

Interview Tips for Success

WITH THE DEPARTMENT OF INDUSTRIAL RELATIONS

1 Answer Each Question Thoroughly

It's crucial to respond to every part of the question. Not answering fully can make it seem like you're not engaged or attentive.

2 Elaborate on Your Answers

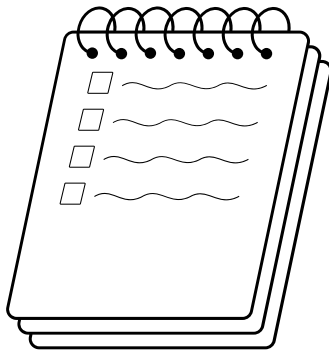
Provide detailed responses. Use specific examples, facts, and statistics to back up your points.

3 Pay Attention to Multi-Part Questions

Make sure you address every component of the question to give a complete answer.

Final Tips:

- **Practice:** Rehearse your answers using the ABC format.
- **Be Specific:** Use concrete examples to illustrate your points.
- **Stay Calm:** Take a moment to think before you respond to ensure you cover all aspects of the question.



Good luck with your interview!

Sample Interview Question Format

Question:

"Describe a time when you encountered a significant challenge at work. What was the issue, what solution did you implement, and what was the outcome?"

Answer Format (STAR Method):

- **(A) Situation/Task:** Clearly describe the context or challenge you faced.
- **(B) Action:** Explain the specific actions you took to address the challenge.
- **(C) Result:** Share the outcome of your actions, including any measurable impacts (e.g., percentages, statistics).

Example of a Poor Answer:

"I had a problem at work once where we were behind on a project. I talked to my team, and we managed to finish on time."

Example of a Good Answer:

(A) Situation/Task: "In my previous role, we were facing a significant delay on a critical project due to unexpected technical issues. The project was behind schedule by two weeks, which was impacting our client's operations and causing potential financial penalties."

(B) Action: "I organized a series of daily stand-up meetings with the team to identify and address the specific technical issues. I also liaised with the client to provide regular updates and managed to negotiate an extension by demonstrating our proactive measures. Additionally, I reallocated resources from less urgent tasks and brought in a consultant to help expedite the troubleshooting process."

(C) Result: "As a result, we not only resolved the technical issues but also completed the project within the extended timeframe, improving the client's system's efficiency by 15%. Our client appreciated our transparency and dedication, which led to a renewed contract and a 20% increase in our business with them."