

INTERVIEW TIPS

BEHAVIORAL INTERVIEW PROMPTS

Employers often ask questions about how you responded to specific situations. For example:

- Tell me about a time when you experienced a conflict while working on a team.
- Describe a time when you had to work well under pressure.
- Give me an example of a time when you showed initiative and took the lead.
- Tell me about a time when you made a mistake, and how you handled it.

S.T.A.R. METHOD

You can use STAR as a framework to structure your response to behavioral interview questions.

- Describe the context and background for a **situation** that's relevant to the question.
- Explain the **task** that needed to be completed. What was the goal?
- Outline specific **actions** you took. How did you exhibit transferable skills?
- Share the **results** of your actions. What was the outcome? What did you learn?

SCHEDULE A 1:1 APPOINTMENT NOW!

The WIU Career Center is here to help you to apply all of these skills to your application materials and your interviews.

Appointments available:

- Resume Building & Review
- Cover Letter Building & Review
- Interview Skills
- Job & Internship Searching

Go to: wiu.joinhandshake.com (scan the QR Code) or email Careers@wiu.edu to make your appointment.



Western Illinois University

CENTER FOR CAREER PREPARATION AND EMPLOYER ENGAGEMENT

MARKET YOUR EXPERIENCE

LETS TALK ABOUT YOUR FRATERNITY OR SORORITY EXPERIENCE

The Fraternity and Sorority Life (FSL) experience provides students with opportunities to establish strong friendships, make connections with faculty and staff, and contribute to the community through leadership and service. Many of the skills developed through FSL translate directly to work environments across industries. Use the examples in this guide to discuss these transferable skills on resumes, cover letters, and interviews.

SAMPLE RESUME ACTION VERBS

- accomplished
- achieved
- administered
- advised
- allocated
- arranged
- assigned
- assisted
- awarded
- budgeted
- built
- chaired
- collaborated
- communicated
- conducted
- coordinated
- cooperated
- corresponded
- created
- delegated
- directed
- developed
- encouraged
- facilitated
- fostered
- improved
- implemented
- initiated
- investigated
- lead
- maintained
- marketed
- mediated
- moderated
- organized
- overcame
- planned
- promoted
- publicized
- recorded
- recommended
- selected
- supported
- volunteered

TRANSFERABLE SKILLS

Leadership If you held an office or served as a committee chair, you exhibited leadership through your duties.

Employees seek candidates who can exercise high levels of responsibility in an organization. The experiences you gained while holding FSL positions reflect greatly on your potential as an employee.

Teamwork Emphasize the communication and coordination skills you developed while completing team projects. Successful collaboration between co-workers, offices, and even organizations is essential to success in the workplace.

Service FSL members are known for providing help in the community. Each sorority & fraternity sponsors a community organization. Describe your service efforts to collaborate with community members as well as your dedication to a cause greater than yourself.

Organization & Time Management You juggle student organization activities with schoolwork and other obligations by being organized. Employers value time management because it conveys discipline and motivation.

SAMPLE RESUME ACTION STATEMENTS

President

- Facilitated coordination of # of activities for (name of organization) and delegation of authority over # of members
- Supervised Executive Board and general body meetings, keeping them productive
- Implemented Chapter's strategic plan by guiding others in fulfilling position requirements

Vice President

- Organized philanthropic and community service goals, hours, events, and activities
- Assisted president in accomplishing goals set forth by organization
- Coordinated biweekly meetings of Cabinet, serving as liaison between Executive Board and Cabinet
- Studied constitution, laws, and bylaws of Chapter to answer questions on interpretation

Treasurer

- Managed collection and allocation of \$\$ funds
- Prepared extensive report covering all aspects of budget, including intake, expenditure, and savings
- Created dates for dues and payment plans for each member in equitable fashion

Communications Chair

- Distributed Chapter minutes and agendas to # members via e-mail and commissioned campus-wide emails on behalf of Chapter
- Maintained emails and/or text messages about events, meetings, or executive announcements
- Supervised Chapter meeting records, keeping permanent record of proceedings of Chapter on file

Standards Chair/Honor Council Chair

- Recorded attendance of # of members at # events and maintained record in Excel
- Monitored violations of constitutional standards or values regarding inter-chapter relations and public conduct
- Communicated behavioral expectations to Chapter and documented infractions and/or fines

Social Chair

- Collaborated with Vice President of Public Relations on promotion of # events via social media
- Prepared reports for Executive Board on details of events, maintaining guidelines set by social contract
- Supervised and directed social programming by selecting venues, bands, and services, and purchasing supplies as understood and approved by Chapter

House Manager

- Developed positive living environment designed to link community, faculty, and residents
- Encouraged dialogue and mediated conflict
- Communicated house rules and coordinated signing of housing agreement at beginning of each semester

Recruitment Chair

- Assumed general supervision over recruitment planning, event implementation, and logistics
- Developed appropriate and effective program to attract new members to organization
- Created detailed outline of plans for Recruitment Week, including theme, food, activities, and attire
- Coordinated # Recruitment information sessions, providing educational materials and content

Alumni Chair

- Maintained correspondence between President, Alumni Board, and Alumni Advisors
- Recorded and updated Alumni contact information, serving as liaison between alumni and Chapter
- Monitored and managed nonprofit status information to share with Executive Board and Chapter

Fundraising Chair

- Collaborated with treasurer to create and implement # of events to raise funds for Chapter
- Created programs to aid members in fundraising and payment plans
- Collaborated with Vice President on community service and fundraising events to ensure success
- Planned opportunities for members to raise funds through different initiatives

Public Relations Chair

- Designed flyers, banners, graphics, and other public relations products in Photoshop and Canva for # events
- Collaborated on # events that required publicizing and distributing promotional banners or flyers
- Maintained website and social media accounts, updating each media with recent events or accomplishments

Philanthropy/Community Service Chair

- Organized philanthropic events, ensuring each Chapter member completed # service hours
- Maintained record of attendance, hours served, and money raised by Chapter at Philanthropy events
- Collaborated with community members and other organizations in creation of service opportunities

Education Chair

- Served as new member educator, ensuring # new members fulfilled all new member requirements
- Prepared written program covering all aspects of Candidate Education Program and supervising completion of program
- Planned and Facilitated bonding activities and events for new members and Chapter