**Common Interview Questions**

**Volunteer Week**

1. **Tell me about yourself.**
   * Summary of your education, and your most relevant and recent work experiences
   * Usually starts with your post-graduate schooling (University/college), very brief
   * For each position you explain, highlight your biggest projects, the objectives you had, and your specific expertise in that company
   * Try to narrate smooth transitions between roles that highlight your desire for a strong career path/trajectory
   * Close your answer with enthusiasm that you are at the table right now.
2. **Why are you interested in this role?**
   * First make the strong link between your experiences and how they are very similar to the job you are being interviewed for.
   * Your opportunity to show that you have researched the company (but don’t go too overboard with facts and figures, otherwise you’ll look insincere/just trying to say what they want to hear)
   * Perhaps speak of potential projects/innovations you want to participate in.
   * Moral grounds -> for example UHN > you want to make a difference in the community
3. **Tell me about your most significant achievements that would be relevant to this role.**
   * Very similar to “tell me about yourself”. Usually asked in place of it.
   * Speak to achievements you are proud of, achievements that produced results.
   * Use the STAR method (Situation, Task, Action, Results). Explain what your role was, and how you executed the task at hand. Definitely highlight the results.
   * Select achievements that have a linkage to the role you are being interviewed for.
4. **Tell me about a time you had multiple tasks with tight deadlines. How did you get the work done?**
   * This question is meant to gain insight on what your thought processes are
   * Again, use the STAR method. Explain why there were so many tasks, and the situation you faced.
   * Explain that you prioritized the tasks, but don’t just say “I prioritized the tasks”. Explain how each task was assigned priority (was it by due date?/was it by the title of the person who gave it to you?/was it by sensitivity?)
   * Identify tools you may use (agenda/outlook calendar/excel spreadsheet). Managers are definitely looking for this.
5. **Tell me about a time you had a conflict with a client or co-worker. How did it get resolved?**
   * First of all, take your time answering this question. If you come up with a situation right away, then it may look like you get into a lot of conflict. Really appear as if you have to dig into your memory for it.
   * Select a situation that was civil, perhaps centered around work process. Don’t bring up any furious yelling matches.
   * Explain what was going through your mind, and what was going through the other person’s mind. Demonstrate that you are able to understand other people’s points of view.
   * Show what conversations you had with the coworker directly first. If it was escalated to management, explain why.
   * Explain what the outcome was and how resolve was attained (hopefully!)
6. **Tell me about a time you worked outside of your normal work hours or did more than was expected.**
   * Use the STAR method. Managers aren’t expecting you to work outside of normal work hours for no good reason. They do however, appreciate employees who recognize when extra hours are necessary for the greater good.
   * Explain what the consequences would have been if you didn’t put in the extra work. Conversely, explain the potential benefits you saw from putting in the extra work.
   * This is your opportunity to show that you have a management mind set, and responsibility.
7. **Tell me about a time you made a mistake or an error in judgment. What was the outcome?**
   * Take your time answering this question as well. You want to explain to the interviewer that you try **not** to make mistakes. We are all human however, so you will have to come up with one.
   * Select a mistake that you made that is fairly easy for anyone to make. A typo, a meeting scheduled on the wrong date, misinterpretation of an e-mail, are all good examples. Managers will relate to these type of mistakes, and will be understanding. Make sure it is something that actually happened though, as you may be asked follow-up probing questions.
   * What the manager really wants to hear is that you took the responsibility to **remedy** the mistake, and that you developed a practice or policy moving forward, so that the mistake wasn’t made again.
8. **Why should we hire you as a candidate?**
   * Link this back to your response to “tell me about yourself”
   * This is your final sales pitch. Highlight the amazing experiences and achievements you’ve had in your past jobs that will contribute to this position.
   * Talk about the excitement you have for this job, the plans you have, and the seriousness you are approaching this job with.
   * Really **differentiate** yourself from the competition, in a positive way.