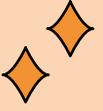# ual:

Interview Techniques

Learning Guide

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Content

What and Why?

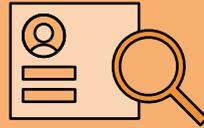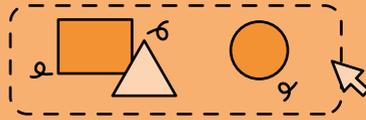Interviews take various forms such as panel interviews, assessment centres, psychometric testing, phone interviews etc. An interview can take between 20 minutes to several hours to conduct, in which you are asked questions and / or given a task to perform for which you will then be assessed against the requirements for the role.

An interview is an opportunity for the company to meet you and establish if you are the right fit for the job, the team and the organisation.

An interview is also an opportunity for you to establish if this role is right for you and your career path and if the organisation is the right fit for you.

Making It Accessible
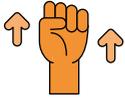
Under the Equality Act employers must make 'reasonable adjustments' to ensure you're not at a substantial disadvantage, compared with non-disabled people.

Examples of workplace/ interview adjustments

• Changing the way things are done

• Adjusting your working hours

• Providing equipment to help you do your job/ during an interview

• Give verbal as well as written instructions for a test

For further advice you can contact the [UAL Disability Service](#) or have a look at the Disability Learning Guide.

IP Insight

When showing projects from your portfolio or your full portfolio to anybody, always take into consideration your Intellectual Property (IP) rights.

Carefully consider which projects you want to show, if you worked on them collaboratively, how do you mention those you worked with?

If you are showing any images to accompany your experience, consider who has rights to and owns the final project outcome.

Find out more information on IP: [creativeip.org](#)

The Basics

Types of interviews you may be invited to

• **Phone Interview**
  Often part of the preliminary screening stage, the focus will be general questions regarding your skills and experience

• **Psychometric Testing**
  Often part of the preliminary screening stage, they are used to objectively identify your skills, knowledge and personality

• **Assessment Centre**
  A range of tasks and group activities will test your suitability for the job

• **Panel Interview**
  Often the last stage of the process in which you are faced with a panel of professionals within the company to question your suitability and experience in more depth

A good way to answer questions is the STAR technique. Using this method can assist you to formulate your answers in a coherent way. STAR stand for Situation, Task, Action and Result and is a guidance to how you can structurally organise your answers to be clear and coherent.

The Basics
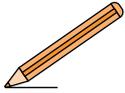
If you have an accessibility requirement, make sure to let person arranging the interview know in advance.

Work out what makes you feel confident or puts you in the best frame of mind for the interview and request or prepare this if possible i.e. Time of the interview etc.

Types of questions you may get asked in an interview

- **Biographical**
  what you've done until now

- **Competency Based**
  your experience and skills

- **Hypothetical**
  imaginary situations

- **Strengths-based**
  your mind-set and values

- **Motivation**
  how your desire is aligned with the job, your interest

- **Wild-card**
  these you can't predict, they are used to see your spontaneity or humour

On the day

Face to face interview
- Be on time – plan your journey and account for all eventualities

- Introduce yourself – if appropriate, start with a handshake

- Dress professionally – according to the job and your comfort level

- Turn off your phone

- Be polite to everybody you meet in the organisation

- Be aware of your presence – body language, eye contact, tone of voice and if you are nervous, remember to breathe, or take a sip of water.

Online
- Double check you have the right the software – give yourself time beforehand if you need to download it

- Make sure your laptop is fully charged

- Turn off notifications

- Dress professionally – according to the job and your comfort level

- Find a quiet space and plain background

- Test your sound, microphone etc beforehand

The Basics
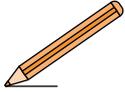
After the interview

- Write down the things that went well, what didn't go so well and why. This may help you prepare better for next time

- If possible follow-up with a thank you email

- If you weren't successful, ask for feedback (even if this sounds scary) it will allow you to reflect and gauge your performance better for next time

- If you were successful, still ask for feedback as it is always interesting to learn how other people view your strengths and your performance

Set Yourself Apart

Don't be worried to tell them you are nervous.

Prepare your introduction and questions, this way the start and the end is strong even if you can't control what happens in the middle.

Try to predict possible questions, which experience did they emphasise in the job description or person specification?

Practice.

Connect with your audience: Smile, look them in the eyes, engage with their questions. Your personality is a part of the interview too, so let it shine through.

Make sure to prepare. Know about the company, the position, the team etc. Look up if anything has happened in your field recently which you might be expected to know about etc. However, don't obsess about this and also trust your knowledge and experience.

Remember…interviewing is like dating, the more you do it, the better you will become at it!

☑

☐ **Do your homework**
Look at the company information, job description and your general industry news. If you feel you could use some extra support, you could arrange a virtual practice interview using the Abintegro software available through UAL – this will help you to practice answering questions and understand how you'll feel in an interview scenario.

☐ **Prepare for the day**
Make sure print off your CV, cover letter and / or portfolio so you can show these if needed. Plan your travel route or online need ahead of the interview to minimise any stress on the day.

☐ **Make sure you have your questions ready**
Have you prepared a few questions beforehand? Try to have at least 2 questions which are specific to the role, industry and/ or team and show the interviewer you are engaged and eager to learn.

☐ **Be specific, concise and clear**
When answering the questions, aim to organise your thoughts and answer in a clear and coherent way. There is no harm in taking a few moments to think about your answer and silence your nerves.

☐ **Don't be too shy**
This is a process that is as much about your personality as your knowledge, skills and experience. Your interviewer is looking for somebody that fits within the team and so showing your personality is important.

Resource Guide

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UAL interview simulator - https://ual. careercentre.me/welcome/ual

How to prepare for an interview, Prospects - https://www.prospects.ac.uk/careers-advice/ interview-tips/how-to-prepare-for-an-interview

What Not to do example - https://www. youtube.com/watch?v=FEJswfDbXyw&t=4s

Top Tips, The Guardian - https://www. theguardian.com/careers/2016/aug/23/ ultimate-top-tips-for-job-interview-success

Interview Ted Talks - https://www.ted.com/ playlists/352/talks_to_watch_before_a_job_in