

# Use strategies to answer interview questions

Welcome back!

Preparing for job interviews in the security field is such an exciting process.

You've learned a lot through this program that can help you stand out as a candidate.

Let's discuss some useful interview strategies to consider when speaking to an employer.

Your interviewer is going to ask several questions when you meet.

Carefully consider each question before responding.

Let's discuss the STAR method, which can help you prepare for interviews.

The STAR Method is a technique used to answer behavioral and situational interview questions.

Using this method is a great way to help you understand each interview question and provide a thoughtful and thorough response.

STAR stands for: Situation, Task, Action, Result.

The STAR method is typically used to answer open-ended questions such as: "Tell me about a time when you encountered a challenge on the job?" Let's go through an example of how this question could be answered using the STAR method.

The situation: Two people needed to stay home for work due to illness, and I was the only person available to assist customers.

The task: I needed to answer phone calls from customers, while assisting shoppers in the store.

The action: I came up with a strategy that allowed me to assist customers as they entered the store while also ensuring that customers who called were helped or politely placed on hold until I was able to address their needs.

The result: I managed the in-store operations for the day without many mistakes, and my manager complimented me during the next team meeting.

Hopefully this example highlights the benefits of answering open-ended interview questions using the STAR method.

But the STAR method isn't the only strategy you can use during an interview.

You can also answer questions with confidence.

One way to demonstrate confidence is by admitting when you don't know something.

For example, if an interviewer asks you to discuss a skill that you don't have, it's okay to admit you haven't learned it yet.

However, the trick is to confidently mention that while you don't have that particular skill, you're a quick learner and eager to develop that skill.

Treat it as an opportunity to emphasize your ability to adapt and learn on the job, which shows confidence!

You know what else shows confidence?

Taking the time to fully understand a problem or question to provide the best solution or answer possible.

When interviewing, don't be afraid to ask the interviewer for a moment to think about your answer. It shows that you're willing to take the time needed to understand the question and provide a response that is meaningful and relevant.

We've discussed a few strategies that can help you overcome the nervousness you may feel about interviewing for a job.

Coming up, we'll continue to explore ways to prepare for interviews.

## REMEMBER

STAR stands for:

Situation

Task

Action

Result.

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