday 18th October.

PROFESSIONAL DEVELOPMENT PROGRAM

WHAT TO EXPECT



Session 1

- The changing world of work
- What do employers want
- VIPS and building your skills
- Building experience and improving your skills
- Planning your career



Session 2

- Recap-Planning your career
- Informational interviews
- Job Search
- Applications: Resumes & Cover letters
- Be the Recruiter exercise



Session 3

- Recap
- Video skills introduction
- Phone interviews
- Video interviews
- Interview Skills
- Diana Linde, Beaumont People
- Psychometrics & gamification



Session 4

- Recap
- Assessment Centres
- LinkedIn
- Networking



Session 5

- Recap
- Professional Branding
- Classroom to Boardroom
- Workplace Etiquette
- Compass Exercise
- Career action plan

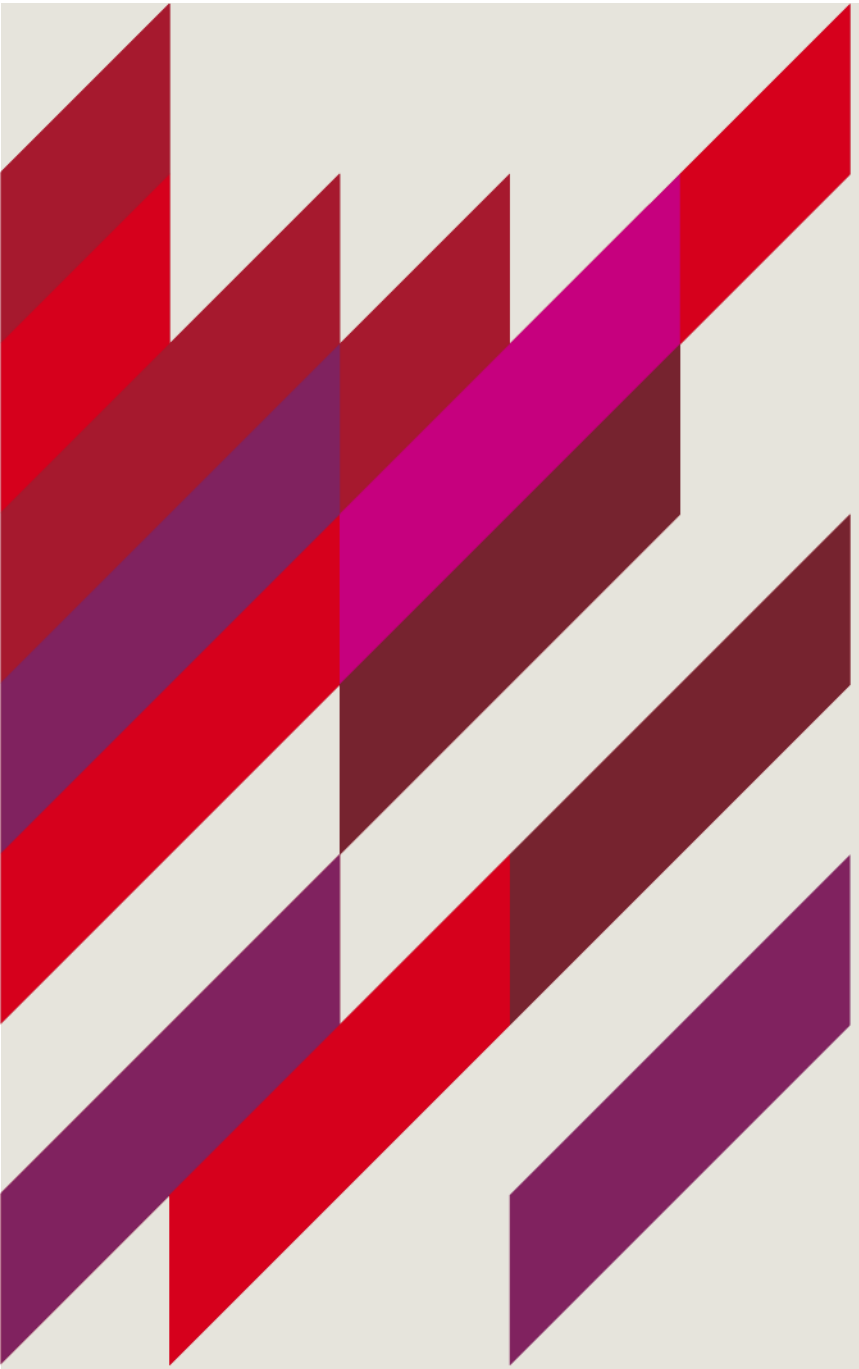
PROFESSIONAL DEVELOPMENT PROGRAM

THE RECRUITER ACADEMY

BE THE RECRUITER EXERCISE – 10 min

- Now form groups of 5 people each.
- You are the recruiter Panel for “Pro Publishing”
- Read the provided job ad carefully
- Who would you invite for an interview? Select the 2 best candidates for the job and note your results in your workbook. Look at career **motivation, skills, experience, education, knowledge of the organisation, etc.**
- **Most importantly, have they addressed all the selection criteria?**
 - What did you like about the chosen applicant’s resumes and cover letters?
 - Were there any you were undecided about? Why?
 - What should be improved on the applicants resumes you did not choose?
- Be prepared to discuss your choices.
- Make notes (Section 12 of workbook)





Poll

What is your interview experience?

PROFESSIONAL DEVELOPMENT PROGRAM

INTERVIEWS & TESTING



Phone and Video interviews

PHONE INTERVIEWS – TOP TIPS



Phone interviews are often used to do an initial screen of applicants as they are quick and convenient.

The employer will want to answer the following questions:

- Does the candidate have the right skill set to do the role?
- Has the candidate made an effort to research the company and role?
- Does the candidate have good communication skills?
- Does the candidate sound confident, interested and enthusiastic?

PROFESSIONAL DEVELOPMENT PROGRAM

PHONE INTERVIEW – TOP TIPS



- Find a **quiet place** where you will not be disturbed. If you aren't in a suitable environment when they call, ask if you can call them back or they can call you at another time.
- Make sure you have a professional **voicemail message** if you have provided your phone details
- Get into the right frame of mind: **dress in business wear** and sit at a table.
- Speak **clearly** and give **concise answers**.
- You need to sound **enthusiastic, positive and confident**.
- **Smile**, as this will be reflected in your tone of voice.
- Have a **copy of your CV**, job description, notes and a pen in front of you.
- Have a **glass of water** nearby but don't sip all the way through the call.
- **Prepare** for a telephone interview as you would any interview but remember: the hiring manager cannot see you, so your enthusiasm and confidence must come across in your voice.

VIDEO INTERVIEWS

Two types of video interviews:



1. Live – similar to a face to face interview but need to consider any technology requirements, background, noise, etc – becoming more common and replacing face to face in current environment.

2. Pre-recorded – employer sends out a link to an online tool where you will record your answers to set questions.

What do you need to consider for these types of interviews?

VIDEO INTERVIEW TIPS - CHECKLIST



- Dress professionally
- Find a room free from pets/flatmates/children....
- Fully charged computer
- Mobile on silent
- Put a sign on your door to be quiet/no interruptions
- Minimise background noise eg traffic, birds
- Neutral, uncluttered background - neat and tidy—no unmade beds!
- Check lighting
- Look at the camera – eye contact
- Have a copy of your resume available
- Do a practice recording first

PROFESSIONAL DEVELOPMENT PROGRAM

VIDEO INTERVIEWS

Pre-recorded interviews: usually 10-15 min

Questions can include:

- Tell us about yourself
- Why have you applied? (Motivation?)
- Why should we hire you? (What are your skills/attributes?)
- 1-2 Behavior based interview question (use STAR)

- **Top tips:** clean background, be rested, dress up, practice, look at the camera, smile
- Practice! Go to [Interview 360](#) on MyMQ Career Zone



<https://youtu.be/Mh4f9AYRCZY>

PROFESSIONAL DEVELOPMENT PROGRAM

COMM BANK DIGITAL INTERVIEW



<https://youtu.be/rfhBSdfeSXU>

QUESTIONS?

PROFESSIONAL DEVELOPMENT PROGRAM

INTERVIEW SKILLS - PREPARATION BEFORE THE INTERVIEW



- Research the company
- Check interview details
- Find out who will be interviewing you – panel or individual?
- Think about current experience and skills you can offer
- Practice using S.T.A.R. answers
- Consider your outfit and presentation
- Consider how to get there before the day (if face to face)
- Think of your questions for the interviewer

PROFESSIONAL DEVELOPMENT PROGRAM

INTERVIEW SKILLS – DURING THE INTERVIEW



- Arrive early
- Consider your language
- Sell yourself
- Listen carefully to the questions, ask for clarification if necessary
- Answer behavioural questions using S.T.A.R.
- Take your time and when finished answering stop
- Be positive and engaging – connect with the interviewer
- Be authentic
- At the end thank the interviewer(s) for their time
- After the interview do not chase for an outcome too soon – follow up email?

PROFESSIONAL DEVELOPMENT PROGRAM

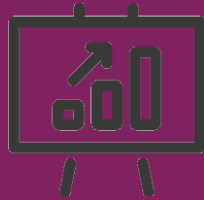
FOUR MAIN TYPES OF QUESTIONS



Open questions

Get you talking

*Tell me about yourself?
What do you understand about the role?
Why are you the best candidate?*



Behavioural questions

Past experience examples

*Tell me about a time when...
Describe a situation when..*



Situational questions

Hypothetical – if in role

What would you do if ...



Other common questions

Other things they want to know

*Where do you see yourself in 5 years?
What are your weaknesses?
What's your view of....?*

PROFESSIONAL DEVELOPMENT PROGRAM

TELL ME ABOUT YOURSELF

Who are you?
Why are you qualified?
Why are you here? (Motivation)

OR

Present
Past
Future



[https://youtu.be/MmFuWmzeiD](https://youtu.be/MmFuWmzeiDs)
s

PROFESSIONAL DEVELOPMENT PROGRAM

TELL ME ABOUT YOURSELF

This is an unstructured but important question, very common at the start of an interview.

Know how you are going to answer it!

- Use **narrative** – what has brought you to the point of wanting this role?
- Give brief details of your **study/work history**
- Mention your **values/aptitudes** here, as they relate to the role
- Hone in on the **relevant skills** you can bring to the role
- Aim always to **SHOW THE LINKAGE**
- Culminate these interests and experiences into **why** you want to work for them



PROFESSIONAL DEVELOPMENT PROGRAM

STAR TECHNIQUE FOR ANSWERING BEHAVIOURAL QUESTIONS



PROFESSIONAL DEVELOPMENT PROGRAM

THE SALARY QUESTION

- What am I worth?
- What would I be prepared to accept?

Resources:

- Pay Scale <https://www.payscale.com/research/AU/Country=Australia/Salary>
- Hudson's Salary Guide <https://au.hudson.com/insights/salary-guides>
- Job Outlook <https://joboutlook.gov.au/>
- Fair Work Ombudsman – Awards www.fairwork.gov.au/awards-and-agreements/awards
- [The market place](#)



PROFESSIONAL DEVELOPMENT PROGRAM

QUESTIONS TO ASK THE INTERVIEWER

Common at the end of an interview:

“Do you have any questions for us?”

- Always have a few questions prepared.
- Choose questions that reinforce your interest in the role.



PROFESSIONAL DEVELOPMENT PROGRAM



INTERVIEW SKILLS – QUESTIONS FOR THE INTERVIEWER

Sample questions:

How will I get feedback as to how I am performing?

Will I be working for one supervisor?

How do you measure success in the role?

What do you see as the main challenges for the organisation/my work area in the next 12 months?

Interview skills

Diana Linde
Recruitment Consultant
Beaumont People



**Let me answer
a very
common
question**

**– “Tell me a little
bit about
yourself.”**

Top Tips for preparing for an interview



1 Know where you are going and give yourself enough time to get there

Getting to the interview in the rush hour or in bad weather might take significantly longer than in normal circumstances. Also think about how far you need to walk from public transport and what the weather will be like – give yourself time to dry off if it's wet, or freshen up if it's particularly hot.

2 First impressions really do count

Have your phone switched off and do not be looking at it when your interviewer enters the room. Ensure you stand up to meet your interviewer, look them in the eye and give them a firm handshake with a warm smile. Only sit down once they are moving to do so. Bring two copies of your application documents with you and offer one to them at the beginning. It will show that you are prepared.

3 Know your resume back to front

If you've followed the point above, you'll have a copy to refer to if you need it, but it's much more impressive if you learn all the dates of when you have changed jobs and studied; and also can rattle off all of your achievements and results without having to scroll through your paperwork.

4 Prepare stories that show good examples of your work

Review the job description to find out which competencies they are looking for. Have a think about when you have shown that experience and prepare some stories of what you did, what your specific involvement was and what the outcome was. You may not get asked each one but you will be well prepared for the ones you do get asked.

5 Have great questions ready and ask at least two

Do your research on the company (website, internet search, linked in pages of the people you are meeting) and review their annual report if relevant. This should give you information to form some questions. Also have questions prepared about the role, the team, the culture of the organisation. If all else fails you can always ask what the interviewer likes most about working there.

- Cover the basics for a good first impression:
 - **Face to face** – commute, weather, 'waiting area' nearby, hard copy of resume/notebook & pen
 - **Virtual** – notifications, angle, lighting, platform, audio, background
- Know yourself, your experience – or your studies/units you have covered
- Practice out loud – it's different than just 'thinking it'
- Practice in a mirror (or better yet, in front of another person)
- STAR, STAR, STAR – be specific with your stories, especially when you hear "Tell me about a time..."
 - **It's ok to be nervous, we're all human!**

10 top interviewer questions



The key to hiring the right people is knowing the right questions to ask in interview. Here are just a few of our favorites:

- 1 Why are you interested in the position?
- 2 What area of your work do you feel most confident doing?
- 3 What area of your work do you find most difficult?
- 4 What gives you the greatest satisfaction at work?
- 5 What has been your greatest achievement in your current role?
- 6 What is it about you, or what you do, that has enabled you to succeed in your current role?
- 7 How would you describe yourself?
- 8 What things frustrate you the most? How do you usually cope with them?
- 9 If you were your manager, is there anything you'd want to change about you?
- 10 What support would you need to become fully productive in this role?

- Where do interviewers get their questions from?
- **Top three must-have's** – what does this mean?
- Essential criteria – Print out the prospective job description and your resume. Go through the essential criteria and highlight on your resume when you have done that – or something relevant/similar
- Know your audience. Is your interviewer from a technical or non-technical background?
- First round vs second round interviews and their typical focus
- Be honest, be authentic, build rapport

10 top interview questions



You can use the interview to find out more about the role and the company. Here are some great questions to ask.

- 1 What are the main responsibilities and objectives of the position?
- 2 Why is this position open?
- 3 Can you tell me about your induction program?
- 4 What training will I be given with regard to learning about the company, its objectives and how I can contribute to this?
- 5 What would you like done differently by the next person who fills this position?
- 6 What are the company's strengths compared to its competition?
- 7 What are the company's plans for the future?
- 8 Could you explain your organisational structure?
- 9 Why do people like working for the company?
- 10 What is the next stage in the recruitment process?

- It's just as important for you to ask the questions as it is for the interviewer
 - What are YOUR top three must-have's?
 - Ask about induction – even these days, many organization's struggle to onboard remotely
 - What do the next steps look like?
 - When you finish, note down any questions, or red flags or hesitations that come up, if you are working with a recruiter call them right away to debrief on how it went!

QUESTIONS?

PROFESSIONAL DEVELOPMENT PROGRAM



POOR VS GREAT INTERVIEW

Interview 1

Interview 2

Interview 1:

- What went well?
- What did not go so well? What could he improve on?

Interview 2:

- What was your impression of candidate 2?
- What did he do well?
- What could he still improve on?

HOMEWORK – Watch these interviews and consider the above questions.

PROFESSIONAL DEVELOPMENT PROGRAM



INTERVIEW SKILLS – BREAKOUT ACTIVITY

“Tell us about a situation where you needed to demonstrate initiative or solve a problem?”

PROFESSIONAL DEVELOPMENT PROGRAM

INTERVIEW SKILLS - KEY POINTS TO REMEMBER

- Do research on **yourself** – your story, your study, your relevant skills, your goals...
- **Research the organisation**, the role, the interviewer.
- **Prepare answers** to common questions.
- Prepare **STAR examples** for behavioural questions.
- **2 minute** answers per question.
- ***Practice practice practice!***
- Aim to be **genuine and authentic** – avoid giving overly rehearsed answers.
- **Being prepared** enables you to **be yourself**.
- **Engage** with the interviewer(s).
- **Show the connection!**
- If unsuccessful, ask for **feedback**.



PROFESSIONAL DEVELOPMENT PROGRAM

INTERVIEW SKILLS – HOMEWORK WORKBOOK PAGE 5

Pick one of the following key skills and write your STAR example. Make sure to keep this, as you will need these examples for future interviews.

	Situation & Task	Action	Result
Interpersonal Communication Teamwork			
Initiative Problem solving Analytical thinking			
Customer service Self management (time, expectation, stress, plan, etc.)			

Top Tip: To prepare for future interviews, come up with 5 situations/stories where you encountered a difficulty, e.g. a difficult team member, a difficult customer, a time when you had competing deadlines, a time when you had to think on your feet and convince somebody of your ideas or innovative solution, a time when you were struggling to reach your goals.

Write down these 5 stories and adapt them to different interview questions when asked. You might want to note these down in a separate Word document.

QUESTIONS?