



## **Description of Test (DOT)**

# **STRUCTURED/BEHAVIORAL INTERVIEW**

## **Description of Test Guide**

This **DOT** Guide is designed to help you prepare for the Structured/Behavioral Interview. This guide includes a section entitled "Preparing for the Interview" and provides you with a sample work sheet.

It will be helpful to allow yourself ample time to review and write down the information suggested in this guide prior to the interview.

### **PREPARING FOR THE INTERVIEW**

As you begin to prepare yourself for the interview, it will be helpful for you to think about different experiences related to your accomplishments, achievements, or any special recognition you have received over the last year. You may go back further than that if you wish. Think in terms of those experiences that are relevant to the job for which you are applying. Next, write down those experiences in a manner that captures specific examples of what you did, how you did it, and what happened as a result of your actions. For example:

**Interviewer:** What happened?

**Candidate:** Recently, I received an emergency call from a customer who had just witnessed a terrible auto accident.

**Interviewer:** What did you do?

**Candidate:** Although I got very nervous because the customer was obviously upset, I first took a deep breath, and calmly asked the customer to give me specific details about the location while I connected them to 911. I also stayed on the line talking with the customer until I knew help was there - which seemed to take forever even though it only took a couple of minutes.

**Interviewer:**What was the outcome?

**Candidate:** Later, I received a commendation from that customer. She indicated how responsive and understanding I was and that I cared enough to stay on the line until help arrived. I felt really good to know that I made that much of a positive impact.

As you can see, the candidate's response captures all of the information for a specific example..

### **PREPARING FOR THE INTERVIEW (continued)**

Write down and be prepared to discuss what you actually did and not what you "would do," "could do," or "should do." It is very important that the experience relates to a specific circumstance/.

Avoid the temptation to use others' experiences. You can best demonstrate your skills in the interview if you talk about specific circumstances in which you, not others, were involved. If you refer to a team circumstance, state your specific contributions to the team circumstance.

During the interview, you will be asked a series of questions related to the position for which you have applied. Your responses to these questions will determine if your qualifications are a match for the position.

Attached is a work sheet (Pages 4-5) that will help you format your information (please feel free to copy this form). Write down circumstances that relate to work, extracurricular and volunteer activities. Be sure to include examples that have occurred recently and circumstances that relate to the job for which you are being considered (e.g., circumstances related to customer interaction). Examples might include:

- Circumstances that resulted in receiving commendations from your customers, peers and/or managers.
- Circumstances when you received special recognition regarding activities associated with work, volunteer or extracurricular activities.
- Instances where you felt really good about a contact with a customer, a peer, a manager, or a friend and went away feeling that you went out of your way to help that person.
- Your participation on a team project, where your contributions added to the success of the project.
- Circumstances which are related to various interactions with peers, customers, managers and/or friends in which you made a contribution.
- Circumstances you have dealt with that are high pressure or stressful and how you handled them.
- A time when you helped others who are culturally different from yourself.

Please note that these examples are provided to illustrate the types of circumstances you may be asked about. However, the actual interview questions may or may not focus on these specific circumstances.

### **PREPARING FOR THE INTERVIEW (continued)**

Allow yourself ample time to prepare for the interview by reviewing the information suggested in this guide and writing your examples on the attached work sheet prior to the interview. This preparation should be done on your own time.

It is normal to feel nervous before an interview, especially if you haven't had an interview for a period of time. In addition to the suggestions listed above, you may want to practice discussing your examples out loud by creating an interview-like atmosphere. Ask a friend or family member to act as the "interviewer" and to listen carefully to your presentation to ensure you are giving complete information: what happened, what you did, and what the outcome(s) was/were.

It is acceptable to take notes with you to the interview. During the interview, it is appropriate to take a moment to formulate your responses before answering the interviewer's questions. During the interview, it is also appropriate for you to take notes so that you can ensure you provide a complete answer. These notes just need to be left with the interviewer.

### **PRACTICE INTERVIEW**

The following are examples of the types of questions that you may be asked during the interview. It may be helpful for you to answer these two sample questions and use them in a "practice" interview with a friend or relative.

You may find it helpful to fill in the worksheet with your own examples as they relate to each situation listed on Page 2. A blank worksheet, which may be copied, is provided.

To give you an idea of the level of information you will be asked to provide, a "mock" response for Sample Question 1 is provided on the attached worksheet.

#### **Sample Question 1**

Describe a time when you identified an error or problem that had escaped others' attention.

#### **Sample Question 2**

Tell me about a time when you needed to follow up with peers or other departments regarding a project you were working.

## STRUCTURED/BEHAVIORAL INTERVIEW WORK SHEET

	<b>What</b> happened	<b>What</b> you did	<b>What</b> the outcome was
<b>Example 1</b>	Our group is responsible for updating handbook information. About three weeks ago, I was getting ready to mail out a packet of updated handbook pages. I noticed a typing error on the cover sheet.	I stopped preparing the mailing. I sat down and read the entire packet. I found several typing errors. I also found a rate that looked incorrect. I got a calculator and re-figured the rate. Next, I went to Terry, the person responsible for the packet, and pointed out the discrepancies. After we reviewed the information, I took the corrections to the typist.	The correct handbook information was distributed. Terry wrote a note of appreciation to my supervisor.
<b>Example 2</b>			

## STRUCTURED/BEHAVIORAL INTERVIEW WORK SHEET

	<b>What</b> happened	<b>What</b> you did	<b>What</b> the outcome was
<b>Example</b>			
<b>Example</b>			
<b>Example</b>			

## **ACCOMMODATION REQUESTS**

Qwest provides accommodations in testing conditions to qualified applicants with disabilities during the administration of pre-employment screens, to the extent such accommodations are reasonable, consistent with the nature and purpose of the examination, and necessitated by the applicant's disability. Qwest's objective is to provide effective and necessary accommodations to qualified applicants as defined under the Americans with Disabilities Act, without substantially altering the nature of the screening process. Each applicant's request for test accommodations is evaluated on a case-by-case basis. A test accommodation request and supporting documentation must be submitted in order to determine whether an accommodation may be provided. After you apply for a job, staffing office personnel will contact you to arrange for any required pre-employment screens. At that time you must inform the staffing office that you will require a test accommodation. You will then be informed of the information and documentation that is required to process your request.

**PLEASE NOTE:** The purpose of this guide is to provide information which will assist all candidates in their performance during the test. Your performance is determined by many things such as your education, experiences and skills.

***YOUR SCORE WILL BE DETERMINED BY YOUR RESPONSES TO ALL OF THE INTERVIEW QUESTIONS.***