

**Step Four: “Tell me  
about a time  
when...”**

**Thursday, August 4**

**1 – 2:30 p.m.**

**Success Steps for  
Interviewing**



**CAREER CENTER**

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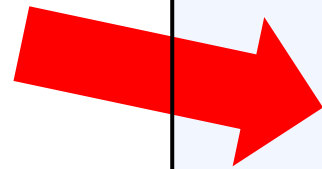
# Today's Agenda

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- Review of Big Interview account
- What are behavioral interview questions (and how do you answer them)?
- “Tell Me About A Time When..” Question Review and Activity
- Continue practicing!

# Create Your Account on Big Interview!

Questions or  
comments?



The screenshot shows a user dashboard for 'Big Interview'. At the top, there is a navigation bar with links for 'My Dashboard', 'Learn', 'Practice', 'My Videos', 'Assignments', and 'Analytics'. The user's name 'Lauren' is visible in the top right corner. The main content area features several promotional and learning cards:

- AI Feedback Tool:** A blue card with an illustration of a person at a desk, titled 'Have you tested our new AI Feedback tool?'. It includes a 'Try AI Feedback' button.
- Earn Certificate:** A yellow card with a star icon, titled 'You're one step closer to earning your certificate!'. It includes a 'Earn Certificate' button.
- In Progress:** A section with two cards:
  - Making The Most Of Big Interview:** A white card with a green star icon, titled 'LEARN: MASTERY TRACK'. It includes a 'Continue' button.
  - Demo Test:** A light blue card with a circular profile picture of a woman, titled 'PRACTICE'. It includes a 'Continue' button.
- Question Library:** A light blue card with a lock icon, titled 'Looking for help with specific questions?'. It includes a 'Start Now' button.
- Latest AI Feedback:** A white card with a video thumbnail, titled 'Tell me about yourself. Demo Test'. It includes the text 'Recorded on Feb 1, 2021'.
- Answer Builder:** A dark blue card with a document icon, titled 'Build your perfect answer'. It includes a 'Build Answer' button.



## **Did you know?**

73% of interviews contain behavioral questions.

So, let's talk about behavioral interview questions...

# Interview Question Types

- ❖ **Behavioral interview questions** assess the interviewee of their critical thinking abilities by providing examples from their past experiences to understand how they behaved in a given situation or challenge.
- ❖ Hiring managers want to learn about your real-life experiences as it is cues for about how you may behave in the position.

**#1**

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**Give me an example of a time you faced a conflict while working on a team. How did you handle that?**

**Tell me about a time you had to step up and demonstrate leadership skills.**

**#2**

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**Describe a time when you had to interact with a difficult customer. How did you handle it?**

**Tell me about a time when you made sure a customer was pleased with your service.**

**#3**

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**Give an example of a time when you were able to successfully persuade someone to see things your way at work.**

**Give an example of a time when you failed. How did you deal with it?**

# It's not always easy but...

- Prepare answers that include positive and negative scenarios.

**NEGATIVE  
POSITIVE**

- Avoid not fully listening to the question, then giving an answer unrelated to the question





What should I  
answer behavioral  
questions?

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# Answering Behavioral Questions using the **STAR** METHOD

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## Situation

Describe the event - include: who, what, when, where, why (be concise).

## Task

Provide a brief description of the task you completed

## Action

Describe your approach and the actions you took to complete the task. Focus on the specific skills.

## Result

Finish with the outcome of your efforts. Close with an achievement statement that shows effectiveness.

Tell me about a time when you **encountered a challenge** in the workplace and **what did you do to overcome it?**



# S.T.A.R. Example

## Summary of an Accomplishment

Conducted a research presentation analyzing BIPOC subculture fashion trends between 2000s – 2010s to successfully inform subculture trends effect on mainstream fashion to an audience of 30.



## The Narrative

- ❑ **Situation:** I had an opportunity in the course to complete a fashion research project which featured mainstream fashion styles and trends influenced by BIPOC communities with three other classmates. The goal was to educate our peers on the influences BIPOC subculture has in mainstream, popular fashion.
- ❑ **Task:** I collaborated with my group members to disseminate group project responsibilities. My duties were to research the trends and create visual illustrations of the fashion styles for the presentation.
- ❑ **Action:** In my role, I researched various BIPOC organizations, and interviewed two BIPOC fashion artists on the topic. I also utilized my creative skills in Adobe Photoshop to create design elements to be used in the Powerpoint presentation that visually represented the various clothing trends.
- ❑ **Result:** At the outcome, I designed fashion images to be used in the PowerPoint presentation and conducted the research that served as a foundation to facilitate the presentation successfully to an audience of 30.

# Strategies for Answering Behavioral Questions

**1**

Review the soft skills mentioned in job description to prepare for the types of questions to be asked

**2**

Develop compelling stories; but check your usage of "I" and "we"

**3**

Avoid casting a negative light on your performance while responding to a challenging question

**4**

Connect your answers to the employer and position

**5**

Rehearse your responses

## Brainstorm Activity

# "Tell Me About A Time When..."

## Answering Behavioral Questions | Activity

You are interviewing for a job at a company you really want to work at, and you're near the end of it. The interviewers are privately talking amongst themselves as they review their next question. A few moments later, one looks up to you and asks:

*"So, our next question for you is so that we can get a glimpse of how you've conducted presentations, either for clients or to an audience. Could you tell me about a successful presentation you did and why it was a hit? What was the outcome?"*

How do you respond?

The image shows a screenshot of a Padlet board. At the top, it says ':Padlet' and 'Lauren • 1m'. The main title is '"Tell Me About A Time When..."' and the question is '"Tell me about a successful presentation you did and why it was a hit? What was the outcome?"'. Below the question are four white boxes with green borders, each containing a letter and a description of a part of the response structure. Each box has a plus sign below it. The boxes are: S = Situational: Describe the event - include: who, what, when, where, and why concisely.; T = Task: Provide a brief description of the task you completed; A = Action: Describe the actions you took to complete the task (focus on your skills).; R = Result: Close with the outcome of your efforts. What did you achieve?.

S = Situational: Describe the event - include: who, what, when, where, and why concisely.

T = Task: Provide a brief description of the task you completed

A = Action: Describe the actions you took to complete the task (focus on your skills).


R = Result: Close with the outcome of your efforts. What did you achieve?

<https://padlet.com/lwilli67/behavioral>

# “Tell Me About A Time When...” with Big Interview!

Behavioral Questions

Lesson by: Pamela Skillings



Fast Track

0%

- ▶ Behavioral Questions  
11:48
- 🔍 Quiz  
6 Questions
- 📺 Practice  
Answer 1 question
- ▶ Talking About Strengths  
09:46
- 📺 Practice  
Answer 1 question
- ▶ Talking About Weaknesses  
08:53
- 🔍 Quiz  
5 Questions
- 📺 Practice  
Answer 1 question

**Review the video resource to improve preparing for this question.**

# Utilize Positive Language when Expressing your Experiences!

- **What is positive language?** The professional use of words that conveys tone, supporting messages, and enables the listener to engage in a responsive manner to instill a positive mindset

## Negative Language

I'm leaving my job because I can't deal with my co-workers or supervisor anymore.



Personally, I feel didn't do well when I was volunteering. But I made up for it by showing up early everyday.



## Positive Language

In order to professionally develop in my career, I'm seeking new opportunities.

When I was volunteering, I arrived early everyday to complete my duties.

## Breakout Room Activity

### Question Example:

**Give me an example of a time you managed numerous responsibilities. How did you handle that?**

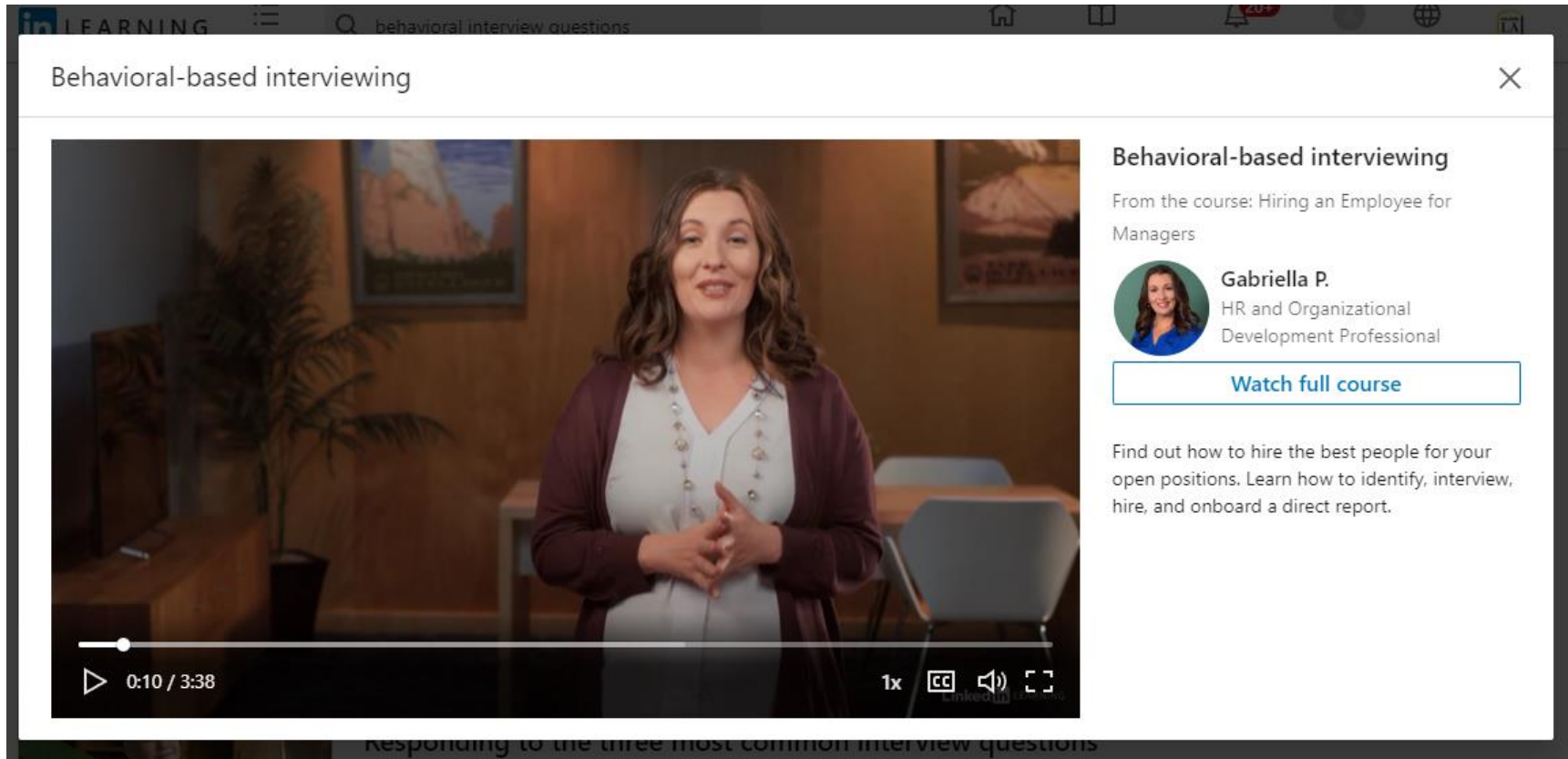
### Breakdown the STAR method

1. S = Explain the situation concisely.
2. T = What were your tasks to complete?
3. A = Incorporate positive language that describe your actions.
4. R = Positively describe the outcome of your efforts. Include what did you achieve?
  - Positively connect to the employer and position.

# LinkedIn Learning Courses

**Available in your MyCalStateLA portal!**

- As an example, search “behavioral interview questions”



The screenshot shows a LinkedIn Learning video player interface. At the top, the search bar contains the text "behavioral interview questions". The video title is "Behavioral-based interviewing". The video content shows a woman, Gabriella P., speaking in an office setting. To the right of the video, there is a course description: "Behavioral-based interviewing" from the course "Hiring an Employee for Managers". Below the title is a profile picture of Gabriella P., HR and Organizational Development Professional, and a "Watch full course" button. A short description follows: "Find out how to hire the best people for your open positions. Learn how to identify, interview, hire, and onboard a direct report." The video player controls at the bottom show a play button, a progress bar at 0:10 / 3:38, a volume icon, and a full screen icon.

# REVIEW

# Practicing on Big Interview

## MOCK INTERVIEW QUESTION | VIDEO ASSIGNMENT

- ❑ Complete the video lesson on from Slide 14 on Acing Common Questions, "Behavioral Questions"
- ❑ Using assignment code **b5e920**, practice and record yourself responding to two behavioral questions
- ❑ Review the A.I. feedback to assess your video's analytics.
- ❑ Optional: [schedule an individual career advising appointment or drop in during a group session](#) to review your results!

