Welcome Notes
Interview Fundamentals Workshop

- Attendance verification - please change your name to your first and last name
- **Full participation means you are attending at least 75% of this session**
- Are you a current co-op or internship student?
  - No need to re-apply or attend this workshop.
  - For access to the Fall 2022 job board, login to the Co-op Portal and accept the Terms and Conditions for Fall 2022 before May 9, 2022.
- Already attended this session in the past 12 months with full participation? No need to attend again. Be sure to submit your application before the deadline.
- Application to the program is open from April 22, 2022
  - Deadline: April 26, 2022 @ 11:59 pm
- Answering your questions – towards the end of the session
- You will be provided a link to a PDF version of this PowerPoint presentation. If you need an accessible version, please contact us.

Lassonde Co-op Program
First Impressions

Interview Formats & Processes

Types of Interview Questions

Answering Interview Questions

Preparing for a Co-op/Internship Interview
Student Expectations

- As a Co-op student, you are expected to attend as many interviews as possible when job searching.
- Interviews can be last minute, with as little as 24 hours notice:
  - Check your email regularly for requests.
  - Ensure you have a professional voicemail; answer your phone only when you are available to take the call.
- Spend time practicing interviews while applying, don’t wait until you get an interview to prepare:
  - Students looking for programming, coding & development roles need to start practicing from now (leetcode, write code on paper/whiteboard, other challenges).
- Once a position is secured, you are expected to commit to the employer and decline future offers and interview requests.
ATTIRE

- Dress professionally in attire that’s suitable for the industry
- Dressing the part indicates that you are confident and interested in the job

NON-VERBAL COMMUNICATION DURING AN INTERVIEW

- Nonverbal communication is just as important as what you’ll say in an interview
- People form their first impressions mostly on body language
- Subtle non-verbal cues like hand gestures, eye contact, posture, voice quality and facial expressions reveal a lot about how you’re feeling and your level of confidence and willingness to follow workplace norms and standards

For more visual examples of attire, follow our Pinterest page: https://www.pinterest.ca/LSECOOP/_saved/
Interviewing in Times of COVID
Important Considerations

- Show your best professional self while at home
  - Appear professional, precise and organized
  - Tidy room, neutral background, regulate the lights, and limit noise and distractions

- Check your application, audio and camera
  - Ensure that you have the right application on your device to match the other party
  - Test your camera and audio at least 10 minutes prior to your interview
  - Turn on your camera

- **Ask about how the company is handling the current pandemic situation**
  - It is important to understand the overall mindsets of the company, their infrastructures and corporate culture
Screening Stage:
- Telephone
- Video (video recording, one-way e.g. SparkHire)
- Technical (company’s coding challenge, HackerRank)

Screening Stage:
- Telephone/Video (Zoom, Skype, MS Teams, Google Meet/Hangouts, Cisco WebEx)
- Technical (white board coding, technical Q&A, pair programming)
- In-person (1:1, group, panel)
Types of Interview Questions

GENERAL

- These questions are used to open an interview, allowing you to share your background with the interviewer.

Example Questions
- Tell me about yourself.
- Why do you want to work for this position/company?
- What is your weakness?
- What are your strengths?
- What motivates you?
- What has been your greatest achievement?

TECHNICAL

- Determines if you have the specific technical skills required for the position.

Example Questions
- What computer programs can you use?
- What communication technology are you familiar with?
- Tell me how to use xxxx equipment.
- Tell me the challenges with using xxxx equipment.
- What construction equipment/tools do you have experience with?
Types of Interview Questions (Continued)

**BEHAVIOURAL**
- Based on past experiences and examples, determines how you react in situations
- Example questions: 
  *Tell me about a time when...*
  - Tell me about a time when you had to solve a challenging problem
  - Give me an example of a time when you had to meet multiple deadlines with tight timelines
- An effective strategy: S.T.A.R. Framework
  - Situation
  - Task
  - Action
  - Results

**SITUATIONAL**
- Determines what you *would* do in specific situations, which are likely going to be a common occurrence on the job
- Example Questions
  *What would you do if...*
  - What would you do if you were up against a deadline you couldn’t meet?
  - If you were managing x type of project, what kind of approach would you take?
- An effective strategy: In your answer, integrate how you demonstrated 2-3 skills required on the job while addressing the question.
Answering Interview Questions

**Strategies**

- Listen carefully to the question being asked – what is the competency they are asking you to demonstrate?
- Ask for clarification if you don’t understand or didn’t hear the question
- Be concise but give enough details. As a guide, answer each question for 1 - 2 minutes to give your interviewer enough details to assess your skills.
- Provide concrete examples and evidence in your answers
Question: Tell me about yourself.

Sample framework answer:

› **Who are you?:** I’m a 3rd-year digital media student + a key theme in all you do/something you are passionate about/ a unique interest/fun fact about you.

› **What do you have?:** What relevant experience/projects/activities you have. State at 1-2 relevant experiences and 1-2 relevant skills

› **Why are you here?:** Answer the question, “why are you interested in X company” e.g. I’m excited to learn a bit more about how..../...which is why I am happy to be interviewing with you today about X role ...”
General/Standard Interview Questions

› What makes you a good fit for this position?
  • Tip: refer to the job posting and pay attention to what the company included in the Requirements/Qualifications section of the posting

› Highlight where you have demonstrated success in meeting some of the key skills and qualifications in your prior experiences.

› For example, if the company is looking for someone with strong leadership skills, cite examples where you had demonstrated leadership in your team projects/work(extra-curriculars, etc.}
Answering Interview Questions

A simple formula:

**Situation + Task + Actions + Result**
Sample STAR Answer to “Tell me about a time when you had to deal with a difficult customer”.

**S:** “When I was working at the bookstore this September, a student came in who was yelling at me about getting the wrong course kit. She was very upset, and it was disturbing the other customers.

**T:** “As a Customer Service Rep I knew it was my job to assist her in a professional manner and diffuse the problem tactfully.”

**A:** “I knew it was important to stay calm, speak softly, and to let her know I was listening. I told her that I could see she was very upset and offered assistance in helping her find what she was looking for. I asked if we could first move to a quieter place in the store so that I could hear her better. She agreed and when we got there, she already seemed much calmer. She told me her situation, I looked it up on the computer and found out where it was and how she had gotten the wrong kit.”

**R:** “When she left with the right kit, she thanked me and said that I had just made her day.”
Sample STAR Answer to “Tell me about a time when you had a difference in opinion with a team member.

**S:** Earlier this year, I participated in a case competition that involved working with a partner to address a client’s need to redesign a website for a new product launch. When our client explained their idea, I immediately had a vision of what I thought would be most impactful for the launch.

**T:** In this competition, we were not only being judged on our design but our overall approach as a team. I was excited to share my idea to my team member. However, she started describing her own vision, and I realized it was almost completely opposite to my idea.

**A:** I asked her to walk me through the reasoning behind her idea. I shared my own ideas, and rationale, and as we listened to each other’s vision, I realized we both had flaws in our design. Instead of trying to hold on to my own vision, I kept the needs of the client in mind, and my partner and I worked together to blend the strengths of both of our visions.

**R:** Ultimately the result looked different from what we both originally wanted, but the client loved the outcome. We didn’t win the grand prize, but we were awarded for Most Collaborative Group. This situation also helped me learn how to best manage differences in opinions.
Preparing for the Interview

Guidelines for BEFORE, DURING, AFTER
Preparing for the Interview

BEFORE

- Confirm the details
- Research + review the job posting = anticipate questions, prepare questions to ask
- Who, where, format, any additional things to bring (references, portfolio)
- Formulate answers: be specific, provide evidence
- Review your online presence
- Practice!
- Decide on industry appropriate attire
Preparing for the Interview

DURING

- Apply knowledge of North American business etiquette expectations
  - Display positive body language (posture, eye contact, smile, avoid fidgeting)

How to Stand Out

- Be an active participant, ask questions and utilize your research to your benefit
- Ask about next steps
- Ask about following up
Preparing for the Interview

AFTER

- Send a thank you email/letter (within 24 hours)
- Follow up based on what was discussed during your interview

Tips for Thank You Letters/Emails

- Thank interviewers for their time
- Restate interest in the role
- Make reference to specific aspects of the interview (e.g. things that they shared about the role/company/answers to your questions)
**Reminders: Registration Process**

**April 11-22**
- Complete the 3 mandatory sessions:
  - Co-op Information Session
  - Resume Fundamentals for Co-op
  - Interview Fundamentals for Co-op
- Attendance in any of the 3 within the past 12 months will be considered as equivalent
- Full attendance is required (75% of the scheduled time)

**April 22-26**
- Submit your application for Fall 2022 work term
- Registration opens on April 22, 2022
  - Log-in to Lassonde Co-op portal and select the program for which you are applying for.
- Students with transfer credits from another institution or York University: submitting Transfer Credit Assessment for Co-op Eligibility

**APPLICATION DEADLINE:**
April 26, 2022 @ 11:59 PM

**April 27 – May 6**
- You application will be assessed
- Students will be notified via email of their admission by May 6, 2022
- If admitted, students will have access to the Co-op job board on May 9, 2022.
- International students: provide proof of application for Co-op Work Permit to gain access to the job board. There may be delays in processing times, ensure you follow the recommended guidelines
Recommended Interview Resources

Technical Interview Resources (Computing)
- HackerRank – Practice your Coding Skills
  - HackerRank – Amazon Coding Demo
- Software Development Topics to be Prepared For (Amazon)
- LeetCode – Programming, Algorithms
- Byte-by-Byte Blog – Articles, Resources and Guides for Technical Interviews
- Geeks for Geeks.org – Analysis of Algorithms – Big O Analysis

Additional Interview Resources
- CGI Career Lab
- Career Education and Development Resources
  - Answering Behavioural Questions Using STAR
  - Interview Tip Sheet
  - Sample Questions to Ask an Interviewer
  - Sample Interview Questions
Q & A

Please type your questions in the chat

Connect with us during Drop-in hours

FAQ: https://coop.lassonde.yorku.ca/students/faq/

Eligibility & Registration:
https://coop.lassonde.yorku.ca/students/eligibility/
Thank you for your participation!