

WELCOME

**AN INTRODUCTION TO “HR SPEAK”, THE LEADING INTERVIEW
QUESTION, “STORYTELLING”, OVERVIEW OF BEHAVIORAL
INTERVIEWS, AND USE OF SKILLS**

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Learning objectives:

- Review HR Speak. (5 minutes)
- Learn to anticipate interview questions using behavioral interviews. (5 minutes)
- Draft written answers for the anticipated questions. (HOMEWORK)
- Draft an answer to the question “Tell me about yourself”. (10 minutes)
- Review storytelling and the STAR answer method. (5 minutes)
- Review “The Top Ten Skills” (5 Minutes)

“HR SPEAK”

COMPLIANCE - Being in accordance with all national, federal, regional, or local laws and regulations and government authority requirements for all locations in which the organization operates. (Source SHRM Learning System 2023). Now includes EEO, AA, DEI, NLRA, OSHA, FLSA to name just a few.

TALENT MANAGEMENT- Includes development and integration of HR processes that retain the knowledge, skills, and abilities of employees that will meet the current and future organizational needs.

This broad area now includes training & development, benchmarking, career management & career development, competencies, cross-training, new hire orientation, gap analysis, succession planning, turnover, and employee relations to name just a few.

TOTAL REWARDS – Includes Direct & Indirect remuneration approaches that employers use to attract, recognize, and retain workers.

This area includes direct play plans, benefit plans (to include Health & Retirement Plans), labor market studies to include market pricing, job analysis, and wage cost management.

TALENT ACQUISITION – The activities involved in identifying, attracting, and building a workforce that meets the needs of the organization. This area will include strategic staffing, employment branding, formation of job descriptions, sourcing & interviewing candidates, and costing different sources of candidates, to name a few.

“TELL ME ABOUT YOURSELF”

- Nearly every interview starts with this question.
- Your answer **MUST** be excellent.
- You are in charge.
- GREAT opportunity to build rapport with the interviewer.
- Your answer must address what you want the interviewer to remember about you. (Refer **to the Sticky Memories Section**)
- 2 minutes max.
- Finish with “Are there some specific things you would like to know?”
- **Refer to the top ten skills section!**

STORYTELLING

Sticky Memories

- Use the STAR – Situation – Task- Actions – Results
- Situation – Describe your work setting as it relates to the question.
- Task – Explain what your task was in that situation.
- Actions - Detail what you did in that situation.
- Results – Summarize the outcome.

- **Start with a message** – storytelling starts with “What do I want to share?”
 1. A single compelling statement.
 2. Settle your ultimate message – then figure out the best way to present it.

- **Mine your own experiences.**

3. Use your memories and life experiences to illustrate.
4. Show your vulnerability and growth.

- **Do NOT make yourself the hero.**

5. You can be the central figure – the focus should be on people and the lessons you learned
6. Make your audience the hero

- **Highlight your struggle.**

7. A story with NO challenge is not attractive.
8. OK to suggest the way ahead will be difficult.

- **Keep it simple.**

9. Avoid needless details
10. Use well-placed details

BEHAVIORAL INTERVIEWS DEFINITIONS:

- **The premise of the behavioral interview is that past performance is the best predictor of future performance** (Source: SHRM Learning System 2024)
- **Interview in which the applicant gives specific examples of how they have performed a certain task or handled a problem in the past.** (Source: Valentine 2022)

How to answer: SHOWCASE YOUR EXPERIENCE, SKILLS, AND STRENGTHS

Sample Question – Behavior Interviews

1. Describe a time when you had to motivate a person who was having trouble in their work environment, what actions did you take?
2. Tell me about a time you provided excellent customer service.
3. Give an example of how you communicated an unpopular decision.

4. Tell me about the most stressful situation you have had in the last 6 months. How did you deal with it?
5. Think about a time you arrived at work expecting to do a certain project, but instead you were given a new project and had to drop everything to work it. What steps did you follow to organize & prioritize?
6. Describe a time when you addressed a difficult time with a coworker. What was the outcome?
7. Give an example of a time you were not satisfied with a procedure or policy. What did you do and what was the outcome?
8. Tell me about a time you were proud of your decision-making skills.
9. Pick a technical problem you had to solve, give the details involved, and tell me how you created the solution.
10. Give an example from your current job that shows your ability to deal with pressure.
11. Describe a situation in your job that has tapped into your creative skills. Be specific.
12. Describe what type of environment or work setting you thrive in.
13. Tell me about your most favorite boss and least favorite boss and why.
14. Tell me about a time when you had to juggle multiple priority tasks. How did you decide where to begin?
15. How do you handle stress on the job?
16. Can you tell me about a time you failed on the job?
17. Tell me about a time you had to lead a team.
18. Describe a time when you had to deal with an upset customer. How did you handle it?
19. Tell me about a time when you successfully persuaded a colleague to see a situation from your perspective.
20. Tell me about your greatest professional accomplishment.
21. Tell me about a time when you had to think on your feet.
22. Can you tell me how you remain organized at work?
23. Describe a situation where you disagreed with a supervisor.
24. Can you describe a time when you were dissatisfied at work? How did you overcome it?
25. Describe a time when your team was undergoing change. How did that impact you and how did you adapt?

26. Tell me about a successful presentation you gave and why you think it was a hit.
27. Tell me about a time when you needed to get information from someone who wasn't very responsive. What did you do?
28. How do you respond to constructive feedback?
29. How do you develop and maintain your schedule while working remotely?
30. How did you learn from a mistake you made?
31. Describe a time when you learned something new. In what ways did you approach the learning process?
32. If you get a chance, what's the one thing in your professional career that you would handle differently?
33. Have you ever missed a deadline? What happened? What would you do differently next time?

TOP TEN SKILLS
(SOURCE: Indeed, Career Guide)

- Active listening skills
- Communication skills
- Computer Skills
- Customer Services Skills
- Interpersonal Skills
- Leadership Skills
- Management Skills
- Problem Solving Skills
- Time Management Skills
- Transferable Skills