

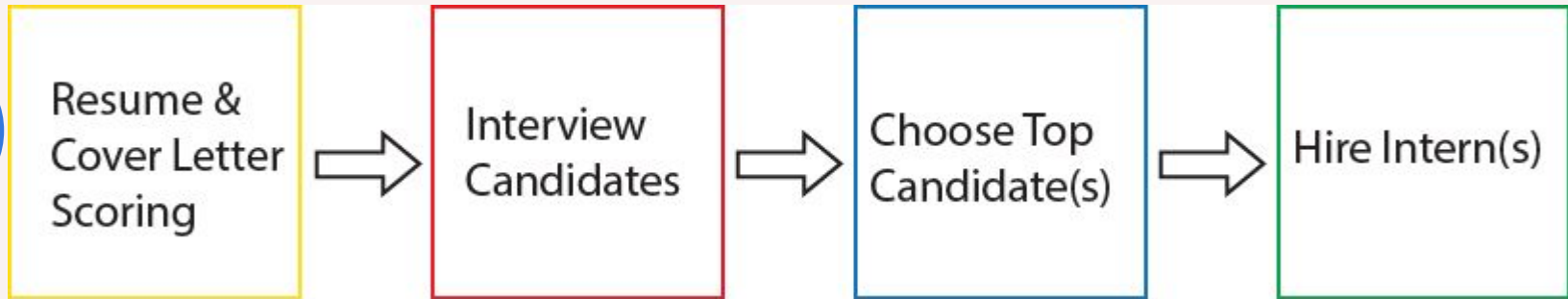
# Interviewing Skills

## Tips for C2C Candidates

Edman Wong he/him, Cole Whitehurst, he/him  
Natalie Schraner, they/them



# C2C Interviewing Process: General Overview



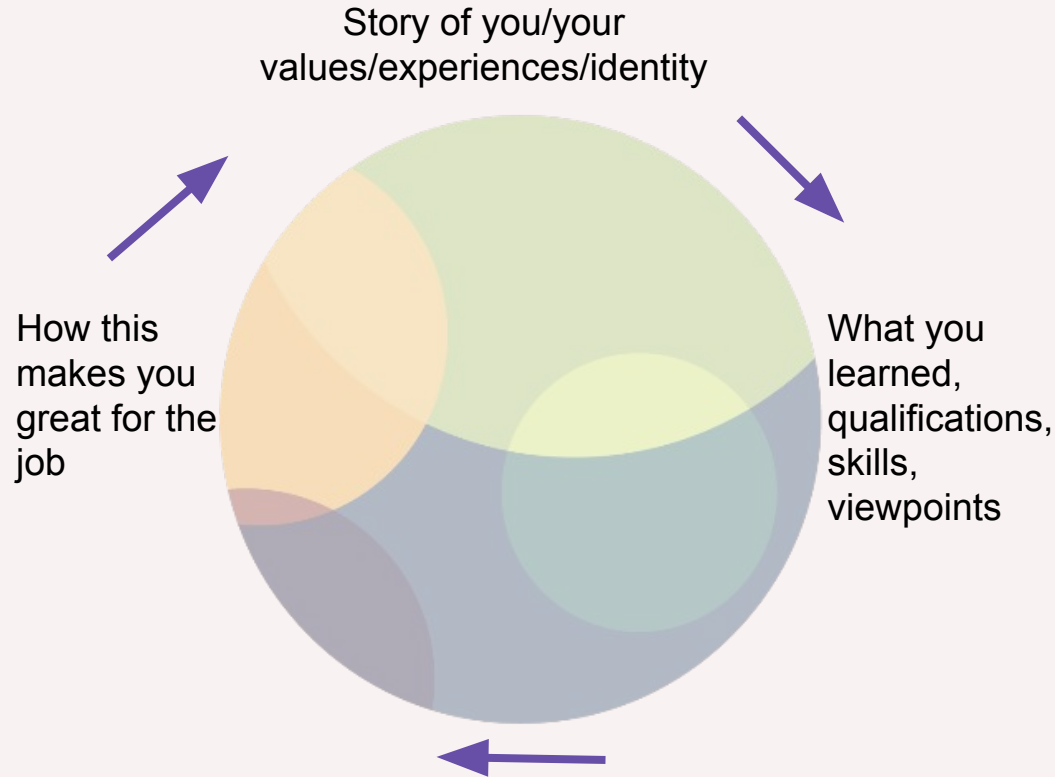
Borrowed from:  
Walle Brown,  
DCJ WESP PM



# Recruiter Insights

- Internal candidates didn't give explain how their **experience links to the job they want**
- Internal candidates didn't **talk specifically enough** about **equity and inclusion advocacy**
- Candidates did not articulate *their* responsibilities, ideas, experiences, or values were **compared to their team** or the company; **candidates should take credit for individual contribution**

# Interviewing: Tell a story





# Agenda



**Grounding and  
Invitations**

**01**

**Self-Inventory**

**02**

**Research**

**03**

**Preparing for  
Interview  
Questions**

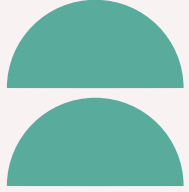
**04**

**Habits for Success**

**05**

**Post-Interview  
Tips**





# **Grounding & Invitations**



# Grounding





# Invitations

Take Care of Yourself

Ask Questions

Protect confidentiality

Large group/Individual work



Open a doc or get paper







**01**

# **Self Inventory**





**Panel  
Speaking**

**1:1/Partnership**



**Positively Talk  
about Self**

**Shared  
achievements**



**English fluency**

**Polylingualism**

**Dominant  
Professional Norms**

**Broad Appreciation  
of Differences**






# Self-Inventory



## What do you think about interviewing?

- I wish I were better at it
- It's the worst part of trying to get a job
- It doesn't seem fair

## What are you most worried about?


- I will freeze up
  - Rushing through sentences
  - The panel will judge how I speak.
  - I don't want to "market" myself
- 



# What Can I Control?

## How I view myself

Write three self-affirming statements

- 
- I am smart and capable
  - I bring unique skills and experiences to interview panels
  - I teach others


## Why I applied


Write why you applied

- I want to support my family and earn better
- I am excited to career growth
- I deserve new opportunities
- A cross-department transfer is exciting

## How to Visualize Success

Brain Exercise

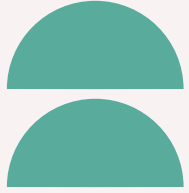
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- Visualize your biggest worry.
  - Imagine yourself breathing and successfully moving through your fear

The background features a light gray base with several large, soft-edged pastel shapes in shades of pink and peach. Scattered around are various semi-circular elements: two teal ones on the left, one blue one on the top right, and one orange one at the bottom center.

**02**

# **Research**

# Scavenger Hunt



1. Find job announcement
2. Find company mission or values

10 Core competencies

Why We Lead with Race


This Work Matters





# Discover the Why?

**Why?** Reread job description and identify core responsibilities. Write **why** the position and work excites you.




“When I read the job description, I was excited about this aspect... It feels like a great match because ...”






# Discover the Why?


**Why?** What is a driving value of the county and how will you embrace that?




"When I read the mission of **(state extract words from mission statement)** it really spoke to me because building (i.e. safety, trust and belonging) is something I strive for in all my interactions at work. For example..."



"Multnomah County's value of "This Work Matters" really speaks to me because I want to make an impact on my community. I embrace this value by..."







**03**

# **Preparing for Interview Questions**



“One important key to success is **self-confidence**. An important key to self-confidence is **preparation**.”

—**Arthur Ashe**



# Interview Tips

## 1. PRACTICE | PRACTICE | PRACTICE

## 2. Prepare for typical interview questions:

- Tell us about yourself
- How do you handle conflict?
- How do you apply equity at work?
- What is an area of growth?

## 3. Write out your answers, bring notes

- STAR Method
- Do Your Responses Answer Their “Why”
- Match your value to the needs of the role
- Tie your answers back to your accomplishments, goals, & achievements

## 4. Do Your Homework!

- Have questions to ask the panel



# Tip 1: Practice, Practice, Practice



# Tip 2: Prepare for Typical Questions

## Tell us about yourself

*"It's wonderful to meet you. I am so excited for this position. As you know, my name is BLANK. Some important things to know about me. (Your values, your identity, what excites you, your work dreams.) I think my values and motivations plus my work experience would be a great fit for this organization."*

## Describe a time that you dealt with a challenging situation or conflict

- Give a **direct example**. Tell them about the situation and how you handled it.
- You want to emphasize what **skills** you used. Did you collaborate? De-escalate? Delegate? Think outside the box? Handle things independently? Use best practices, use trauma-informed approach? Prioritize?
- Explain what you **learned**. *"I learned that I can work under pressure and still remain calm. I learned that by utilizing a trauma-informed approach, it increases safety for guests and staff."*

# Tip 2: Prepare for Typical Questions

## How do you use an equity perspective?

- Give an example of being culturally competent at work
- Describe how you reduce barriers for marginalized folks
- Reference a diversity training you took that you now apply
- How do you champion diversity

## What is an area of growth for you?

- *I don't get to lead very often, at least not formally. In the long run, I'd love to start taking on more responsibilities as a leader.*
- *I am trying to get better at delegating tasks so we can all work together to improve processes. I've started practicing this in the last few months and it is going well.*
- *I am working on improving my fluency with this type of technology (i.e. google suite). I feel comfortable with Microsoft but I am still learning Google, so I signed up for a training.*
- *I think that I can always learn more about diversity and equity. Last week, I noticed some biases coming up and I talked with my supervisor about this. It was really eye opening and I am committed to learning more.*

# Interview Tips

At Multnomah County, most of interviews are a panel of 2-5 individuals. Our practice is to send you the interview questions ahead of the interview to help you prepare. We want your best answer - not what you can easily recall in the moment.

Most of the interview questions we ask are Behavioral Interview Questions, which ask you to provide a real life example of how you handled a certain kind of situation or work in the past.

“Tell me about a time when....”

“What do you do when....”

“Give me an example of....”

## **STAR Method** of Interviewing:

- **Situation:** Set the scene and give the necessary details of your example
- **Task:** Describe what your responsibility was in that situation
- **Action:** Explain exactly what steps you took to address it.
- **Result:** Share what outcomes your actions achieved.

# Interview Tips

STAR Interview Method Example from Betterup.com

**The Interviewer Says:** “Tell me about a time you failed. How did you handle it?”

**Your Response:**



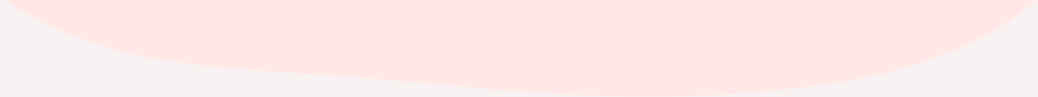
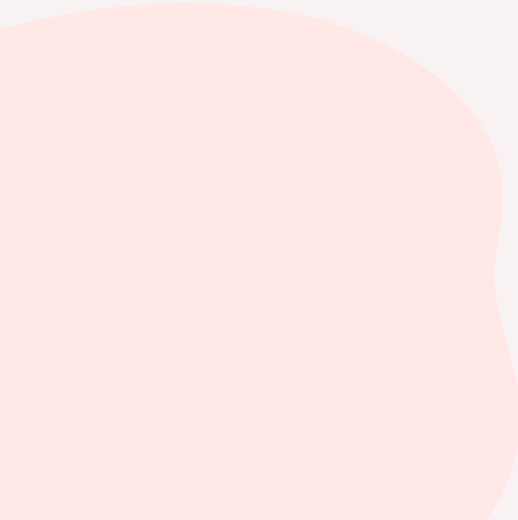


**Situation:** “I was in charge of leading a project for a client. This project would typically take about a month to complete, but the client was in a rush and asked if I could have it ready in three weeks.”

**Task:** “Excited that it was my first project, I agreed. Shortly after, I realized I’d need a bit more time to finish it and deliver quality work.”

**Action:** “I reached out to the client right away and apologized. I also asked for a three-day extension, and they were generous enough to extend the deadline.”

**Result:** “I managed to finish the project and deliver it before the extended deadline. However, I learned to manage my time better and never over promise on something I can’t deliver. I now utilize time management tools like daily to do lists and keep my calendar updated.”





**04**

# **Habits for Success**

# Habits for Success

## Sleep, Food, Water

Body and brain work best when your internal battery is charged

## Lay out your clothes, etc.

Gather all the things you need the night before

## Map the way

Check out the route and travel times



## Arrive Early

Give yourself a buffer

## Ask Questions

It shows curiosity


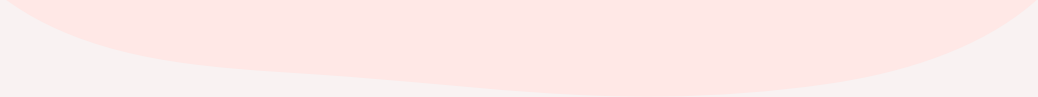


## Be Yourself

Slow down and allow yourself to shine!

**Thank them!**

# Come Prepared with Questions

<b>What will I be doing?</b>	<i>Can you explain some of the day-to-day responsibilities this job entails?</i>
<b>What talent are you looking for?</b>	<i>How would you describe the characteristics of someone who would succeed in this role?</i>
<b>How do people get along?</b>	<i>Can you please describe team dynamics and culture?</i>
<b>Do you work individually or with others?</b>	<i>What is the ratio of individual work to team collaboration?</i>
<b>How is performance measured?</b>	<i>Can you tell me about the supervisor's role and how I obtain feedback on my work?</i>
<b>How will know if I am hired?</b>	<i>What are the next steps in the process and when can I expect to hear from you?</i>

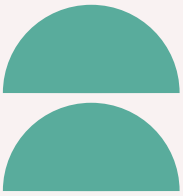




**05**


# **Post Interview Strategies**



# Follow-up Email

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- 
- 
- Thank the interviewer
  - State the position you applied for
  - Ask questions or mention things you forgot to say
  - Ask when you can expect to hear back

# Follow-up Email




Hi Edman,

Thank you for taking the time to interview me for the (x) Internship earlier today. It was great connecting with you and learning more the role and the company culture.

I remain interested in the position and am excited to continue showing you what I can offer. *I forgot to mention that I've helped family members apply for work in Spanish—I think my bilingualism would really enhance (x) in your program.*

Please let me know if there is anything else I can send to enhance my application. Otherwise, I am looking forward to hearing from you in the coming week.



Take care,

# Things to Avoid

1.



**Bad  
mouthing**

2.



**Outdated  
Stories**

3.



**Like you  
already  
got the  
job**



4.



**Discussing  
other  
options**



# Final Insights

- I can explain how my **experience links to the job I want**
  - I can **talk specifically** about **my equity and inclusion advocacy**
  - I can articulate my responsibilities, ideas, experiences, or values **compared to my team** or the company; **I can take credit for individual contribution**
- 
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