



CAREERS SERVICE

HERE TO HELP YOU REALISE A CAREER



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INTERVIEW PREPERATION



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1. Understand the role

Read the job description carefully and highlight the key skills the employer is looking for. Make sure you can give examples that show you have these skills.

2. Research the organisation

Look at the organisation's website and social media. Learn about what they do, their values, recent projects and any news stories. This helps you shape your answers and shows genuine interest.



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3. Interview practice

Interview practice...learning how to answer question...STAR method...
(we'll come back to this)

4. Practise common questions

Most interviews include questions about strengths, weaknesses, teamwork, problem solving and why you want the job. Practise answering these aloud. It helps build confidence and reduces nerves.



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5. Prepare questions to ask the interviewer

Thoughtful questions show engagement. For example:

- What does a typical day look like in this role
- How will the successful candidate be supported to learn
- What do you enjoy most about working here

6. Plan your journey and presentation

Arrive early and dress in a way that feels professional and comfortable. If it is an online interview, test your camera, sound, lighting and internet connection in advance.



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7. Bring the right materials

Have a copy of your CV, the job description and any notes you want to refer to. For online interviews, keep these beside you.

8. Manage your nerves

Take steady breaths before you start. A short pause before answering is absolutely fine. Remember that the interviewer wants you to succeed.

9. Follow up afterwards

Send a short thank you email. This reinforces your interest and leaves a positive impression.

STAR METHOD

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What is the STAR technique?

A structured method of answering interview questions, especially behavioural ones.

- **Situation:** Describe the situation and when it took place.
- **Task:** Explain the task and the goal.
- **Action:** Describe the action you took.
- **Result:** Share the outcome.

How the STAR technique works

It helps you create a simple, easy-to-follow story showing a challenge and resolution.

Situation

Set the scene. Provide context, background, who was involved, and where it happened.

Task

Explain your responsibility. Be specific so the interviewer understands *your* role, not the team's.

Action

The most important part. Explain exactly what you did, why you did it, and how you worked with others. Avoid jargon or acronyms unless they are common in Digital Health and Care.

Result

Explain the outcome and what you learned. Quantify the impact if you can.

How to prepare for a behavioural interview

Here are some steps you can take to ready yourself for the interview portion of the hiring process:

1. Recall the latest situations you've been in that demonstrate positive behaviours or decisive actions, especially involving work experience, team effort, leadership, initiative and service delivery.
2. Create short descriptions for each situation and be prepared to share the details if asked.
3. Make sure the story has a beginning, middle and conclusion. Be prepared to describe the situation, task at hand, the action you took and the result.
4. Be forthright in your responses. Avoid embellishing or omitting any important parts of the story. It is likely that the interviewer has conducted enough behavioural interviews to know when someone's being honest.
5. Ensure that the outcome reflects positively on you even if the result was not favourable.
6. Be specific about events and give a detailed account of what happened, avoiding generalising.
7. Provide various examples, and don't recount the same situation over multiple questions.

Examples of STAR interview questions

Here are some examples of behavioural questions the hiring manager may ask you:

- *Describe a time when you faced a difficult moment at work. How did you sort the problem?*
- *Tell me about a time you were under immense pressure at the workplace. How did you handle it?*
- *Share about a mistake you made at work. What did you do about it?*
- *Explain a situation where you used data or logic to make a recommendation.*
- *Tell me about a difficult decision you made at work. What did you do?*
- *Describe a time when you disagreed with your boss. How did you resolve it?*
- *Tell me about a situation you had to make a split-second decision. How did you do it?*
- *Explain a time you had to break some bad news. How did you do it?*
- *Tell me about a time you worked with another department on a joint project. What did you do?*
- *Share about a time you set a specific goal and achieved it.*
- *Tell me about a time you failed. What lessons did you learn?*

How to answer a question using the STAR technique (with examples)

Though you never know what questions the interviewer will ask, most behavioural interviews tend to focus on workplace challenges. The interviewee is expected to demonstrate critical thinking and problem-solving abilities, the ability to work under pressure, conflict resolution and experience in leadership situations that require leadership.

As part of the interview preparation, review the job details and the desired skills and figure out the type of challenges that may arise or obstacles you must overcome. Next, list the various situations you've tackled in your employment history that you feel demonstrate the strengths you need to excel in the new position.

Regardless of what stories you choose to share, ensure that you define the situation, task, action and result and that your answers relate to the skills and competencies asked for in the job posting.

Here are two examples of how to answer behavioural interview questions using the STAR technique:

Describe a time when you handled a difficult situation at work. How did you react?

'In my last job as a night nurse, one of my colleagues quit after securing a job with a top private hospital. Though I was managing a ward full of patients, I was assigned a patient who didn't want to be admitted. He wanted to bolt out of his room. I made myself available to the patient, discussed with him the reason he was being admitted and assured him he would receive 24/7 attention and good care. The patient finally calmed down and agreed to spend the next three days under observation. He was discharged on the third day and his wife personally thanked me for handling someone she knew to be extremely stubborn and difficult.'

Tell me about a recent mistake you made. How did you handle it?

'I was the assistant property manager of a real estate firm, and I was responsible for arranging a home viewing. One lady liked the house that was vacant. She paid the deposit and said she would be moving in two days' time. Unfortunately, I didn't book her and I assigned the same house to another tenant. I realised the mistake on the day she was supposed to move in. I rushed to the apartment block and found another apartment with faulty lighting. I called the local electrician to fix the problem and ensured the house was cleaned up properly. I called the lady and explained that there was a mix-up. After apologising, I asked her if she could move into another apartment that was just as spacious as the one she had booked. Lucky for me, she didn't object. I told my boss, and he was pleased that I acted fast. I have been extra careful to record important details, and I have never made that mistake again.'

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The STAR response method is a great way to create brief but compelling answers to behavioural interview questions. Make sure you provide honest answers and share positive results. A good way of practising is by writing down the stories and reading them out loud. Where necessary, trim the stories so they are clear and concise. Try to draw from your latest five work experiences or employment history, unless you feel there's an older anecdote that better captures what the interviewing panel may be looking for in their ideal candidate.

INTERVIEW PRACTICE



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MY CAREER



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As a UWTSD Student you have 24/7 access to our online Careers Service platform, MyCareer. Through this platform you can access Careers information, Career planners, self assessments, CV360 checker and MUCH more. You can continue to use this platform for up to three years after graduation.



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NOW IT'S TIME TO **PRACTICE**

Please get into pairs...



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Questions for STAR practice

Tell me about yourself

What is your favourite hobby/activity outside of university?

What motivates you? What are your strengths?

What are your weaknesses and how do you overcome them?

Where do you see yourself in the next five years?

What has been your greatest achievement?

Describe a situation where you had conflicting opinions or a disagreement with a classmate. How did you handle it, and did you reach a consensus?



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Tell me about a time when you had to work on a challenging project with tight deadlines. How did you manage your time and deliver the project successfully?

Share an example of when you had to stay resilient and persevere while facing obstacles or setbacks. How did you stay driven to accomplish your goals?

Describe a situation where you dealt with a difficult classmate. What steps did you take to handle the situation, and what was the outcome?

Tell me about a time you took the initiative to identify and address a process that needed improvement. What actions did you take, and what were the results of your implemented changes?

Describe a time when you had to juggle multiple projects or tasks simultaneously. How did you prioritise your workload, and what strategies did you use to stay organised?

Give me an example of a project where you've had to think creatively or innovatively to overcome a challenge. What actions did you take, and how did it impact the project?



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Tell me about a time when you were faced with a tight deadline. Did you still manage to complete your tasks? How?

Have you ever set specific goals for yourself at work? How did you make sure you would meet your objectives?

How do you set and accomplish personal goals when under pressure? Give me an example.

Have you ever faced conflict or disagreement with a classmate? What happened and how did you resolve it?

How do you handle unexpected challenges? Give me an example

Tell me about a time you failed. What happened and what did you learn?

Can you give me an example of a goal you set, but couldn't meet? How did you handle it?



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FEEDBACK



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Questions?



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**Contact us;
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Diolch!
Thank you!