

Avoiding the Mind Blank – Using the Interview Matrix

Employers are generally looking for attributes such as people with good communication leadership, initiative and teamwork skills. In an interview, employers will want to hear examples of when you have used these skills. It can be hard to come up with ideas on the spot – especially when you are nervous.

The interview matrix can be used to prepare examples of when you have used these skills in advance so you can be confident that you have a good answer for pretty much any question and can avoid the dreaded mind black.

Take a look at the example below:

Question	Example 1	Example 2	Example 3
Give me an example of when you worked as part of a team.	I was a member of the school council. One of our roles was to raise money for the school through a variety of events. We all contributed and	I have played football with my local team for the past 2 years. I have really learnt the importance of working together and how much we could achieve ...	I have a part time job at the local café. It is very busy particularly on the weekends and each person must do their part to
How have you handled a difficult situation?	As a food and beverage attendant at my local café I often had to deal with customer complaints. I found the best way to do this was	While I was studying I had a lot of commitments outside of school. I found that I was getting behind in my work which was causing me stress. I organised a meeting with my teachers and came up with a study plan...	One of my classmates was being bullied by other students. I took the time to get to know her and I spoke to the other students involved and asked them to leave her alone.....

Question	Example 1	Example 2	Example 3
<p>When have you successfully lead a group</p>	<p>As a Beacon Student Ambassador I worked with a group of students to develop the Beacon program in my school and particularly focus on linking in with local businesses. We managed and ran a number of events all of which were attended by.....</p>	<p>I worked at my part time job for 3 years and in the last year I was given more responsibility and became shift leader. The most important thing I did in this position was</p>	<p>As the captain of my netball team I have lead my team to the finals on two occasions. While we lost the final the team was successful in many other ways including.....</p>
<p>Provide an example of a process or procedure that you have successfully followed</p>	<p>At my part time job at the fast food restaurant I had to learn a number of processes, including how to open the store and get it ready for the day, how to produce individual items of food and how to clean various utensils and the store overall.</p>	<p>I volunteer for a charity which raises money for cancer. We regularly work at events and each time we are fully briefed on our role for the day, what health and safety processes we have to follow</p>	<p>I regularly cycle in a group. In order to make sure that we are all safe, we have to communicate in a certain way and take it in turns to lead the pack</p>

Here is a blank one for you to fill out.

Question	Example 1	Example 2
Give me an example of when you worked as part of a team.		
How have you handled a difficult situation?		
When have you successfully lead a group		
Provide an example of a process or procedure that you have successfully followed		