

New Breaks, New Horizons

Answering Questions

Introduction

- ▶ Anticipating questions
- ▶ Using evidence to answer questions
- ▶ Asking your own questions

Discussing Disability

- ▶ If you have the choice, decide whether to mention it or not
- ▶ Will it help the interview (e.g. saying it may take you longer to answer, asking them to be very clear with their questions)?
- ▶ Emphasise the positives:
 - Don't get distracted with gossip
 - Assistive technology allows me to be quicker and more accurate
 - Access to Work will pay for adaptations

S.A.E. – a two minute framework

- ▶ **Situation** (30 seconds)
 - Describe the problem to give context
- ▶ **Actions** (60 seconds)
 - What did you do or make happen to resolve this?
- ▶ **Effect** (30 seconds)
 - What was the end result?

Examples (1)

Q: Tell me about a customer complaint you have dealt with

A: I worked for "X" supermarket and took a call from an irate customer who'd found a sticking plaster in a can of beans. He was very angry and threatened to report us to the health and safety executive and write to the local press. I knew it wasn't our fault (we didn't can the beans) but out of all the options I had I let him talk it out and then offered him a complimentary £10 voucher off his next shop. He seemed satisfied with this and thanked me for helping.

www.evenbreak.co.uk

Examples (2)

Q: How have you improved the effectiveness of your business area?

A: My department uses lots of photocopy paper (we're the print department) which was costing a lot of money. I found out that we used six different suppliers for paper and after some negotiation got an excellent deal from one supplier based on our bulk usage, cutting costs by just over 20%.

www.evenbreak.co.uk

Examples (3)

Q: Tell me about a problem you solved

A: Two colleagues from another department were constantly bickering and this was impacting on my team who were starting to take sides. I spoke to their manager to tell her about it and she agreed to let me meet with them both individually. I started by telling them about the impact their behaviour was having on the team and made them realise that their behaviour was having a real impact on their reputation. Almost immediately it stopped.

www.evenbreak.co.uk

Q: What is your biggest weakness?

A: I could be better at time management

or

A: “In the past I sometimes had trouble with time management. I learned that the best way to manage this was to put in place a system that would work for me so I started using the calendar and tasks functions on outlook to book meetings and prioritise my work. I also block out time at the end of the day to plan my activities for the next day and synchronise it with my mobile so that I always have an up to date record of where I need to be and what I need to focus on.”

www.evenbreak.co.uk

Q: What is your biggest strength?

(If you find it hard to praise yourself use other people)

A: "My manager says ..."

A: "In my last appraisal I was praised for ..."

A: "Customers have said that ..."

A: "My colleagues tell me ..."

A: "I won an award for ..."

(Talk specifically about the strengths this role requires)

www.evenbreak.co.uk

Your questions to them

Avoid early discussions
about terms and
conditions

"Can you tell me more
about the team?"

"Is this a new role?"

"What is the main priority of the company
right now, and how does this role
contribute towards it?"



"I see from the latest press
release that What
impact will this have on
.....?"

"What three things would
you like me to have
achieved in the first 90
days?"

"How is performance
measured?"

www.evenbreak.co.uk

Next Steps

- ▶ Anticipate any questions you might be asked
- ▶ Plan your answers, using evidence and examples wherever possible
- ▶ Prepare some good questions of your own