



PIT Crew

- ▶ PIT Crew presentation June 18, 2020 to the International Institute of Business Analyst

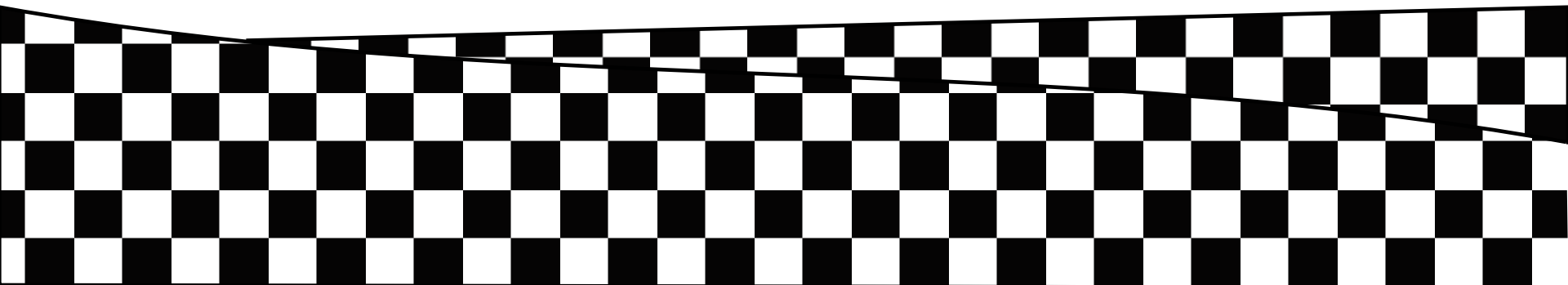




Lessons from the PIT Crew

How to be a Confident Candidate

Mark McDonald



What the PIT Crew Does



► The Practice Interview Team

- Offers a supportive and safe environment to practice your interview skills. Feedback provided by volunteer hiring managers.
- The opportunity to practice multiple times
 - **The PIT Crew's goal is to build your confidence that you can interview well, and have a voice, for every interview situation**
- We network, provide encouragement, celebrate landings
- I offer coaching on special situations



Dallas PIT Crew
Practice Interview Team

Christ United Methodist Church
3101 Coit Road, Plano, TX 75075
Wednesdays, 1:00 - 2:41 PM

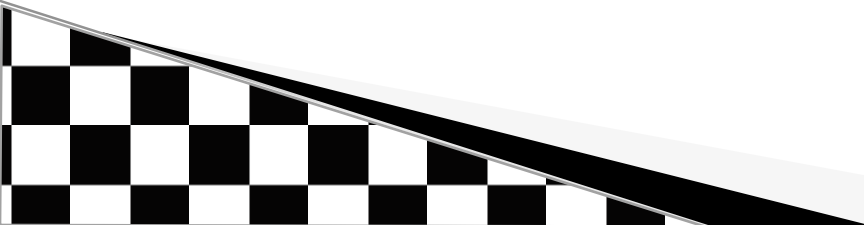
For more information:
972-861-CREW (2739) dallasPITcrew@gmail.com

Preparing you to cross the finish line!

Some Resources



- ▶ “How to Answer the 64 Toughest Interview Questions” – online guide to interviewing
- ▶ Jay D. Fusaro – Eureka Professional Services, LLC – Interviewing Strategies from the Other Side of the Desk
- ▶ Jay Arbetter – The Power Networking Strategy – The Personal Approach to Landing your Dream Job
- ▶ Use what you think will work for your situation

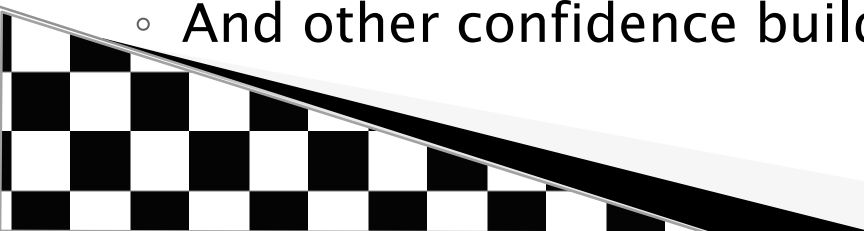


Today's Topics

- ▶ Prepare for the Race
 - ▶ Get a good start
 - ▶ Avoid crashing
 - ▶ Finish strong
 - ▶ Post race activities
-
- ▶ Along the way we will discuss
 - Your Statement of Enthusiasm and how to use it
 - The “Tell me about yourself” question
 - STAR Stories: How to answer behavioral or situational questions
 - Taking appropriate credit – using “I” or “my” versus “we”
 - Speaking too much, or too little
 - Redirecting a negative question into a positive response
 - And other confidence building topics



Dress
appropriately for
the interview



Prepare for the race



- ▶ Preparation is the key to being confident
- ▶ Use the Job Description to develop interview specific stories
 - Pick out their most important priorities – aka problems to be solved. Some discernment is necessary. Look for themes. Look at other JD's. Use informational interviews with your target companies.
- ▶ Use the STAR format – Situation, the Task, what Action you took, and the outstanding Result
 - Practice to be able to tell your STAR stories in 90 sec or less. That is no more than 200 written words
- ▶ Prepare your STAR stories (RATS, PAR, RAW, SOAR, CAR) that highlight how your achievements match to their needs; STAR stories about how you have solved their type of problem.



Prepare for the Race (2)



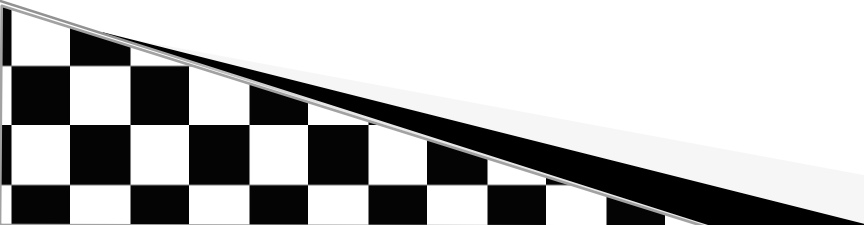
- ▶ Prepare the questions that you want to ask
 - “What is it about my background that interests you the most?”
 - “What are the attributes of your top performers (in this position)?
 - ... what are the (your) most important priorities for this position (from your perspective).
- ▶ Ron Leighton’s 10+1 rule
- ▶ It will be very helpful to know what you value in the work environment and what your skills are – e.g. Clifton Strengths or Career Direct Evaluations



Get a good start



- ▶ Express your interest in the position right up front – give two specific reasons – this is your Statement of Enthusiasm – for why this job
- ▶ Offer and ask for a business card at the beginning of the interview
- ▶ Have your notes and questions handy
- ▶ Bring some work product to show off
- ▶ Be prepared for the first question from the interviewer ...
- ▶ Then ask your first question ... *



Get a good start (2)



- ▶ Almost all interviewers will lead with the “tell me about yourself” question (70% to 80%)
 - Answer is 2 min maximum – requires practice ~270 words
 - Start with your professional training – military service – languages spoken, and a bit about yourself, 15 seconds
 - Segue into 2 or 3 relevant achievements/expertise, 45 seconds
 - **Finish your motivation story** where you are headed with your career, how your skills, abilities, knowledge, and/or achievements will make you a stellar contributor in this role, and reinforce your motivation by adding why you are interested in this company at this time. 60 sec for this part.
 - Spend most of the 2 min on your motivation story – how this position fits the “arc” of your career, and why you are motivated to solve their problems (hint: because you love solving the problems that they are facing). **Why this job, why this company, why now?**



Get a good start (3)



- ▶ Be prepared for these two questions –
 - What are your salary requirements?
 - What is the budget for this position?
 - For the responsibilities of this position I would expect to make between x and y. Is that within your budget?
 - Why did you leave your last position / considering leaving?
 - Thanks for asking. I learned a lot and I contributed a lot at ABC Corp... and then give a very brief comment about the reason (RIF, office closing, office relocation ... moving toward an objective).
 - Transition with a RATS

Would you go back to work for your previous employer?

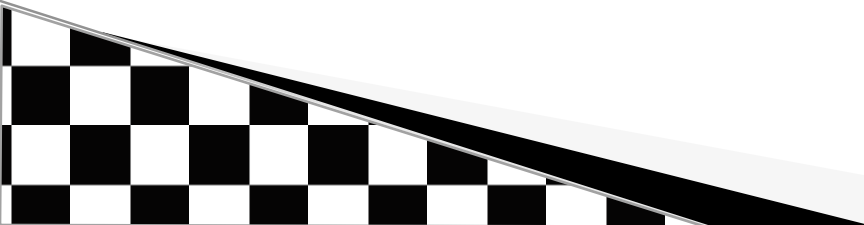


Avoid crashing

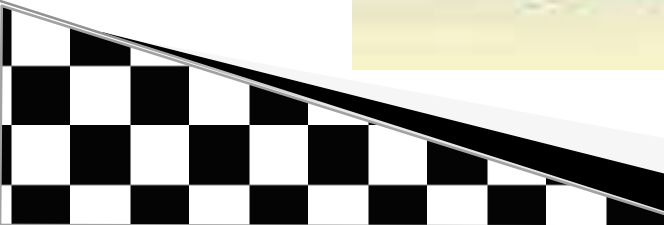


► Interview stressors

- Panel interviews
- Disagreeable or argumentative interviewers
 - The leading question interviewer
- The really friendly interviewer
- The “chatty” interviewer
- The distracted interviewer
- The unprepared interviewer
- The uninformed interviewer
- The silent treatment
- The very technical question



The impossibly difficult question
The interviewer wants to gain insight
into how you approach new problems



Avoid crashing (2)



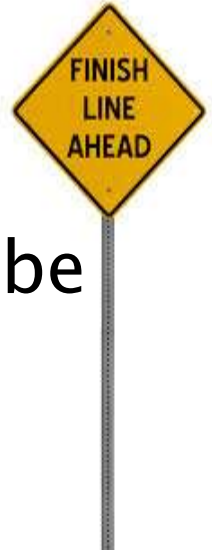
► Frequent Mistakes

- Speaking too much or too little
 - Spending too much time on the ‘situation’ part of the STAR story and forgetting to tell the result
 - Wandering off into the weeds – filling up the silence w TMI
 - Tell your STAR story and then, “Did I answer your question?”
- Talking in generalities – be exceedingly specific, mention metrics, put it into context for the interviewer
- Fumbling a negatively oriented question
- Forgetting to take credit, or to explain your personal contribution: use “I” or “my” instead of “we”
- Speaking negatively in an offhand way about previous jobs, coworkers, or bosses
- Focusing too much attention on a single interviewer in a panel interview

Finish Strong



- ▶ Ask any questions that you haven't asked yet
- ▶ Show off your work product if appropriate
 - and/or have a 30/60/90 day achievement plan prepared
- ▶ Find out what the next steps are going to be
- ▶ Suggest a follow-up call in a few days
- ▶ Ask for feedback
- ▶ Express your even greater interest in the position (refer to your opening statement of enthusiasm) and then ...
- ▶ Ask to be advanced to the next step, or ...
Ask for the job (if you are talking to a decision maker)

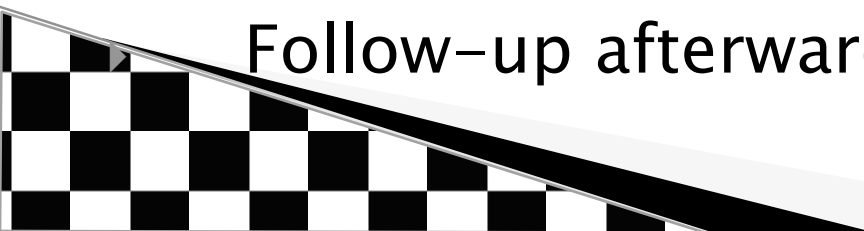


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How to be a confident candidate



- ▶ Statement of Enthusiasm
 - ▶ Tell me about yourself
 - ▶ Start the conversation – ‘What was it about my background’ or ‘what are your most important priorities’ or ‘what are the three characteristic of top performers in this role’ and continue the conversation
 - ▶ STAR stories, plus answers for your salary expectations and why you left your last position
 - ▶ Brevity is better – especially for phone interviews
 - ▶ Show off your work product
 - ▶ Ask questions, ask about next steps, ask for feedback, be enthusiastic and then ask to be advanced or ask for the job
- Follow-up afterwards with personalized thanks



Take the Lead

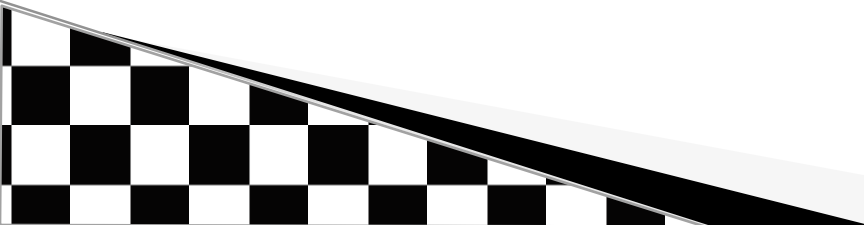


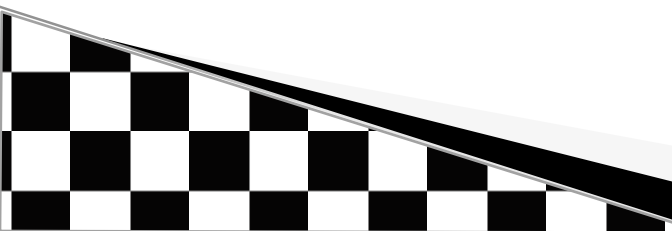
- ▶ Show enthusiasm
 - Use your statement of enthusiasm
 - Use positive and affirming statements
 - Show your work product
 - Get a conversation going. Ask questions. STAR(Q)
 - Ask for the job!
- ▶ Pause to frame your answer
- ▶ For direct questions: answer and then provide an example
- ▶ Connect the dots for the interviewer ... “and that means”
- ▶ Be curious ...
 - “I am curious to know ... how I could be a top performer for you”
- ▶ Seek to build rapport
 - Personalize your questions. Ask questions that give the interviewer an opportunity to talk about themselves – “How did your career lead you to this company?” Ask follow-up questions – engage in a discussion. Offer a compliment to the interviewer.
 - Ask “continuation” questions
 - Use indirect questioning

Enthusiasm



- ▶ I am excited to know how, or to hear about, or to see how, or to understand your approach, or to start working here
- ▶ I am so pleased you ... asked about or mentioned, or believe that ... because
- ▶ I admire a company that ... or a boss that ... or a sales team that ... or executives that ...
- ▶ I am enthusiastic because ...
- ▶ I am curious to know, or to understand, or to hear how
- ▶ Okay, wow, this is going to be fun ...
 - Let's see, I've got a ton of them (pause)





What we talked about today



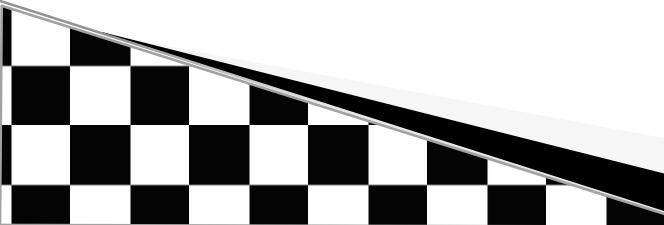
- ▶ Preparing for the race
- ▶ Get a good start
- ▶ Avoid a crash
- ▶ Finish strong
- ▶ Post race activities



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 - STAR Stories: How to answer behavioral or situational questions
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 - How long should I talk? Speaking too much , or too little
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 - And many other confidence building topics



Bonus Material



The four interview questions you must answer well – from Jay Fusaro

- ▶ Why are you here?
 - Your statement of enthusiasm
- ▶ Tell me about yourself?
 - Your chance to summarize your value statement
- ▶ What are your salary requirements?
 - For the responsibilities of this position I would expect ...
- ▶ Why did you leave your last position? Why are you considering leaving your current position?
 - Thanks for asking. I learned a lot and I contributed a lot at XYZ Corporation. And then give a very brief comment about the reason (RIF, office closing, office relocation ... moving forward) then transition to a success story.

The Five Best Questions a Job Candidate Can Ask



Jeff Hayden – LinkedIn – June 2014

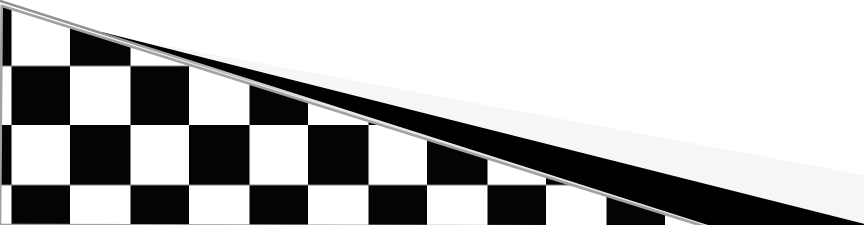
- ▶ If you're an experienced interviewer you may almost always feel it's a waste of time when you ask the candidate, "Do you have any questions for me?"
- ▶ Why? The average candidate doesn't actually care about how you answer their questions; instead they try to make themselves look good by asking "smart" questions. To them, what they *ask* is a lot more important than how you *answer*.
- ▶ On the other hand, great candidates ask questions they actually want answered because they're actively evaluating you and your company... they're deciding whether they really want to work for *you*.
- ▶ Here are five questions great job candidates ask:
- ▶ What do you expect me to accomplish in the first 60 to 90 days?
- ▶ What are the common attributes of your top performers?
- ▶ What are one or two things that *really* drive results for the company?
- ▶ What do employees do in their spare time?
- ▶ How do you plan to deal with ?
an industry specific issue



What kind of questions will you be asked by the PIT Crew?



- ▶ Behavioral
- ▶ Situational
- ▶ Hypothetical
- ▶ Opinion
- ▶ Leading
- ▶ Detailed technical questions
- ▶ Company specific
- ▶ Industry specific
- ▶ Experience with tools of your trade



Tell me about a time ...



- ▶ When you made a mistake
 - ▶ When you and your boss disagreed
 - ▶ When you had a co-worker that was not pulling their weight
 - ▶ When you had a conflict with a co-worker
 - ▶ When your project went over budget (\$'s or time)
 - ▶ When you were recognized for an accomplishment
 - ▶ When you went over and above what was required
 - ▶ When you failed to deliver what was expected
-
- ▶ What did you like least about your last boss?
 - ▶ What is the toughest decision you have had to make?



Other questions...



- ▶ What was the most valuable feedback you have ever received in a merit review?
- ▶ What kind of boss allows you to be your best?
- ▶ What has been your greatest accomplishment?
- ▶ What career accomplishment are you most proud of?
- ▶ What career difficulty did you learn the most from?
- ▶ What are you like at home versus at work?
- ▶ If I really knew you, what would I know?



Having difficulty coming up with accomplishments?

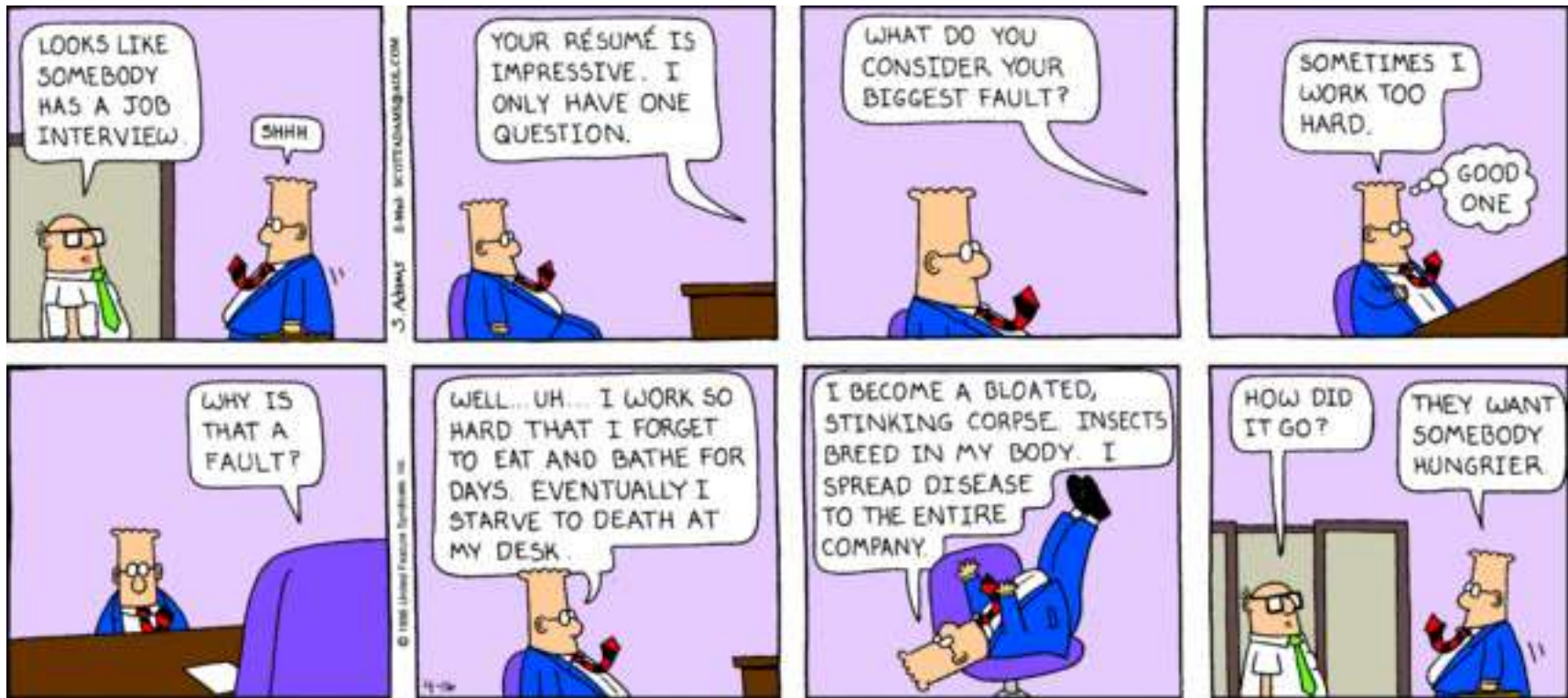


Impressive
Results!

- ▶ Attention to detail
- ▶ Follow-through
- ▶ Commitment
- ▶ Discernment (for managers)
- ▶ Creativity
- ▶ Motivating others
- ▶ Caring / empathy / managing people
- ▶ Relieving the load to free up someone else
- ▶ Pitching in to bail water
- ▶ Championing a new initiative



A common behavioral interview question



A common behavioral interview question



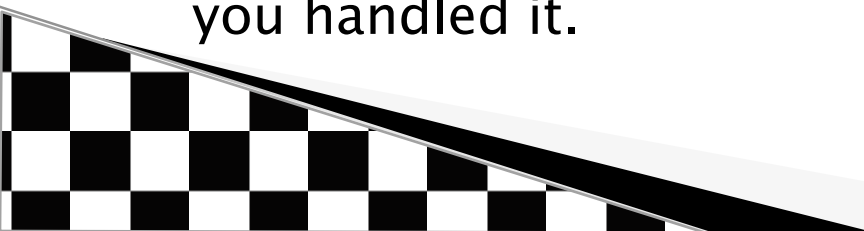
- ▶ What is your greatest weakness?
- ▶ Translation: What is your greatest weakness (in the context of this position)?
- ❖ As I understand your situation ...
- ❖ I will be expected to do ...
- ❖ I have experience in all of these areas but if I had to pick one I would say _____ is the area where I have the least experience and therefore where I continue to work to develop my skills



Business Analyst Questions



- ▶ <https://www.roberthalf.com.au/career-advice/interview/common-questions/finance-accounting/business-analyst>
- ▶ What do you think are the key strengths of a Business Analyst?
- ▶ What is your understanding of the SDLC?
- ▶ Explain to me the structure and governance in place in your past/current role.
- ▶ What is your involvement in testing and/or user training?
- ▶ Describe a time where you had to influence your stakeholders or deal with a difficult stakeholder.
- ▶ Outline your technical skills (Business Intelligence and/or database skills for example).
- ▶ What are the main documents you produce (functional/technical)?
- ▶ Tell me about a challenging project you worked on and how you handled it.





Thank You!

