

Interviewing Skills

Tips for C2C Candidates

Shanthia Espinosa, she/her
Natalie Schraner, they/them



County Interviewing Process: General Overview

A Typical Dept. of County Human Services Hiring Process

Apply



- 1 Job Search
multco.us/jobs



- 2 Submit Application
Routed to DCHS
HR Recruiters.

Screening



- 3 First Screening for Minimum Qualifications
Application reviewed by Recruiters.



- 4 Second Screening
Application scored by "position experts."



- 5 Rank
Depending on the applicant's score, candidates are ranked #1 - 100. Veterans points applied.



- 6 Eligibility List
Applicants are listed according to rank.

Interviews



- 7 Invitation to Interview



- 8 Phone Interview
Veterans points applied.



- 9 Panel Interview & Evaluation
Hiring manager chooses final candidates.
Veterans points applied.

Final Steps & Offer



- 10 Reference check



- 11 Hiring decision



- 12 Job Offer



- 13 Background check
for many positions

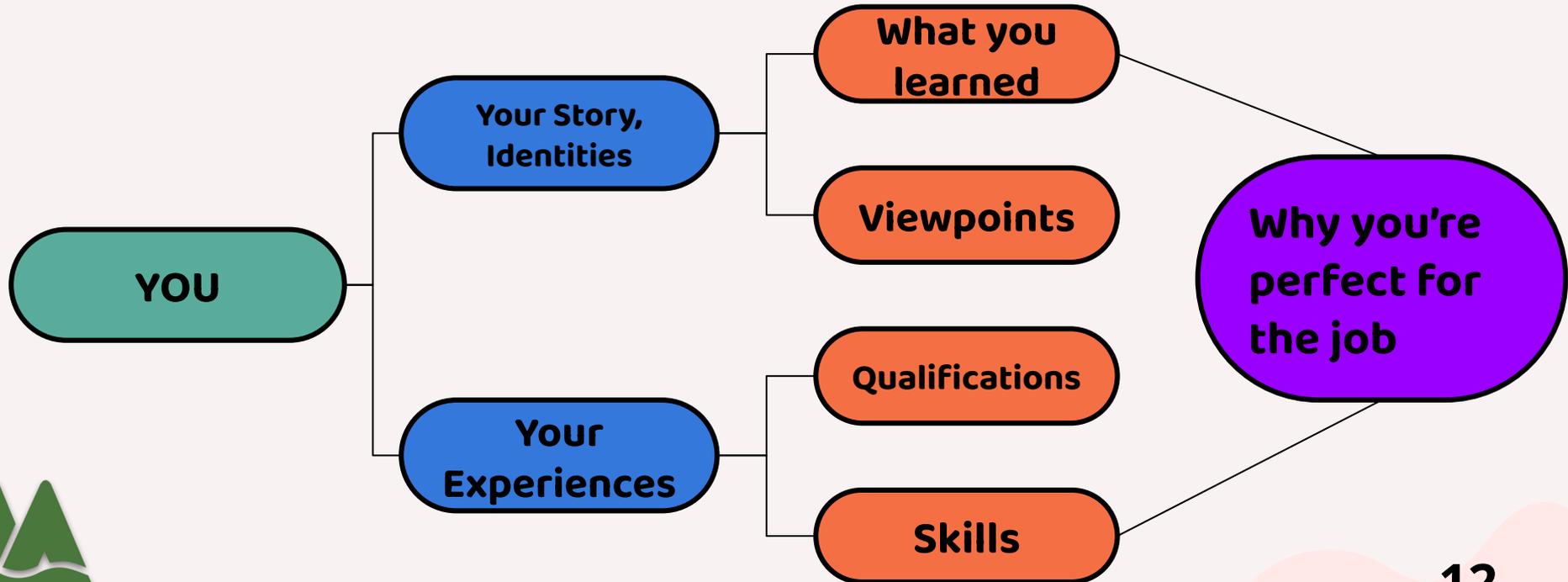
*

Recruiter Insights

- Candidates didn't give explain how their **experience links to the job they want**
- Candidates didn't **talk specifically enough** about **equity and inclusion advocacy**
- Candidates did not articulate *their* responsibilities, ideas, experiences, or values were **compared to their team** or the company; **candidates should take credit for individual contribution**

Telling Your Story

“Why are you the best person for this job?”





Agenda



*

**Grounding and
Invitations**



01

Self-Inventory



02

Research



03

**Preparing for
Interview
Questions**



04

Habits for Success



05

**Post-Interview
Tips**





Grounding & Invitations

Grounding





Invitations

Take Care of Yourself

Ask Questions

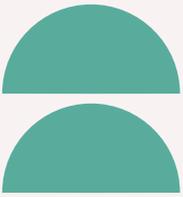
Protect confidentiality

Large group/Individual work



Open a doc or get paper





01

Self Inventory



**Panel
Speaking**

1:1/Partnership

English fluency

Polylingualism



**Positively Talk
about Self**

**Shared
achievements**



**Dominant
Professional Norms**

**Broad Appreciation
of Differences**





Self-Inventory



What do you think about interviewing?

- I wish I were better at it
- It's the worst part of trying to get a job
- It doesn't seem fair

What are you most worried about?

- I will freeze up
 - Rushing through sentences
 - The panel will judge how I speak.
 - I don't want to "market" myself
- 



What Can I Control?



How I view myself

Write three self-affirming statements

- I am smart and capable
 - I bring unique skills and experiences to interview panels
 - I teach others
- 

Why I applied

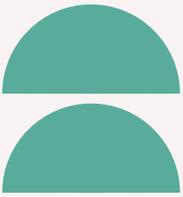
Write why you applied

- I want to support my family and earn better
- I am excited for career growth
- I deserve new opportunities
- I am making the best out of a layoff

How to Visualize Success

Brain Exercise

- Visualize your biggest worry.
 - Imagine yourself breathing and successfully moving through your fear
- 

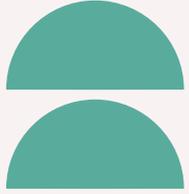


02

Research



Scavenger Hunt



1. Find job announcement
2. Find your current job description
3. Find company mission or values





Discover the Why?

Why? Reread job description and identify core responsibilities. Write **why** the position and work excites you.



“When I read the job description, I was excited about this aspect... It feels like a great match because ...”





Discover the Why?

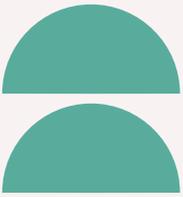
Why? What is a driving value of the county and how will you embrace that?



"When I read the mission of **(state extract words from mission statement)** it really spoke to me because building (i.e. safety, trust and belonging) is something I strive for in all my interactions at work. For example..."



"Multnomah County's value of "This Work Matters" really speaks to me because I want to make an impact on my community. I embrace this value by..."



03

Preparing for Interview Questions



“One important key to success is **self-confidence**. An important key to self-confidence is **preparation**.”

—**Arthur Ashe**



Interview Tips

1. PRACTICE | PRACTICE | PRACTICE

2. Prepare for typical interview questions:

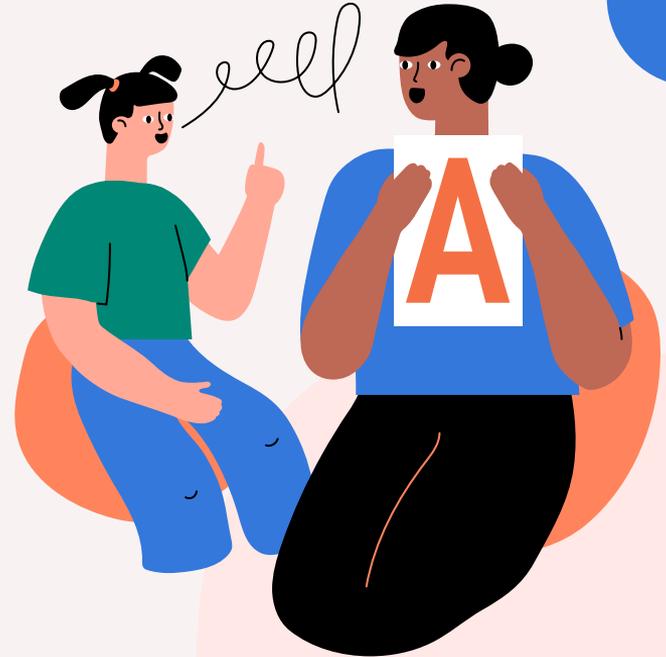
- Tell us about yourself
- How do you handle conflict?
- How do you apply equity at work?
- What is an area of growth?

3. Write out your answers, bring notes

- STAR Method
- Do Your Responses Answer Their “Why”
- Match your value to the needs of the role
- Tie your answers back to your accomplishments, goals, & achievements

4. Do Your Homework!

- Have questions to ask the panel





Practice, Practice, Practice



Prepare for Typical Questions

Tell us about yourself

"It's wonderful to meet you. I am so excited for this position. As you know, my name is BLANK. Some important things to know about me. (Your values, your identity, what excites you, your work dreams.) I think my values and motivations plus my work experience would be a great fit for this organization."

Describe a time that you dealt with a challenging situation or conflict

- Give a **direct example**. Tell them about the situation and how you handled it.
- You want to emphasize what **skills** you used. Did you collaborate? De-escalate? Delegate? Think outside the box? Handle things independently? Use best practices, use trauma-informed approach? Prioritize?
- Explain what you **learned**. *"I learned that I can work under pressure and still remain calm. I learned that by utilizing a trauma-informed approach, it increases safety for guests and staff."*

Prepare for Typical Questions

How do you use an equity perspective?

- Give an example of being culturally competent at work
- Describe how you reduce barriers for marginalized folks
- Reference a diversity training you took that you now apply
- How do you champion diversity

What is an area of growth for you?

- *I don't get to lead very often, at least not formally. In the long run, I'd love to start taking on more responsibilities as a leader.*
- *I am trying to get better at delegating tasks so we can all work together to improve processes. I've started practicing this in the last few months and it is going well.*
- *I am working on improving my fluency with this type of technology (i.e. google suite). I feel comfortable with Microsoft but I am still learning Google, so I signed up for a training.*
- *I think that I can always learn more about diversity and equity. Last week, I noticed some biases coming up and I talked with my supervisor about this. It was really eye opening and I am committed to learning more.*

STAR(T) Method

At Multnomah County, most of interviews are a panel of 2-5 individuals. Our practice is to send you the interview questions ahead of the interview to help you prepare. We want your best answer - not what you can easily recall in the moment.

Most of the interview questions we ask are Behavioral Interview Questions, which ask you to provide a real life example of how you handled a certain kind of situation or work in the past.

“Tell me about a time when....”

“What do you do when....”

“Give me an example of....”

STAR Method of Interviewing:

- **Situation:** Set the scene and give the necessary details of your example
- **Task:** Describe what your responsibility was in that situation
- **Action:** Explain exactly what steps you took to address it.
- **Result:** Share what outcomes your actions achieved.
- **Tie back:** Emphasize how you will apply this to the job you applied for

STAR(T) Method

STAR Interview Method Example from Betterup.com

The Interviewer Says: “Tell me about a time you failed. How did you handle it?”

Your Response:

Situation: “I was in charge of creating a community resource manual for my mentor. This project would typically take about a month to complete, but my mentor was in a rush and asked if I could have it ready in two weeks.”

Task: “Excited that it was my first project, I agreed. Shortly after, I realized I'd need a bit more time to consult with community partners in order to deliver excellent quality work with community input.

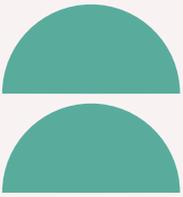
Action: “I reached out to my mentor and apologized. I explained that we would miss a valuable equity piece if multiple community voices were not included. I also asked for a three-day extension, and they were generous enough to extend the deadline.”

Result: “I managed to finish the project and deliver it before the extended deadline. I ensured that critical community stakeholders gave their input. However, I learned to review projects in detail first before agreeing to a deadline. I also use time management tools like making to-do lists and google calendar to manage my time.”

Tie Back: To go back to the original question of how I handle failure: I use failure as a learning opportunity and I would apply this in working for you. I can't guarantee I won't make mistakes, but I am fully committed to



04



Habits for Success

Habits for Success

Sleep, Food, Water

Body and brain work best when your internal battery is charged

Lay out your clothes, etc.

Gather all the things you need the night before

Map the way

Check out the route and travel times



Arrive Early

Give yourself a buffer

Ask Questions

It shows curiosity

Be Yourself

Slow down and allow yourself to shine!

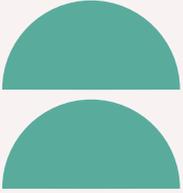
Thank them!

Come Prepared with Questions

What will I be doing?	<i>Can you explain some of the day-to-day responsibilities this job entails?</i>
What talent are you looking for?	<i>How would you describe the characteristics of someone who would succeed in this role?</i>
How do people get along?	<i>Can you please describe team dynamics and culture?</i>
Do you work individually or with others?	<i>What is the ratio of individual work to team collaboration?</i>
How is performance measured?	<i>Can you tell me about the supervisor's role and how I obtain feedback on my work?</i>
How will know if I am hired?	<i>What are the next steps in the process and when can I expect to hear from you?</i>



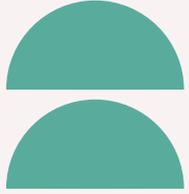
05



Post Interview Strategies



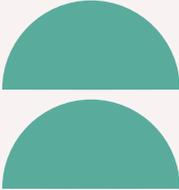
Follow-up Email



- Thank the interviewer
- State the position you applied for
- Ask questions or mention things you forgot to say
- Ask when you can expect to hear back



Follow-up Email



Hi Edman,

Thank you for taking the time to interview me for the (x) Internship earlier today. It was great connecting with you and learning more about the role and the company culture.

I remain interested in the position and am excited to continue showing you what I can offer. *I think my bilingualism would really enhance customer satisfaction in your program.* Please let me know if there is anything else I can send to enhance my application. Otherwise, I am looking forward to hearing from you in the coming week.

Take care,



Things to Avoid

1.



**Bad
mouthing**

2.



**Outdated
Stories**

3.



**Like you
already
got the
job**

4.



Too Casual

*

Final Insights



PREPARED