



EMBRACE

Microsoft Embrace Mentoring
Interview Skills



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Session Outcomes

1. Understand how to prepare for an interview, the different kinds & structuring your answers.
2. Tips and Tricks for F2F and Virtual Interviews .
3. What do interviewers look for and how to appropriately prepare.
4. Interviews are a learning experience for growth



University of Kent > Kent Business School > News and events >
'Having support helped me see that a learning disability isn't a negative'

'Having support helped me see that a learning disability isn't a negative'

By Kent Business School | 16 March 2023



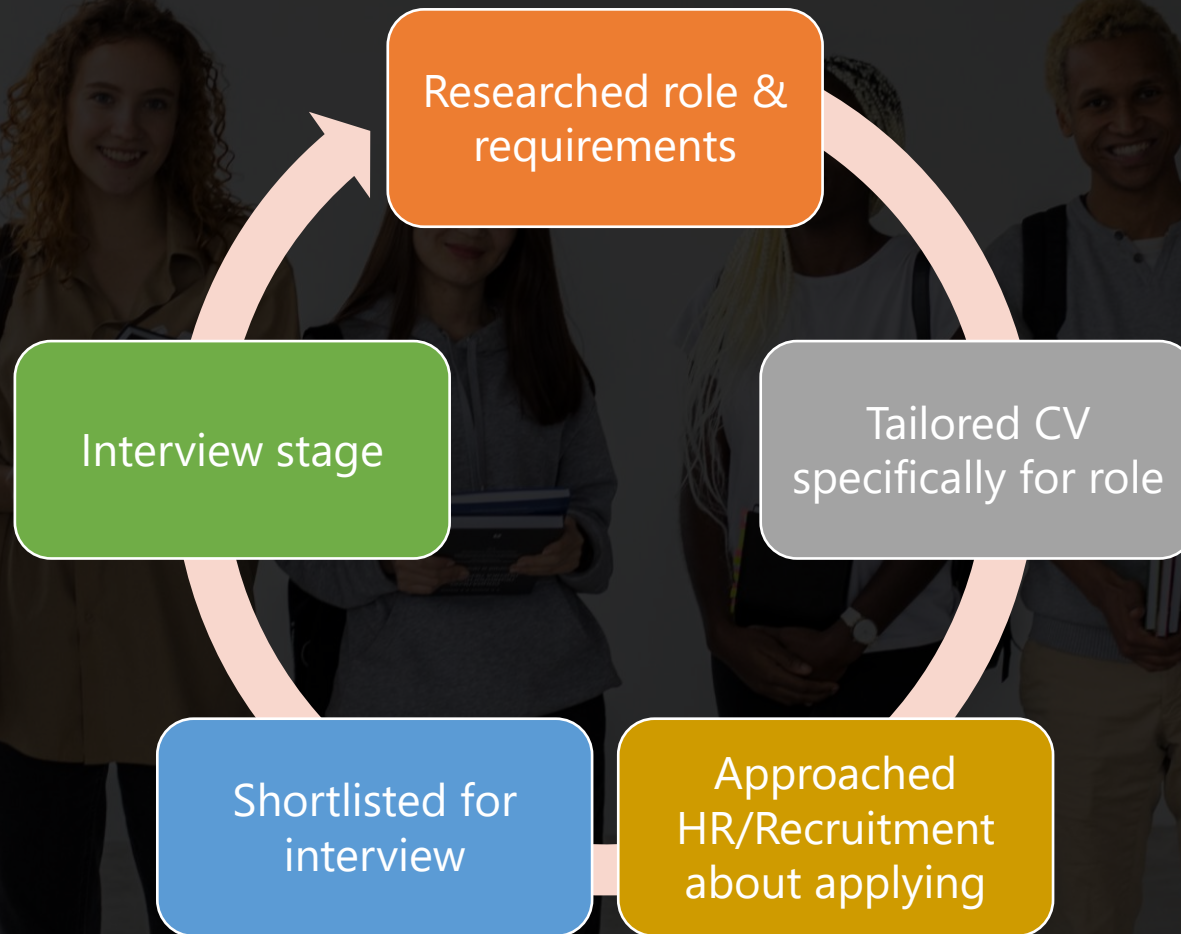
Graduate Ruby Hamilton, from Dover, learned to... the help and support of Wellbeing... after job at Microsoft.



University of Kent Canterbury



Recruitment stages



1

How many interviews have you done?

2

How did you find the experience?

3

What did you learn?



Different types of Interviews Questions

One of the most popular types of interviews and one which is used most regularly in used is the **Competency Based Interview or Behavioural Interviewing**

- Competency based interviews test whether a candidate has the right skills to succeed in the role they are applying for. This format looks specifically at candidate fit

Example of a Competency Based Interview Question:

- *Can you give me an example of a situation in which you demonstrated your leadership skills?*

Example of a Behavioural Based Interview Question

- *Give an example of a time when you have been part of a group working toward a specific goal. What was your role in the group?*

Interview
Preparation



The
Interview



Interview
Feedback

Guidance from a Grad

- **Understand your Unique Selling Point (USP)**
- **Highlight key words from the job spec and learn the company's core values**
- **Prepare cheat sheets; ChatGPT & Co-pilot is your friend!**
- **Take Impervo Workshops**
- **Situational Fluency & Active Listening is everything**
- **Send personal thank you notes**
- **Shape improvement plans**

This approach ensures you are answering questions efficiently while also presenting your answer in an easy to comprehend example for the interviewer

***S*ituation** – A brief overview of the content, fill us in on the background

***T*ask** – What were the specifics of the task i.e. a team-based project (how many people?)

Action – What steps did you take to ensure the task was completed?
For the situation and task it is okay to use “we did”, however when speaking about the action taken, make sure to stress “I”. The interviewers want to see what you did and not your team.

Result – What happened, was the project successful/did you meet your deadlines/ targets? Try to finish on a high note, tell us about the impact, how it affected the business as a whole.

Let's Have a Practice!

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1

How do you deal with pressure or stressful situations?

2

Tell me about a time when you adjusted your communication style to meet a team's need

3

Describe a mistake you made and tell me how you corrected it.

What if you need to do a presentation?

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1

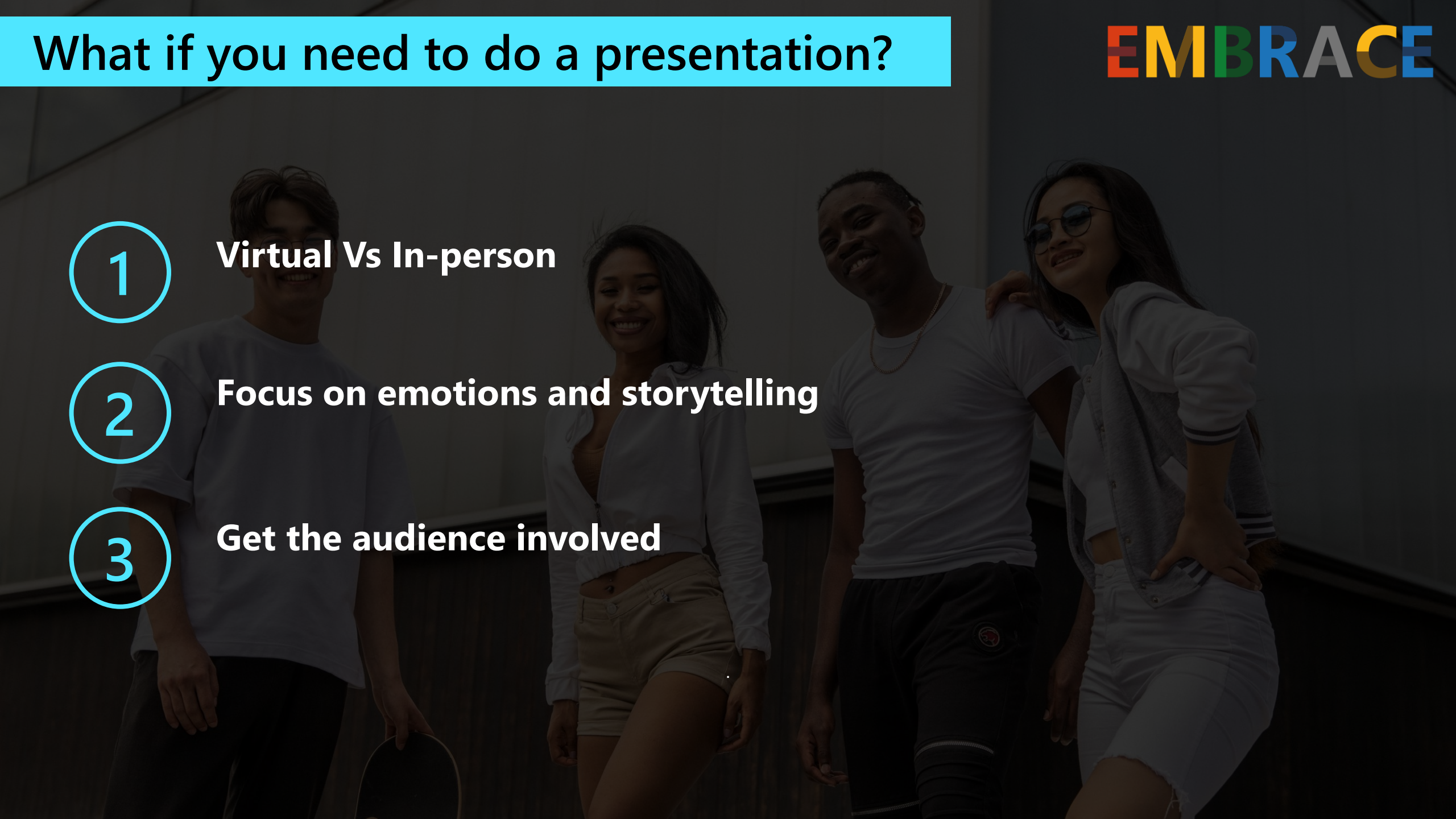
Virtual Vs In-person

2

Focus on emotions and storytelling

3

Get the audience involved





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Microsoft Embrace Mentoring
Interview Skills with an Interviewer

1

Preparation & Readiness

2

Demonstrate Your Skills... Go Sell Yourself!

3

So What if You Don't Get the Role?



LinkedIn



- **Leverage the Recruiter / Coordinator**

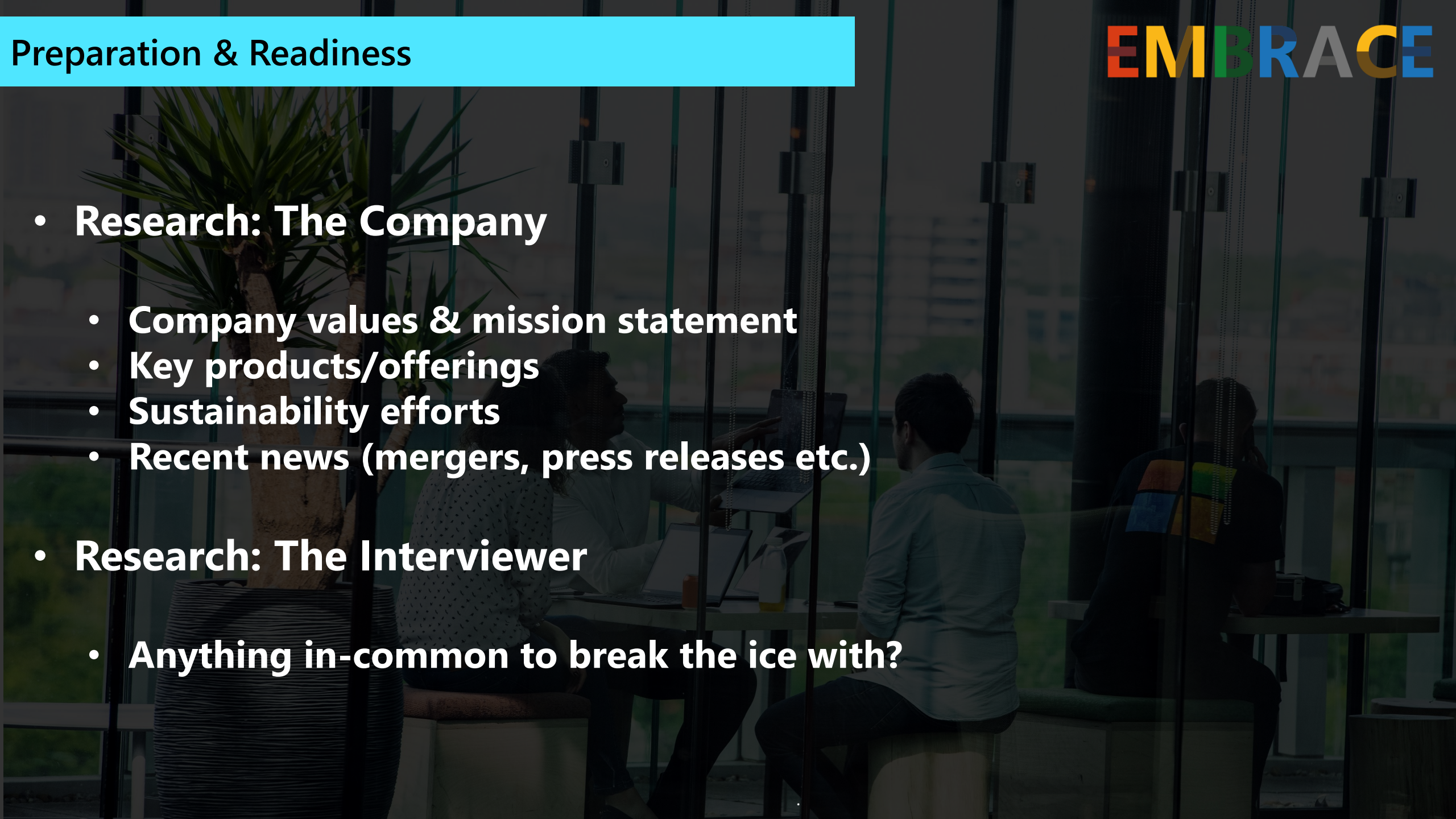
- Understand the steps of the process
- What type of Interview is this?
- Understand £ Package & Benefits
- Ask for Feedback after the interview(s)

- **Consider interview as a Two-Way engagement**

- Make sure you have questions to ask!
- Are you comfortable with the role, company etc.?

Interview Types

- 1:1
- Panel:1
- Assessment Centre

- 
- A dimly lit, modern office interior with large windows. Three people are seated at a long table, working on laptops. A large potted plant is on the left. The scene is viewed through a glass partition, creating a layered effect.
- **Research: The Company**
 - **Company values & mission statement**
 - **Key products/offerings**
 - **Sustainability efforts**
 - **Recent news (mergers, press releases etc.)**
 - **Research: The Interviewer**
 - **Anything in-common to break the ice with?**

Demonstrate Your Skills... Go Sell Yourself!

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Customer Success Account Manager Role Skills

- Interviewer will (probably) be looking for:
 - Evidence of skills required for the role
OR
 - Indicators of desire & propensity to grow and gain these skills
 - Evidence of demonstration of core company values
- Some Interviewer will most probably be "scoring" each candidate

- Professional Skills
- Teaming & Collaboration
- Customer Obsession
- Business Acumen
- Relationship Mgmt
- Technical Intensity

"Tell me a time when"

"Tell me about"

"Describe a situation where..."

Demonstrate Your Skills... Go Sell Yourself!



- **Ensure your PowerPoint presentation doesn't let you down!**
 - **Colour**
 - **Layout**
 - **Spelling & Grammar**
 - **Content & Context**
 - **Narrative [Avoid reading a script]**
- **Leverage new PowerPoint capabilities to check for accessibility, suggestions etc.**
- **Ask for help from a mentor, coach, friend or family member to review your presentation**

Could you use an alternate to PowerPoint?

Check out Microsoft Sway....

So What if You Don't Get the Role?

- ***“Plan for the worst... hope for the best”***
 - Be confident in approach, but don't be disheartened if it doesn't happen
- **Take learnings from preparation and delivery experience into the next interview**
- **Ask feedback from Recruiter as to why you weren't the correct fit**

Q&A

1

Update your *LinkedIn* profile, experiences & interests

2

Check your public Social Media presence

3

Think about how you would describe and show evidence of your super-power and/or unique selling point

Career Goal		Key Attribute Assessment				
What's your ultimate career aspiration?		Attribute	Needs Development	Solid	Strength	N/A
		Growth Mindset: learn, grow & take risks				
		Customer Obsessed: drive value for our customers; understand & use diverse customer insights				
		Inclusive Mindset: build on the ideas of others; collaborate				
		Team Work: work together to make the company better				
		Make a Difference: empower others to do more				
Key Accomplishments (last 6-12 months)						
Briefly outline (3-5 bullets) your key accomplishments over the past 6-12 months.						
Capabilities Summary						
Strengths – identify the strengths you plan to build on in the future; tie to the cultural attributes where applicable Current Strengths		Development Needs – identify specific focus areas and development activities that will enable you to achieve your career goals. Think about feedback you've received when considering focus areas; tie to the cultural attributes where applicable				
Development Actions & Timing						
Development Objective		Action Steps			Progress Against Plan	
					Use this column during your periodic check-ins to highlight progress	
		Mentor and/or Sponsor				
What would you like your next role to be? What role do you see yourself in after that? <i>Short-Term (0-2 years):</i> <i>Long-Term (2-5 years):</i>		If you currently have a mentor and/or a sponsor write their names here.				