

Session 5: Thriving in interviews





As you take part



Think about how you can apply STAR (Situation, Task, Action, Result) to your own experiences.

What challenges have you faced, and how did you solve them?

And practise combatting those nerves.



Meet Florence, Marshal

Florence describes her experience working in the heritage sector and what she does on a day-to-day basis.

“If I’m going for an interview, the thing I do first before all else is research the company or the institution’s values and culture.”





Meet Florence, Marshal





Discuss



Talk in pairs or small groups before
sharing with the wider group

What sort of things would you want to find out
about a company before applying, like
Florence does?



Reflect

Think about the STAR method that Florence shared.

S

T

A

R

Situation

Task

Action

Result



Reflect



Here is an example of the STAR method to answer the question “Tell us about a time that you have had to solve a problem”.
Try writing your own:

Situation I was volunteering as part of a team at a charity event where one part of the fundraising would come from selling raffle tickets.

Task My role was to make sure everyone at the event had the opportunity to buy raffle tickets.

Action I spoke to other people who were selling raffle tickets to come up with a plan. Once we agreed it made sense for one person to stay at the stand, and everyone else should walk around, I broke the event location into areas and assigned who would sell in which area. I made sure everyone understood where to go before we split up.

Result There were 100 more raffle tickets sold than the year before, raising more money for the charity. People told us it was useful that we walked around with the tickets as it saved them to going to the stand.



Meet Charlotte, Deputy Clerk of the Works

Charlotte explains how she found a career in an area that she didn't realise existed when she was at school.



“Remember that you know yourself better than anyone else. So there are no wrong answers.”



Meet Charlotte, Deputy Clerk of the Works





Discuss



Talk in pairs or small groups before
sharing with the wider group

What are the benefits and challenges of feeling nervous at interviews, like Charlotte?



Reflect



Interviews can make people feel nervous, as Charlotte shared with us.

What could you do to calm your nerves?

Things to remember:

- Employers are busy. They haven't invited you to interview to trick you. They want to find out if you are the best person for the job.
- Interviewers **want** you to do really well – it makes their job easier.
- Interview questions aren't riddles or traps. They want to understand how you would think and work in the role by understanding how you have behaved and made decisions before.



Reflect



In pairs, practise interview skills with one person being the interviewer and the other being the candidate. Then swap.

The interviewer can:

- Ask the question
- Listen to the response
- Come up with one follow-up question for the candidate to answer spontaneously

The candidate can:

- Use the STAR answer
- Think about how to stay calm
- Think about body language and non-verbal communication (where you look, how you sit)

Top tip: Ask for feedback before swapping!



Wrap up: Why here?

Over the five sessions, we've heard from 11 people out of over 330 people who work at Westminster Abbey.

We hope these stories have helped you think about the different jobs that exist, how to choose a direction and what to do when applying and when you secure that interview.

When applying for a job or going for an interview, companies often ask the question "Why do you want to work here?"

Here's how the people we've met answered that question.





What did you think?



Whether you were leading a session, or taking part, we'd love to hear your thoughts.

Share your feedback in this short form:

<https://forms.office.com/e/tqdCgnVY9V>