



**Teach For All**  
A Global Network



July 23, 2024

# Interview Skills

## *Workshop*

# WHO HAS HEARD OF DHL?

We are a logistics company.

We move goods.

We make sure that the right items  
are in the right place at the right  
time.





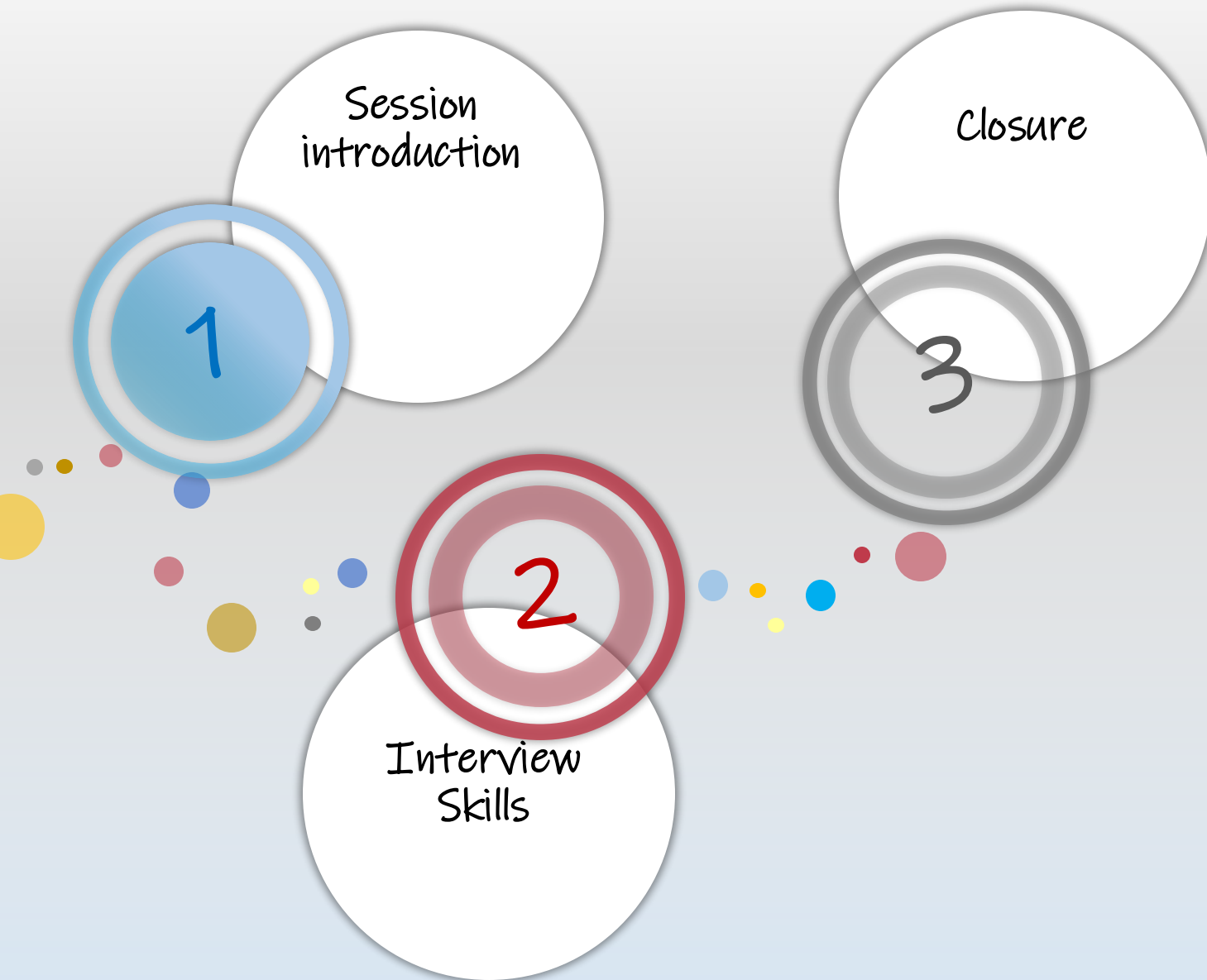
# LEARNING OBJECTIVES

By the end of this workshop you will be able to:

- Prepare for a job interview



# TODAYS LEARNING JOURNEY



Duration 03:05

# GROUND RULES





# ACTIVITY

The worst thing that can happen?

# WHAT IS THE WORST THING THAT CAN HAPPEN?



Work in groups of 4.



Imagine you have a job interview in 2 days.

How would you feel about this?

Write on post its, some “worst things” that can happen.



5 minutes





REMEMBER...



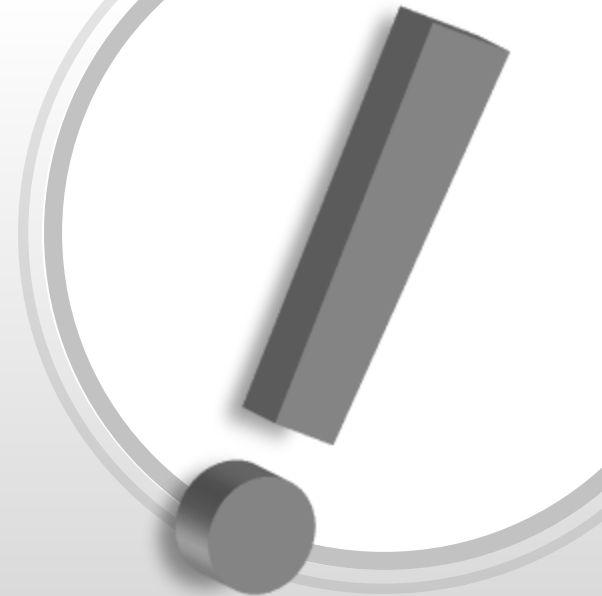
If you don't get the job, no worries,  
there are other opportunities!

You had the great opportunity to  
practice your interview skills.





# Interview skills



# ACTIVITY

Do's or Don'ts?

# RUN TO THE RIGHT PLACE!



Group activity



- A situation is shown on the screen.
- If you think this is a DO move to the LEFT
- If you think this is a DON'T move to the RIGHT



5 minutes





# BE PREPARED



# BE DISTRACTED



# SMILING





# ASKING THE INTERVIEWER A QUESTION ABOUT THE JOB



# UNPROFESSIONAL BACKGROUND ON VIRTUAL CALL



## IN SUMMARY



- Smiling
- Ask a question about the job
- Be present
- Be prepared



- Unprofessional background in virtual call
- Get distracted







• Which other do's  
and don'ts can you  
think of?

# INTERVIEW QUESTION TYPES

## Normal interview

- What can you do for the company?
- Why did you apply for the job?
- Why do you think you are a good fit for the job?

## Behavioral-based question

- Give an example of a time you handled a conflict in the workplace.
- Describe a situation in which you led a team

# HOW DO I ANSWER WITH STAR?

*"Tell me about a time you dealt with a problem calmly."*

**S** **Situation:**  
Set the scene

*"I have a part-time job as a waitress"*

**T** **Task:**  
Describe the problem you faced

*"One shift was extremely busy and we were short-staffed. This meant that customers had to wait for a long time to be served. One customer got very angry and complained to me"*

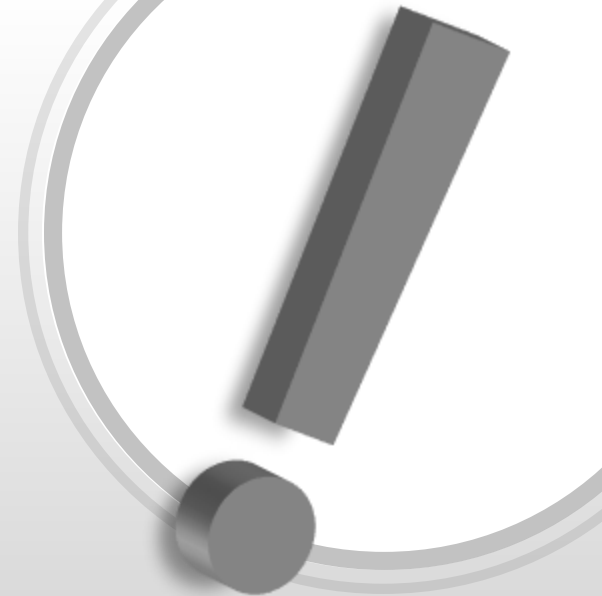
**A** **Action:**  
Explain the action you took

*"I kept calm and apologised while explaining that I understood his frustration. My other tables seemed happy, despite the wait, so I asked the kitchen to prioritise his order. I went back and gave him an estimated time and asked whether he would like to speak to the manager"*

**R** **Result:**  
Explain what happened as a result of your actions

*"By using my initiative and communicating effectively, I provided solutions for the customer that meant they were satisfied and did not want to escalate the issue. Once the food arrived they were happy and even said that they would return again"*





# ACTIVITY

Answer with STAR

# PRACTICE WITH STAR (PART 1)



Individual activity



- In your workbook you find 2 questions (page 4)
- Write down your answer in STAR method
- Let's practice



10 minutes for answers  
10 minutes to practice



# TRY IT YOURSELF!

**S**

**Situation:**  
Set the scene

**T**

**Task:**  
Describe the problem you faced

**A**

**Action:**  
Explain the action you took

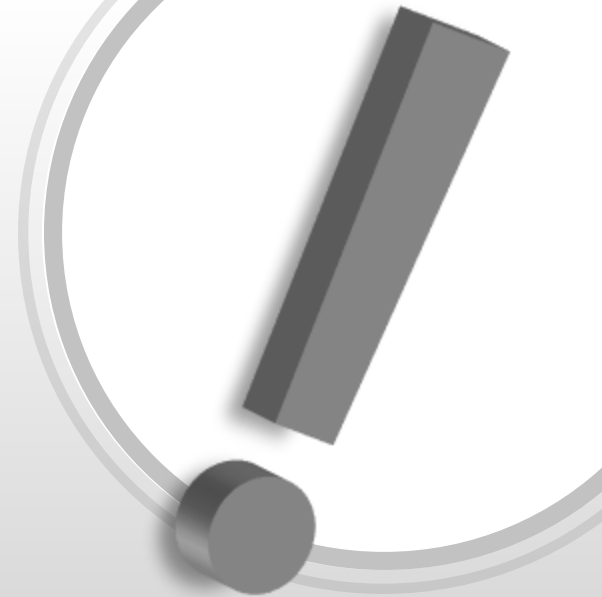
**R**

**Result:**  
Explain what happened as a result of your actions

Tell me about a  
time you used  
effective  
communication

Describe a time you  
had to deal with a  
challenging situation





# ACTIVITY

- Prepare for behavioral-based questions

# PRACTICE WITH STAR (PART 2)



Individual activity



- In your workbook you will find 6 more questions
- In key words write down your answer in STAR method
- Use your workbook (page 5-8)
- You will later use these answers in a practice interview



30 minutes



## NOTE YOUR STAR ANSWERS TO THE QUESTIONS BELOW

1. Tell me about a time when your communication skills improved a situation.
2. How do you influence people in a situation with conflicting agendas?
3. Give an example of a situation where you solved a problem in a creative way.
4. Tell me about a time that you made a decision and then changed your mind.  
What were the reasons for this?
5. Describe a situation where you were asked to do something that you'd never attempted previously.
6. Tell me about a time when you achieved success even when the odds were stacked against you.  
Why did you do it and how did you achieve this?





# ACTIVITY

Practice interview

# PRACTICE INTERVIEW



## Individual activity



- The interviewer will randomly pick an 'interviewee' to answer a question.
- Use the STAR technique to answer
- Feedback will be provided by the group/ interviewer.



40 minutes

**S**

**Situation:**  
Set the scene

**T**

**Task:**  
Describe the problem you faced

**A**

**Action:**  
Explain the action you took

**R**

**Result:**  
Explain what happened as a result of your

# SUMMARY

Today we have covered;


- Do's and Don'ts in an interview
- Answering behavioral based questions with STAR
- Practicing being interviewed



**KEY  
POINTS**



# YOUR MAIN TAKEAWAY



What is the **main takeaway** of today's workshop for you and why?

You have completed this session



*Congratulations!*





**Teach For All**  
A Global Network



**THANK YOU FOR YOUR TIME  
AND ATTENTION**



**Teach For All**  
A Global Network



**THANK YOU FOR YOUR TIME  
AND ATTENTION**

*Disclaimer:*  
The material contains images from Shutterstock. These images cannot be used in any other materials by anyone without applicable Shutterstock licensing.  
Some of the icons used in this material originate from Flaticon.