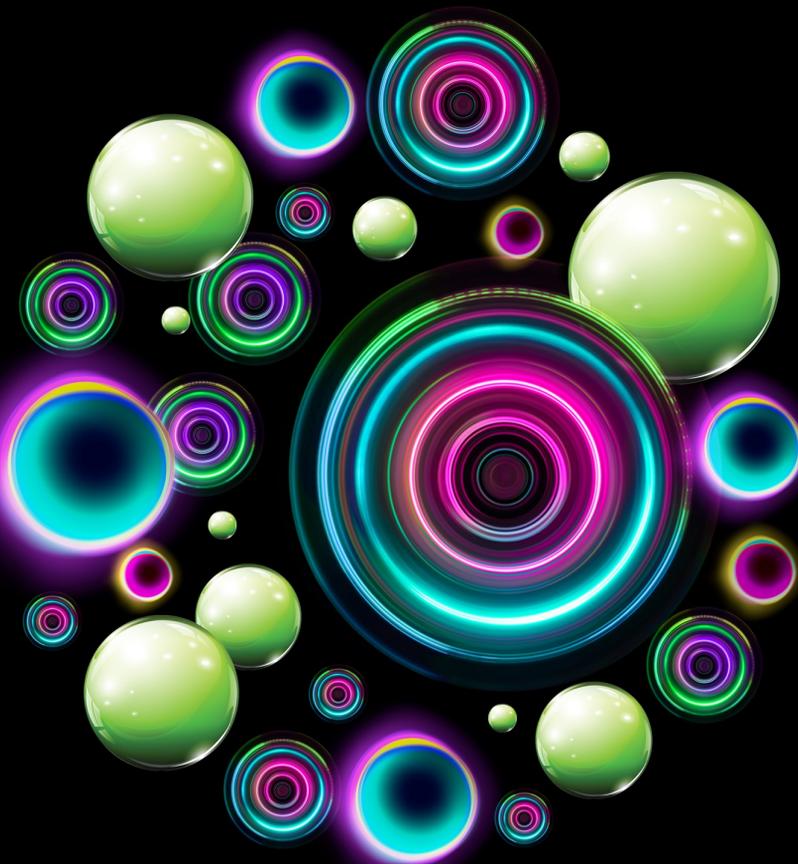


Deloitte.



Refining Your Interview Technique Workbook



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Personal Review

Answer the following questions with a number between 1-5 (5 being the highest, 1 being the lowest).

Then map your answers on the spider chart to see a visual representation of your current interview knowledge and skills.

Question 1

How confident do you feel about attending interviews?

1

2

3

4

5

Question 2

How much do you know about the interview process in general?

1

2

3

4

5

Question 3

How much do you know about the purpose of an interview, from an employers' perspective?

1

2

3

4

5

Personal Review Continued

Answer the following questions with a number between 1-5 (5 being the highest, 1 being the lowest).

Then **map your answers on the spider chart** to see a visual representation of your current interview knowledge and skills.

Question 4

How much do you know about the purpose of an interview, from the perspective of a potential employee?

1

2

3

4

5

Question 5

How easily can you communicate your strengths and abilities to other people?

1

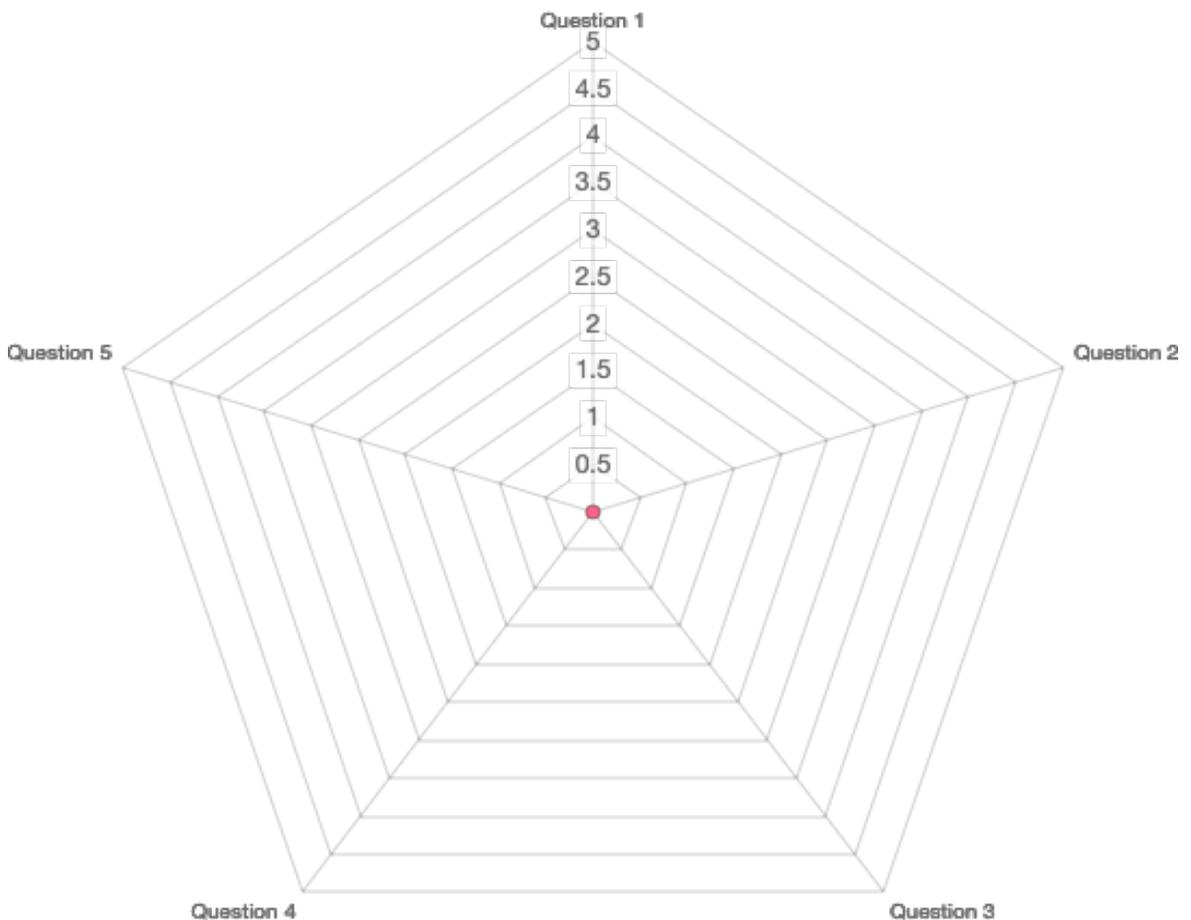
2

3

4

5

Skills and Strengths



People who **are career driven feel motivated and energised** when their **work leads on to progression and opportunities**.

They are likely to **proactively manage their personal development**, seek **understanding of what is required** of them to progress, continually **build their personal brand** and are always finding ways to improve their skills, knowledge or professional behaviour.

Skills and Strengths Deloitte Look for in Applicants

Hunger to Learn

People with a hunger to learn tend to be naturally curious and are always looking for opportunities to develop and grow.

Agility

People with agility are able to quickly adapt to changing circumstances. They naturally look for ways to revise methods, continually evolving and improving their work.

Resilience

People who have a strong resilience remain focused on delivering when under pressure. They see challenges or setbacks as opportunities to learn and are energised when stepping into challenging situations.

Credible Communicator

A credible communicator is someone who conveys information clearly and concisely.

Respectful Collaborator

People who are respectful collaborators love to work in an environment that celebrates diversity and are able to achieve results through teamwork.

Skills and Strengths Deloitte Look for in Applicants

Relationship Manager

People who are strong relationship managers are proactive in forming strong and lasting relationships, taking the time to understand the needs of others and set clear expectations.

Ideas Generator

People who thrive on generating new ideas help find solutions to challenges and share these confidently with others.

Drive to Deliver

People who are driven to deliver ensure that they deliver on their internal and external responsibilities. They are motivated to push themselves to excel in what they do.

Critical Analyst

A critical analyst is able to logically analyse information from a variety of sources to get to the heart of complex issues.

Skills Assessment One

Think about how highly you rate yourself in the following strengths. Answer by circling a number from 1-5.

How would you rate your hunger to learn?

1 (very poor)	2	3	4	5 (very good)
---------------	---	---	---	---------------

How would you rate your ability to adapt?

1 (very poor)	2	3	4	5 (very good)
---------------	---	---	---	---------------

How would you rate your ability to work collaboratively?

1 (very poor)	2	3	4	5 (very good)
---------------	---	---	---	---------------

How would you rate your communication?

1 (very poor)	2	3	4	5 (very good)
---------------	---	---	---	---------------

How would you rate your creativity?

1 (very poor)	2	3	4	5 (very good)
---------------	---	---	---	---------------

How would you rate your analytical skills?

1 (very poor)	2	3	4	5 (very good)
---------------	---	---	---	---------------

How would you rate your enthusiasm, positivity, and drive?

1 (very poor)	2	3	4	5 (very good)
---------------	---	---	---	---------------

Common Interview Questions

At an interview you can expect to be asked questions to assess your skills, your career aspirations and how you see the world. Common questions might include:

- Why do you want to work here?
- What do you know about us already?
- Can you tell me a bit about yourself?
- Where do you see yourself in five years?

A Deloitte interview typically lasts about an hour and you could be asked the following types of questions:

- **Motivation questions** so we can understand why you want to work with us.
- **Past-example questions** so you can evidence how you demonstrated your strengths previously in another context.
- **Scenario questions** which ask you to explain how you might tackle an imaginary situation.

Common Interview Questions

At an interview you can expect to be asked questions to assess your skills, your career aspirations and how you see the world. Common questions might include:

- **Value questions about your personal qualities** to discover if you would fit the role, business area and culture.
- **Topical questions** to measure your understanding of current events and commercial awareness.

There will also be time allocated for you to ask any questions of your own.

Motivation Questions

Motivation questions help employers understand why you think the company would be the right fit for you and show your commitment and drive for the work.

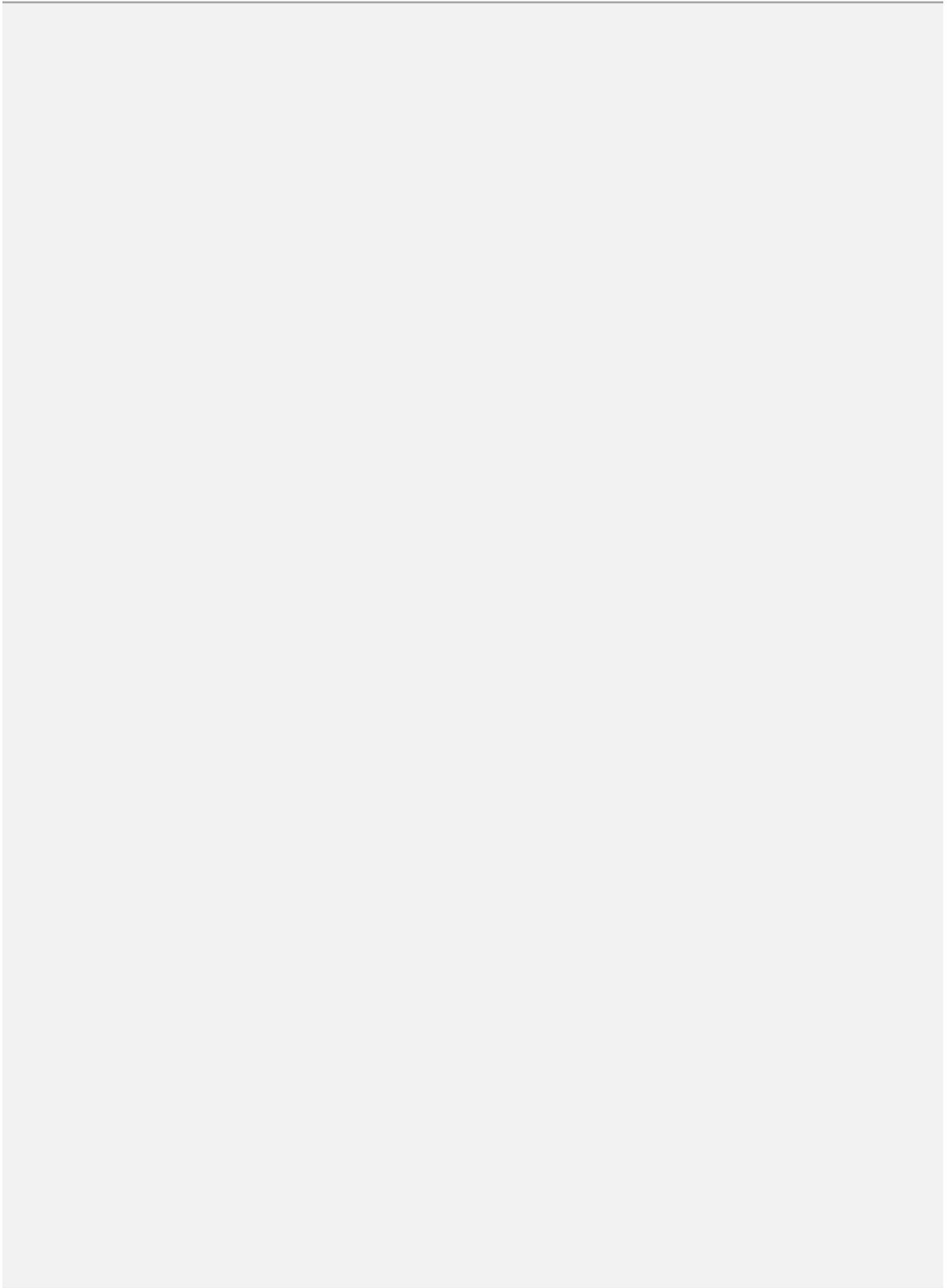
This could take the form of a question about your interest or knowledge of the company or your own career aspirations.

You might be asked to **“How does this role fit into your longer-term career aspirations.”** or **“Why do you want to work here?”**

Example question: Tell us about yourself?

Use the space on the next page to make some notes about how you might answer this question at an interview.

Motivation Questions



What's my Motivation?

Answer the following prompt questions to reflect further upon your career aspirations.

I find purpose doing work that...

For me, career success means...

How do you like to work?

How much would you desire variety within your career?

The kind of projects I find exciting are the ones that...

Describe your ideal relationship with colleagues

Skills Assessment Two

Underneath each of the skills, write down a time you have successfully used this skill. This can include situations in your spare time as well as in working environments.

Skill: **Hunger to learn**

An example of a
time I used this skill
is...

Skill: **Agility**

An example of a
time I used this skill
is...

Skill: **Building relationships**

An example of a
time I used this skill
is...

Skill: **Communication**

An example of a
time I used this skill
is...

Skills Assessment Two Continued

Underneath each of the skills, write down a time you have successfully used this skill. This can include situations in your spare time as well as in working environments.

Skill: **Creativity**

An example of a
time I used this skill
is...

Skill: **Analytical skills**

An example of a
time I used this skill
is...

Skill: **Enthusiasm, positivity, and drive**

An example of a
time I used this skill
is...

STAR Technique

It's a great idea to prepare for an interview with examples in mind for the various skills that employers typically look for.

Use the job description for the role that you applied for to help guide you to consider relevant examples.

One way of structuring your answers is to use the **STAR technique** so that you include an appropriate amount of detail:

S: What was the situation in which you found yourself?

T: What was the specific task you had to achieve?

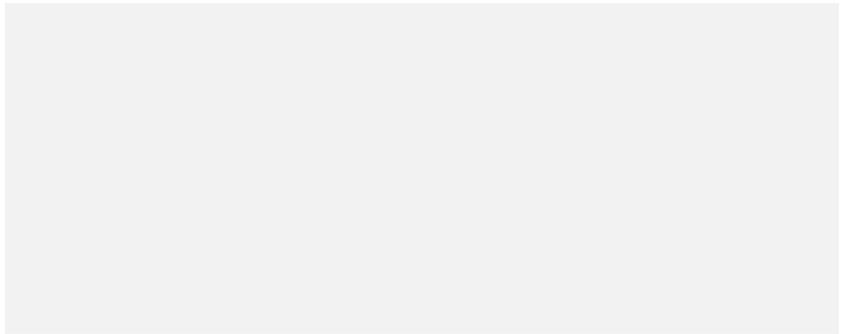
A: What action did you take?

R: What was the result of your action?

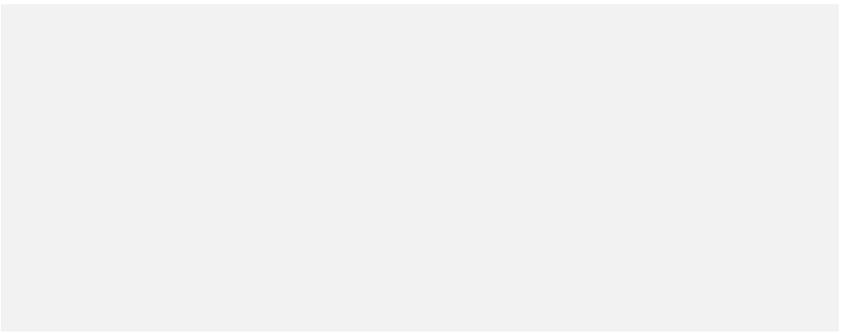
STAR Technique Practice

Select one of the skills from pages 14 or 15 or a skill of your choice. Use the STAR technique to structure an interview answer that explains what happened in the example you selected.

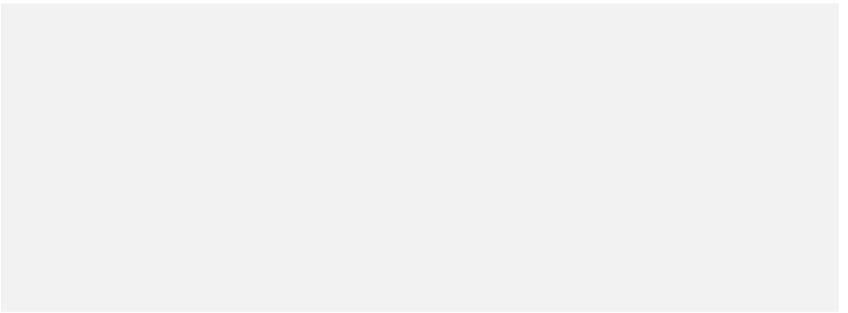
S: What was the situation in which you found yourself?



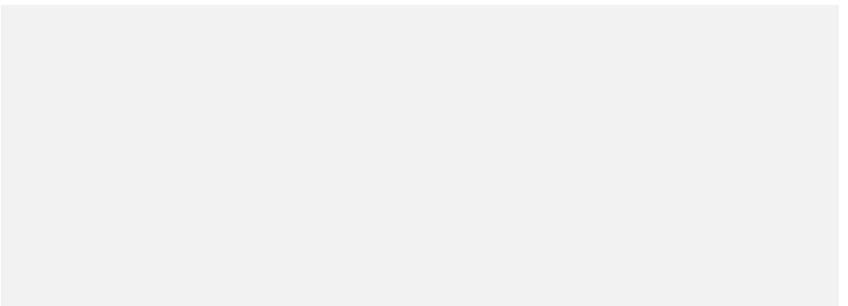
T: What was the specific task you had to achieve?



A: What action did you take?



R: What was the result of your action?



STAR Technique Practice

Choose two more skills and create **STAR technique** answers using the space below.

Skill chosen:	
S: What was the situation in which you found yourself?	
T: What was the specific task you had to achieve?	
A: What action did you take?	
R: What was the result of your action?	

STAR Technique Practice

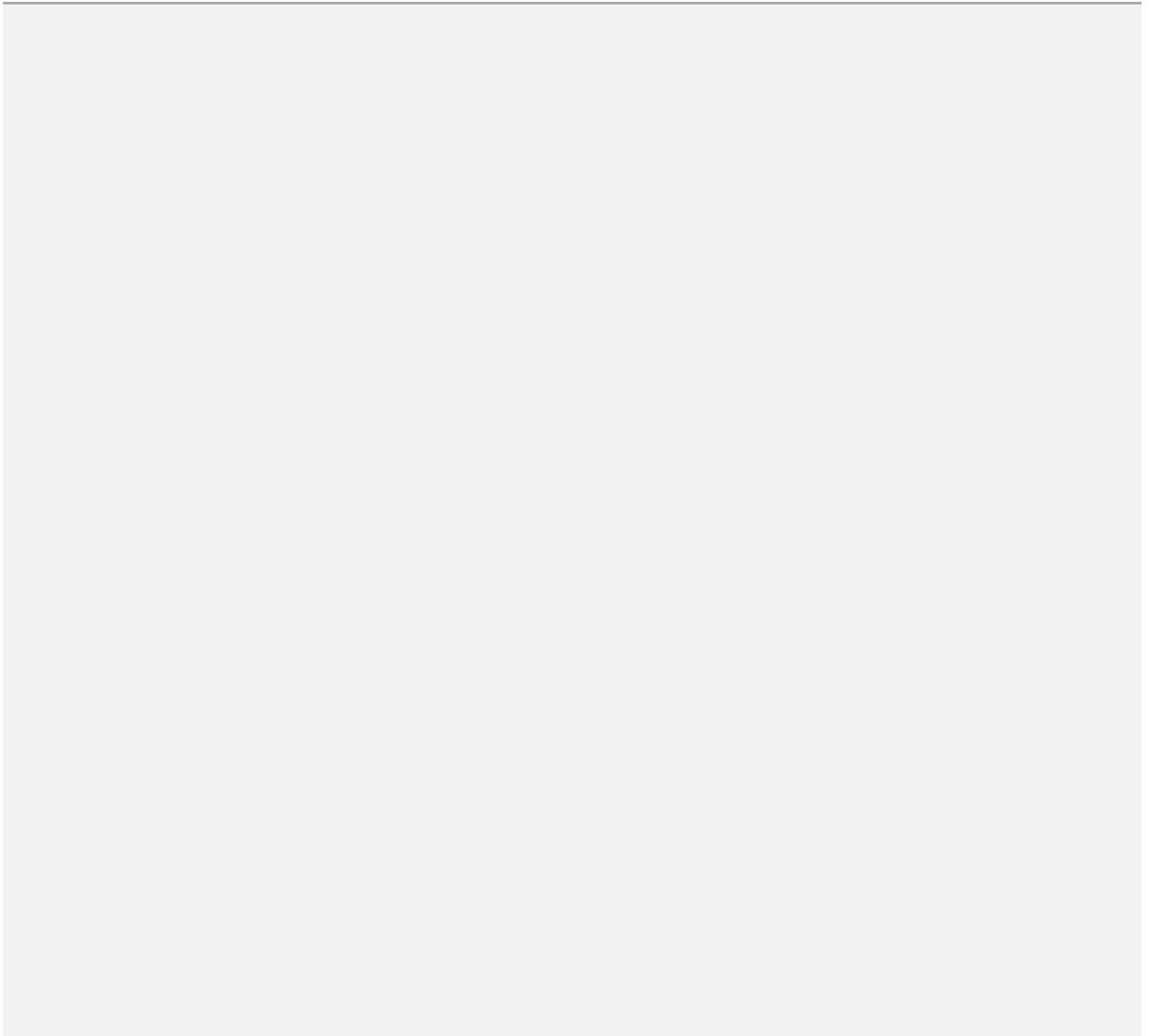
Choose two more skills and create STAR technique answers using the space below.

Skill chosen:	
S: What was the situation in which you found yourself?	
T: What was the specific task you had to achieve?	
A: What action did you take?	
R: What was the result of your action?	

Professional Behaviours

Write down as many positive professional behaviours as possible.

These could all be things you think employers are looking for or ways you should conduct yourself in an interview (such as 'asking great questions').

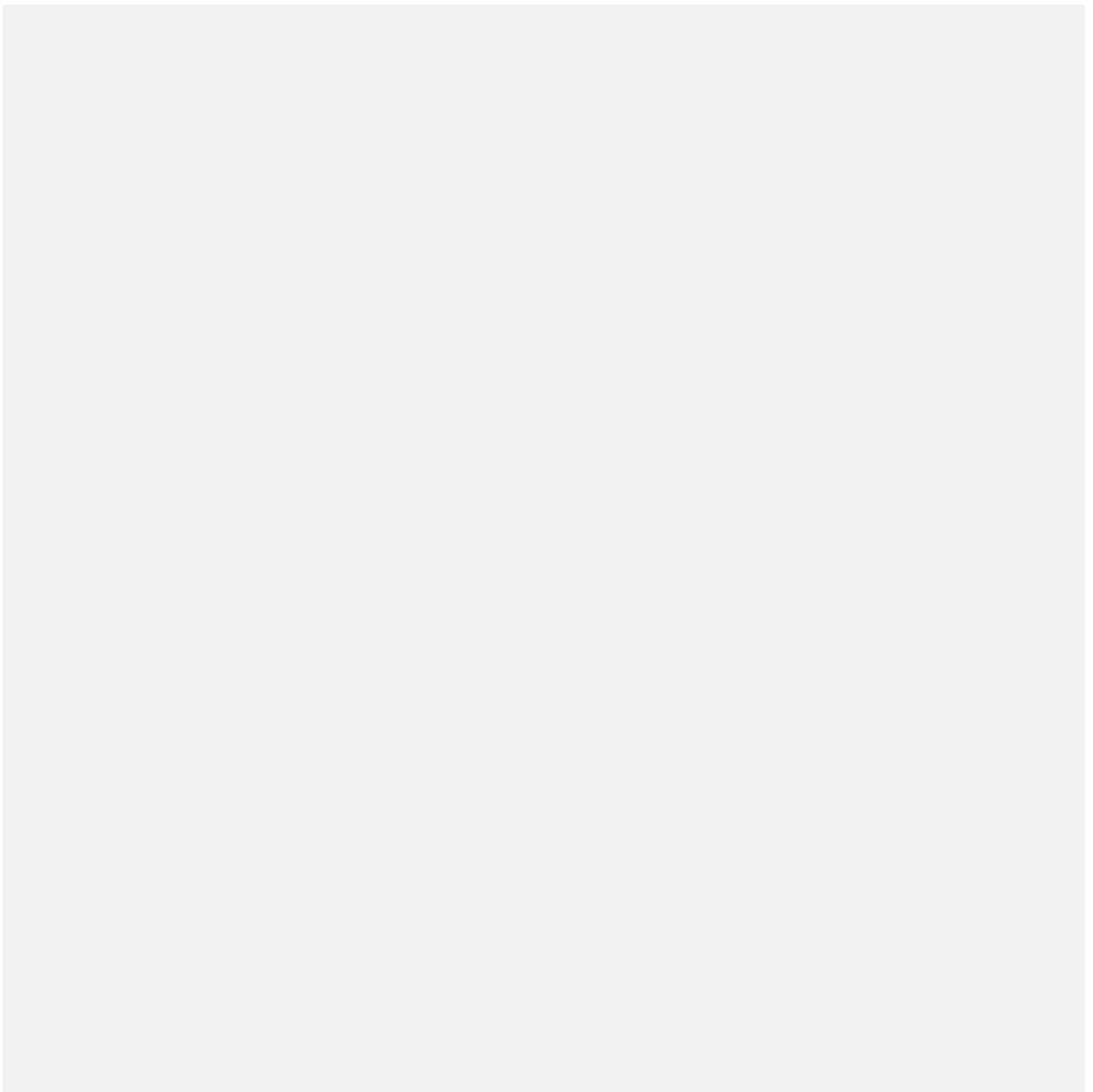


Compliment Challenge

Think of a time somebody has paid you a compliment. This should be about something an employer would find desirable.

Write it down in the space below and keep adding to it after the session.

My friends/family/colleagues say that I am...



My Work Style Quiz

Answer the following questions to better understand your personal style of working, your values and other useful things to communicate to an employer. Remember that your focus should be upon offering value to the company - but knowing how you like to work can help you articulate what you can offer an employer.

What tasks do you excel at?

What tasks do you do less well?

How do you prefer to receive feedback?

How do you best deal with problems?

My Work Style Quiz Continued

Answer the following questions to better understand your personal style of working, your values and other useful things to communicate to an employer. Remember that your focus should be upon offering value to the company - but knowing how you like to work can help you articulate what you can offer an employer.

How do you prefer to collaborate?

What do you value most in a colleague?

What helps you get back on track after a challenge?

Paired Coaching

After the session, you might like to find a partner and interview each other.

Ask the following discussion-starters to help each other find out more about your professional values.

For a great 'paired coaching' session, remember to:

- Listen carefully to your partner
- Ask questions which allow your partner to answer freely
- Be honest about their responses
- Be kind when giving your feedback
- Focus upon their answers carefully and ask follow-up questions to help them discover more about themselves

Paired Coaching

Question	Observations about my partner's answer
As a child, what did you enjoy doing?	
Tell me about a time you felt truly happy.	
If you could change the world in one way, what would you choose?	
What are you most likely to have an argument about?	
What do you wish other people knew about you?	

Paired Coaching

Question	Observations about my partner's answer
What do you wish other people knew about you?	
What have you done that made you feel proud?	
At work, how would you like to be perceived?	

PESTLE Overview

When preparing to answer topic questions, it is helpful to ensure you have considered every part of the problem. You can use a system called PESTLE to help you become better at doing this.

PESTLE means:

- **Political.** What is happening in politics or government that affects the topic? What caused the problem, and how would laws affect your idea for a solution?
- **Economic.** What are the financial impacts of the problem or the solution? Do you need to consider cost?
- **Social.** What social factors do you need to think about? What people are impacted? What kind of life do they live? What do they need?
- **Technology.** Are there any technologies that can help you? Or anything technological that makes the problem harder to solve?
- **Legal.** Is your idea legal? How easy or difficult would it be to make happen? Can you ensure it is safe?
- **Environment.** Where is the problem most common? How does the environment change your thinking? Are there cultural customs or behaviours to consider?

PESTLE Practice

Use the **PESTLE framework** to build upon the previous Group Task during the workshop. Recall the ideas you discussed in answer to the following topic question.

Make **some notes** below to ensure you have considered every angle.

Have you considered...?	Observations about our idea
The political impacts	
The economic impacts	
The social impacts	
The technological impacts	
The legal impacts	
The environmental impacts	

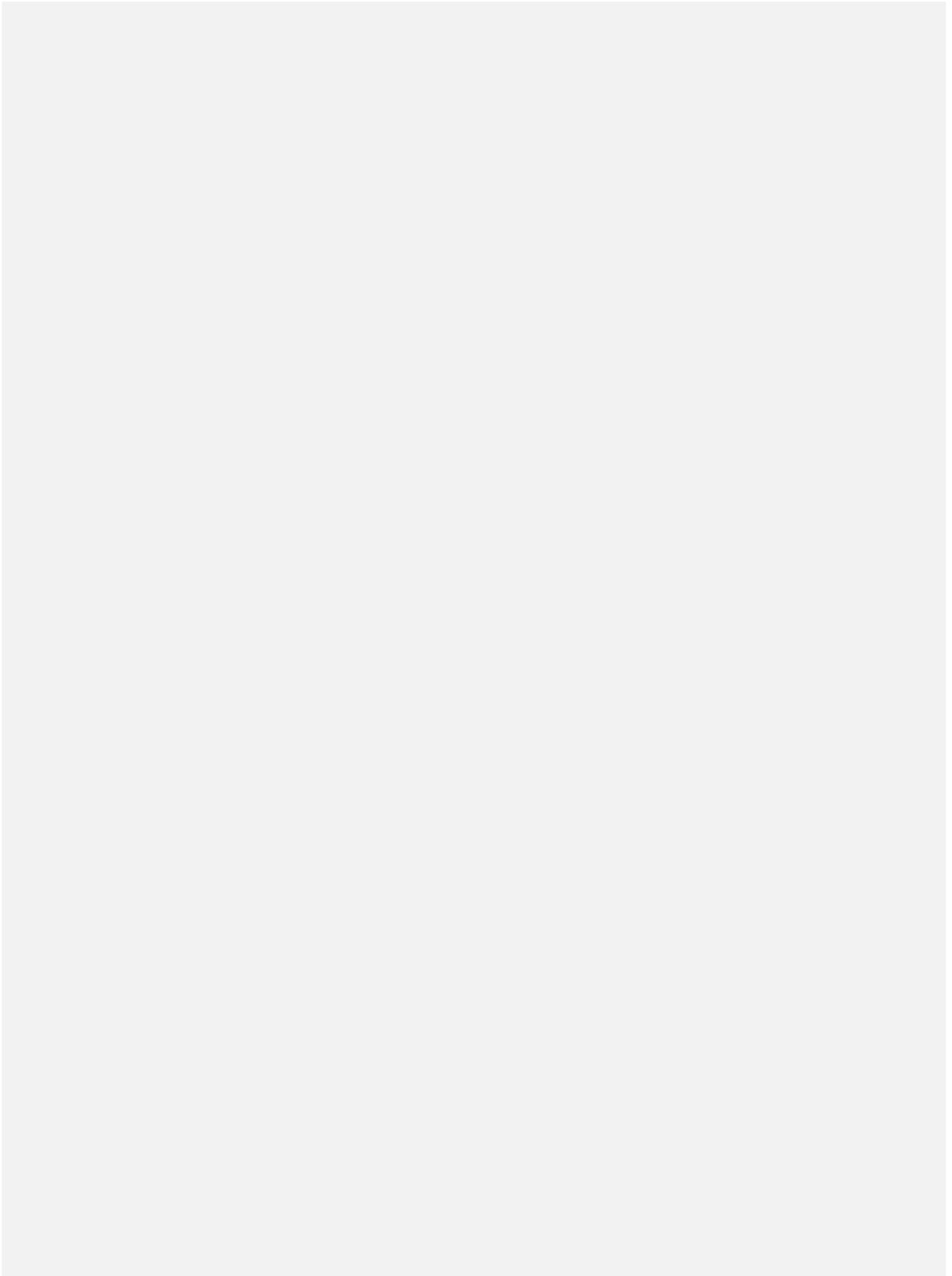
PESTLE Practice

After the session, practice answering more topic questions using the examples below. Write down your ideas, and then use the PESTLE framework to add more detail

Example #1:

Technology is a big part of the professional world. According to Statista, there were 4.7 billion internet users worldwide in January 2021 – that's almost 60% of the global population. With increased technology comes increased risk. What measures would you suggest an organisation put in place to protect clients or customers against security threats when using technology?

Notes



Have you considered...?	Observations about our idea
The political impacts	
The economic impacts	
The social impacts	
The technological impacts	
The legal impacts	
The environmental impacts	

Example #2:

HR Magazine reported that ‘millions’ of people wanted to change their careers in 2021. After the challenges of the last two years, what could employers do to ensure their employees want to stay? And how can organisations protect against burnout at work?

Notes

Have you considered...?	Observations about our idea
The political impacts	
The economic impacts	
The social impacts	
The technological impacts	
The legal impacts	
The environmental impacts	

What Am I Looking For Quiz

Use the quiz questions below to understand more about what you are looking for in a career. You can use your answers to ask insightful questions during an interview and be certain it is the right job for you.

What is your preferred working style?

- | | |
|---|-------------------------------------|
| A | Mostly alone |
| B | Alone, but with some teamwork |
| C | Mostly within a team |
| D | I like to work very collaboratively |

What is your ideal relationship with a manager?

- | | |
|---|---|
| A | Regular contact and instructions |
| B | Regular contact, but work independently |
| C | Mostly independent work |
| D | Clear instructions, but only occasional contact |

What Am I Looking For Quiz

Use the quiz questions below to understand more about what you are looking for in a career. You can use your answers to ask insightful questions during an interview and be certain it is the right job for you.

What kind of workplace 'culture' (or atmosphere) are you looking for?

- A I value a workplace where wellbeing comes first
- B I value a workplace where results come first
- C I value a workplace where creativity and collaboration come first
- D I value a workplace which balances all three

How flexibly do you prefer to work?

- A I like to choose where, and when, I work
- B I like to choose my working patterns most of the time
- C I don't mind where I work, but prefer to manage my own time
- D I prefer an environment where everything is decided for me

How much opportunity for promotion are you seeking?

- A I want lots of opportunity for promotion
- B I am not especially seeking promotion, but want to try lots of different things
- C I need some variety, but prefer to stick to my strengths
- D I am interested in a long-term, stable job

Further Links

Main Careers Site:

https://www2.deloitte.com/uk/en/careers/careers.html?icid=top_careers

Grad Programmes:

https://www2.deloitte.com/uk/en/pages/careers/articles/graduate-opportunities.html?icid=top_graduate-opportunities

SVS Programmes:

https://www2.deloitte.com/uk/en/pages/careers/articles/summer-vacation-scheme.html?icid=top_summer-vacation-scheme

Apprentice Programmes:

https://www2.deloitte.com/uk/en/pages/careers/articles/brightstart-business-apprenticeship-scheme.html?icid=top_brightstart-business-apprenticeship-scheme

Frequently asked questions:

<https://www2.deloitte.com/uk/en/pages/careers/articles/student-graduate-faqs.html>

Dot the Bot (ask a question):

<https://meetandengage.com/deloittestudenthelpdesk>