



Silicon Valley Associates
Recruitment

How to Successfully Interview 2020

Silicon Valley Associates Recruitment
IT and Technology Recruitment Specialist in APAC



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IT AND TECHNOLOGY RECRUITMENT SPECIALISTS IN APAC

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FOREWORD

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Foreword



FOREWORD

Silicon Valley Associates Recruitment, an IT and Technology Recruitment Specialist in APAC, offers this interview guide that contains pre-interview, during the interview, and post-interview tips. Hence, the A-Z of the interview process.

In light of the COVID-19 pandemic outbreak, many countries around the world were shut down and forced under enhanced quarantine programs. This health crisis is affecting not only the health sector but also bring up socioeconomic problems as well. Now that it has been over months already, people and businesses are facing many unknowns as they try to reopen and return employees to work.

We all know that employment opportunities remain shuttered, and companies are forced to operate at reduced levels. Amid this health and economic crisis, news regarding unemployment is appalling.

Silicon Valley Associates Recruitment offers you a thorough helpful guide in acing your employment journey from preparations, applications, resumes, and even in the interview process.

About Us

Silicon Valley Associates Recruitment

Silicon Valley Associates Recruitment is an IT recruitment agency in Hong Kong, catering to companies and candidates in the IT and tech industry. On one hand, we help companies find competent and suitable IT professionals to work in their corporate sphere. And on the other, we assist candidates in building their professional careers to enable them to find a suitable IT job in Hong Kong and Asia.



More Than 10 Years of Professional Experience in IT Recruitment

With over 10 years of professional experience and a solid track record in IT recruitment, we are dedicated to helping IT professionals gain access to the best opportunities in the industry. We have a multilingual team of consultants across Hong Kong, China, Philippines, UK, USA, and UAE, coming together to conduct research and uncover valuable insights and market trends to yield results that would favor our clients.

Our expertise as a professional recruitment agency is proven by our global knowledge, experience, and track record throughout the Asia Pacific, EMEA, and Americas. Backed by relationship managers, a community of partners, and an innovative multi-channel research methodology, we can be a steady support for companies and candidates in the realm of IT and tech.

Our Core Values

Commitment, Communication, and Trust.

These are the core values that SVA Recruitment, as a specialist IT recruitment agency, stands for. With the goal of providing our clients with unprecedented insights and opportunities in the IT and tech industry, we commit to becoming your eyes and ears in the

market. We will continuously and diligently prospect and uncover trends, news, and opportunities in the industry, while directly engaging with prospective professionals.

In a competitive and demanding profession such as IT and tech, we understand the importance of finding the right talent and company to suit your values and capabilities. As a professional recruitment consultancy firm, we can help companies find the perfect match for their corporate needs while giving candidates the best opportunities and IT jobs in Hong Kong and Asia.



What We Do

Silicon Valley Associates is an IT recruitment agency helping companies and candidates find the best talents and opportunities in the IT and tech industry

Mission

With our dedication, firm methodologies, and IT recruitment agency experience, we aim to deliver only the best services and yield quality results for our valued companies and candidates. Your interests are our top priorities, and it is for your benefit that we continuously expand and grow our knowledge and proficiency in the IT and tech industry. Our mission is simple and straightforward.



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How to Successfully Interview

In the post-Covid-19 lockdown world, competition in the recruitment market is tougher than ever.

If you want to secure that all-important job in Hong Kong, then it's essential to know the A to Z of the interview process.

Job interviews can be very stressful and hard. Worry no more as Silicon Valley Associates Recruitment offers you the following best practices and a thorough guide of the interview process from start to finish.



Pre-Interview: Preparation

After creating and sending your resumes successfully, you finally received a call for an interview. Chances are, you are as excited but as nervous as everyone could be.

While looking forward for the interview, keep your mind occupied and prepared by ensuring that you will ace the interview.

Before the actual interview, you should:

1. Do a Company Research

It is important for applicants to spend time researching the company's organizational culture, mission, and shared values. This part can be done by viewing the company's website, online platforms, or through someone you know who is part of the organization.

You can also explore the company's products and services and, if possible, use them. Delve into recent news about them. Visiting LinkedIn to see their staff and employees is also becoming an effective trend in researching about the company.

Understanding these organizational factors are a vital part of practicing for an interview. Therefore, you can leverage your edge over others once you learn as much as possible before applying and during the interview process.

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ACING THE
INTERVIEW

2. Expect to be Researched

Research is a two-way street. While you research companies, expect that companies will do the same. With the advent of technology, applicants are also being researched by the companies.

What best you can do here is to build your personal brand and strengthen your social media accounts. Conduct a social media audit. Set appropriate privacy setting. Clean the things you do not want the employers to see. Make sure that your LinkedIn or professional websites are updated and professional.

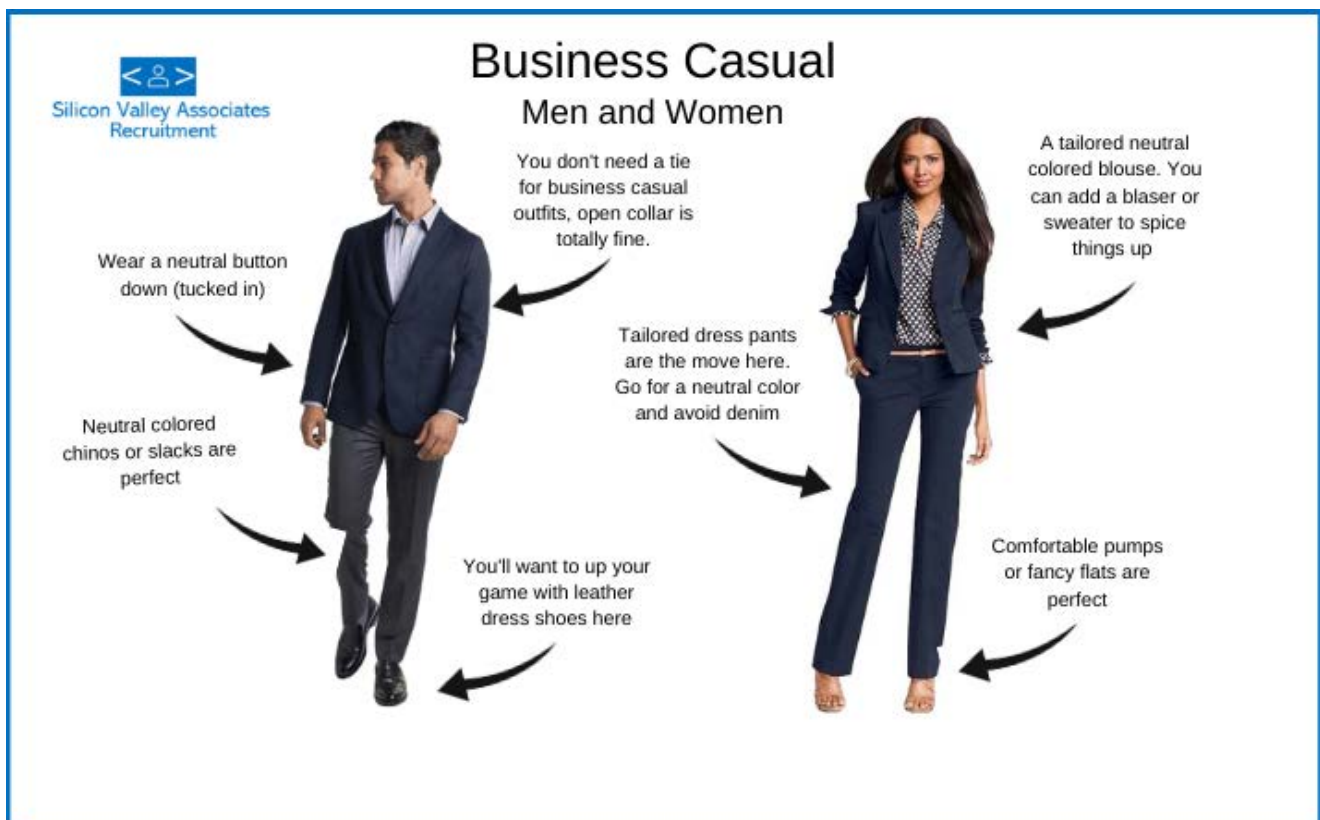
3. Practice makes you perfect

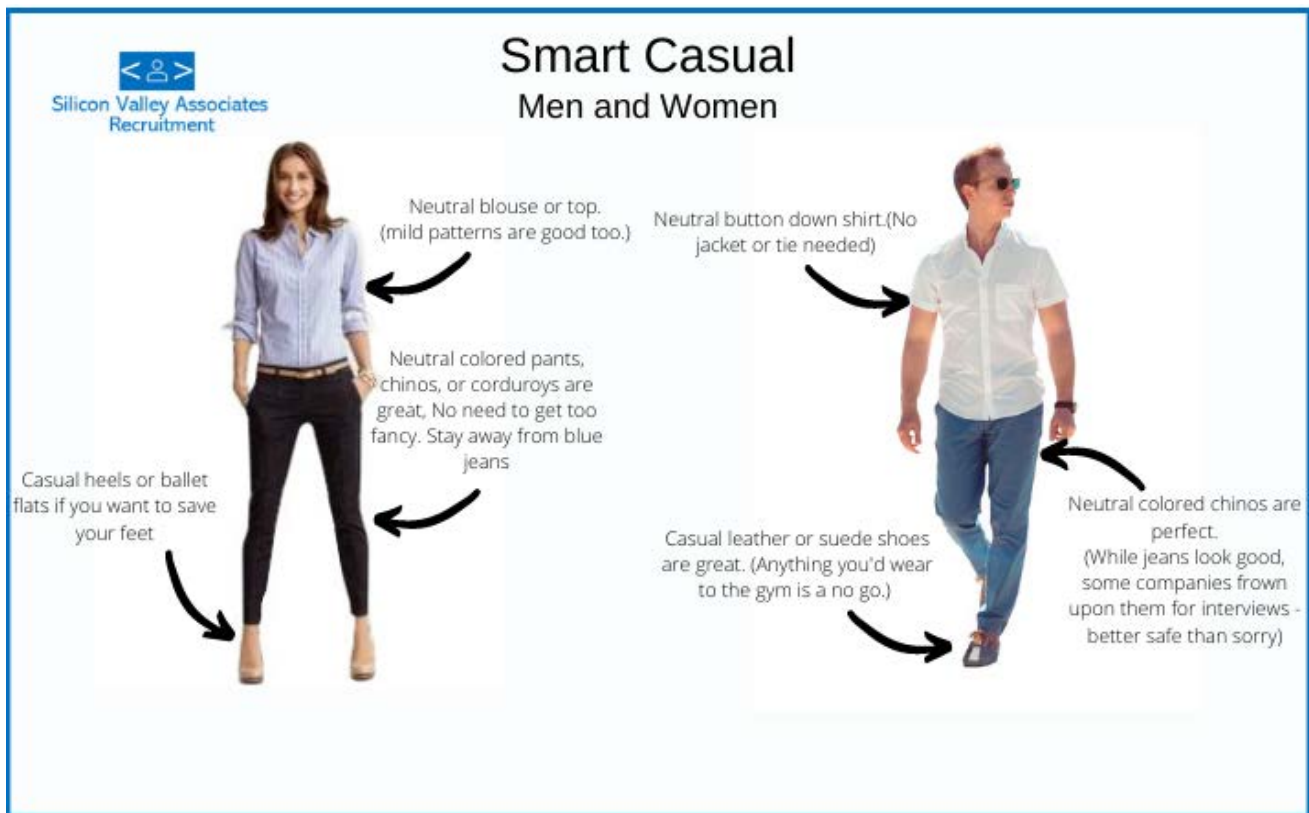
Or maybe not, but it can make a huge difference compared to those who don't. Rehearsing before the interview is never a bad idea. This would be the part where you write and familiarize yourself with the details you gathered from the company you are interested in.

While you are at it, practice the skill of leaving a positive impression on the interviewer. We cannot argue how first impressions are a vital factor to stand out from the crowd. The following are some tips on how to make a great first impression to interviewers:

Dress to Impress. The way we dress and represent ourselves are crucial factors to the success of the interview. Others who take this factor less seriously tend to not stand out from the rest. Hence, dress appropriately for the occasion. Some companies frown if the candidate is in suit so better do some research and ask the recruiter what dress would be appropriate to wear during the interview.

Note: Casual dress doesn't mean wearing shorts and flip flops. The following are a wise guide on wearing business and smart casual, two common attires in the interview process.





4. Check the Interviewer's Background

Utilized the Internet to research about the interviewers' names and background. You can google them, visit their Facebook, Instagram, and LinkedIn to see things in common. Bringing up things in common between you and the interviewer is helpful in building rapport and in letting them remember you among the others.

5. Check Office Location

It is important to check the office location and plan your travel during the interview. Remember to arrive one hour to 30 minutes ahead on time to anticipate potential traffic or accidents that might make you late.

6. Review the Job Description

Take time to review the job description and responsibilities that you are applying. Highlight duties and responsibilities that are mentioned. Then, write previous experience examples that you have done such responsibilities before and how well you have executed them. To stand out, you can prepare and bring actual examples or portfolio to showcase.

7. Learn when to Talk and Listen

Interviewers often find it annoying or boring when the applicant is too talkative or too shy to market themselves during the interview. The professional introduction or elevator pitch we discussed earlier is applicable here when introducing yourself.

Do not talk so much about yourself and learn to listen to how others speak. You might have the most excellent record in your field, but eventually, people are going to want to talk about themselves- and you should let them. Not everyone knows how to listen so that will give you a great remark to stand out and be remembered.



8. Prepare questions in advance.

Remember that you are being interviewed not because of who you are but because they would like to know how you can be an asset and make a difference for the company. This means that the interviewer will more likely ask you if you have any questions and that preparing a question in this part is a crucial factor in standing out among the others.

Not everyone is ready for this moment, so you have the chance to be remembered based on your questions and the way you asked them.

Asking questions also leaves an impression on the interviewer that you are prepared for that moment and is serious about the position that you are interested in. These questions can range from wanting to know about the company's culture to how they would likely treat you when you are hired.

Some remarkable questions to be considered are as follows:

- What can you say about your organizational culture?
- How does your company define success? How are they committed to ethical conduct?
- What motivates you to get up and work for this company?
- Can you please tell me how does this company performs or treat employees than its competitors?

Note: Ask them in a respectful manner to make an impression and to encourage them to answer your question truthfully.

9. Prepare Answers and Relevant Stories

Before the actual interview, you should prepare yourself with interview questions that companies commonly ask. These can be based on the company's industry, relevant experiences, or common interview questions.

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PREPARING QUESTIONS IN ADVANCE

Behavior Question Interview Guide Bank

Researches present a categorized behavior question interview guides that you can practice and reflect on. Silicon Valley Associates Recruitment can help you practicing and answering these questions by competency.

Adaptability

- Describe a major change that occurred in a job that you held. How did you adapt to this change?
- Tell us about a situation in which you had to adjust to changes over which you had no control. How did you handle it?
- Tell us about a time that you had to adapt to a difficult situation.
- What do you do when priorities change quickly? Give one example of when this happened.
- How do you feel when the rules change and you have to reset your goals and objectives?
- Have you been through a business cycle where you were part of an effort to cut staffing and expenses? How did you adapt your attitude and approach during this cycle?

Ambition

- Describe a project or idea that was implemented primarily because of your efforts. What was your role? What was the outcome?
- Describe a time when you made a suggestion to improve the work in your organization.
- Give an example of an important goal that you set in the past. Tell about your success in reaching it.
- Give two examples of things you've done in previous jobs that demonstrate your willingness to work hard.

- How many hours a day do you put into your work? What were your study patterns at school?
- Tell us about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell us about a time when a job had to be completed and you were able to focus your attention and efforts to get it done.

Analytical Thinking

- Describe the project or situation which best demonstrates your analytical abilities. What was your role?
- Developing and using a detailed procedure is often very important in a job. Tell about a time when you needed to develop and use a detailed procedure to successfully complete a project.
- Give a specific example of a time when you used good judgment and logic in solving a problem.
- Give me a specific example of a time when you used good judgment and logic in solving a problem.
- Give me an example of when you took a risk to achieve a goal. What was the outcome?

Building Relationships

- Give a specific example of a time when you had to address an angry customer. What was the problem and what was the outcome? How would you assess your role in diffusing the situation?
- It is very important to build good relationships at work but sometimes it doesn't always work. If you can, tell about a time when you were not able to build a successful relationship with a difficult person.
- What, in your opinion, are the key ingredients in guiding and maintaining successful business relationships? Give examples of how you made these work for you.

- Tell us about a time when you built rapport quickly with someone under difficult conditions.

Business Systems Thinking

- Describe how your position contributes to your organization's/unit's goals. What are the unit's goals/mission?
- Tell us about a politically complex work situation in which you worked.

Caution

- Have you ever worked in a situation where the rules and guidelines were not clear? Tell me about it. How did you feel about it? How did you react?
- Some people consider themselves to be "big picture people" and others are "detail oriented". Which are you? Give an example of a time when you displayed this.
- Tell us me about a situation when it was important for you to pay attention to details. How did you handle it?
- Tell us me about a time when you demonstrated too much initiative?

Communication / Strong Communicator

- Tell me about a time when you had to present a proposal to a person in authority and were able to do this successfully.
- Tell me about a situation where you had to be persuasive and sell your idea to someone else.
- Describe for me a situation where you persuaded team members to do things your way. What was the effect?
- Tell me about a time when you were tolerant of an opinion that was different from yours.
- Describe a situation when you were able to strengthen a relationship by communicating effectively. What made your communication effective?

- Describe a situation in which you were able to effectively "read" another person and guide your actions by your understanding of their individual needs or values.
- Describe a situation where you felt you had not communicated well. How did you correct the situation?
- Describe a time when you were able to effectively communicate a difficult or unpleasant idea to a superior.
- What have you done to improve your verbal communication skills?
- What are the most challenging documents you have done? What kinds of proposals have your written?
- What kinds of writing have you done? How do you prepare written communications?

Conflict Resolution

- Describe a time when you took personal accountability for a conflict and initiated contact with the individual(s) involved to explain your actions.
- What is your style and approach when dealing with conflict?
- Managing Teams and working with groups often involves tension and conflicts. What is your role in a team environment when conflict typically arises? Are you a listener, mediator or facilitator?



Creative / Innovative

- Tell me about a situation in which you were able to find a new and better way of doing something significant.
- Tell me about a time when you were creative in solving a problem.
- Describe a time when you were able to come up with new ideas that were key to the success of some activity or project.
- Tell me about a time when you had to bring out the creativity in others and how you did this

Critical Thinking

- Tell me about a time when you had to analyze facts quickly, define key issues, and respond immediately or develop a plan that produced good results.
- If you had to do that activity over again, how would you do it differently?
- Describe for me a situation where you may have missed an obvious solution to a problem.
- Tell me about a time when you anticipated potential problems and developed preventative measures.
- Tell me about a time when you surmounted a major obstacle.

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Job interview Questions

Job interviews remain to be the top assessment tool recruiters use to screen candidates. How you prepare for interviews will either make or break your chances to get your dream job.

Top interview Questions Asked

Tell me something about yourself?	What do you know about our company?	What do you know about the position you're applying for?	What are your strengths and weaknesses?	Why should we hire you?
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Questions you should Ask

What do you like the most about working for this? Tell me about the culture	How will be evaluated during my first three months?	Why is this position vacant?	Why do you think job applicants choose to work here rather than your competitor?	What are the next steps?
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Answering Tips

Maintain eye contact	Avoid saying filters such as "um", "basically", etc.	Smile	Be Courteous and professional	Tell stories. Always site examples from your previews work experience
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Customer Orientation

- How do you handle problems with customers? Give an example.
- How do you go about establishing rapport with a customer? What have you done to gain their confidence? Give an example.
- What have you done to improve relations with your customers?

Decision Making

- Describe for me a time when you had to make an important decision with limited facts.
- Tell me about a time when you were forced to make an unpopular decision.
- Tell me about a time when you made a bad decision and what did you learn from that decision
- Tell me about a time when you hired (or fired) the wrong person.
- Discuss an important decision you have made regarding a task or project at work. What factors influenced your decision?



- Tell us about a time when you built rapport quickly with someone under difficult conditions.
- Everyone has made some poor decisions or has done something that just did not turn out right. Has this happened to you? What happened?
- Give an example of a time in which you had to be relatively quick in coming to a decision.
- Give an example of a time in which you had to keep from speaking or not finish a task because you did not have enough information to come to a good decision.
- Give an example of a time when there was a decision to be made and procedures were not in place?
- Give me an example of a time when you had to keep from speaking or making a decision because you did not have enough information.
- How did you go about deciding what strategy to employ when dealing with a difficult customer?

Detail-Oriented

- Describe a situation where you had the option to leave the details to others or you could take care of them yourself.
- Do prefer to work with the "big picture" or the "details" of a situation? Give me an example of an experience that illustrates your preference.
- Have the jobs you held in the past required little attention, moderate attention, or a great deal of attention to detail? Give me an example of a situation that illustrates this requirement.
- Tell us about a difficult experience you had in working with details.
- Tell us about a situation where attention to detail was either important or unimportant in accomplishing an assigned task.

Delegation

- Do you consider yourself a macro or micro manager? How do you delegate?
- Tell me about a time when you delegated a project effectively.
- When you delegate, what is your system or approach to monitoring and staying on top of the tasks that you own, that are delegated?
- Tell me about a time when you did a poor job of delegating.
- Describe for me a time when you had to delegate to a person with a full workload, and how you went about doing it.
- How do you make the decision to delegate work?
- Tell us how you go about delegating work?
- What was the biggest mistake you have had when delegating work? The biggest success?



Employee Development / Develops team under Leader

- How well has the team below you advanced in their careers and what how did you impact this?
- What is your approach to insuring you develop your team to advance within an organization 3. Tell us about a training program that you have developed or enhanced

- What is your sense of how your team perceives you as a “mentor”?
- How do you think about yourself in a mentoring capacity?

Evaluating Alternatives

- Have you ever had a situation where you had a number of alternatives to choose from? How did you go about choosing one? How did you assemble the information?
- How did you review the information? What process did you follow to reach a conclusion? What alternatives did you develop?
- What are some of the major decisions you have made over the past (6, 12, 18) months?

Follow-up and Control

- How did you keep track of delegated assignments?
- How do you evaluate the productivity/effectiveness of your subordinates?
- How do you get data for performance reviews?
- How do you keep track of what your subordinates are doing?
- What administrative paperwork do you have? Is it useful? Why/why not?

Initiative / Self-Starter

- Give me an example of a situation where you had to overcome major obstacles to achieve your objectives.
- Tell me about a goal that you set that took a long time to achieve or that you are still working toward.
- Tell me about a time when you won (or lost) an important contract.
- Tell me about a time when you used your political savvy to push a program through that you really believed in.

- Tell me about a situation that you had significant impact on because of your follow-through.
- Give me an example of when you had to go above and beyond the call of duty in order to get a job done.
- Give me examples of projects/tasks you started on your own.
- Give some instances in which you anticipated problems and were able to influence a new direction.
- How did you get work assignments at your most recent employer?
- What kinds of things really get you excited?
- What sorts of projects did you generate that required you to go beyond your job description?
- What sorts of things did you do at school / last job that were beyond expectations?

Innovation

- Can you think of a situation where innovation was required at work? What did you do in this situation?
- Describe a situation when you demonstrated initiative and took action without waiting for direction. What was the outcome?
- Describe a time when you came up with a creative solution/idea/project/report to a problem in your past work.
- Describe something that you have implemented at work. What were the steps used to implement this?
- Give me an example of when you took a risk to achieve a goal. What was the outcome?
- Sometimes it is essential that we break out of the routine, standardized way of doing things in order to complete the task. Give an example of when you were able to successfully develop such a new approach.
- Tell us about a problem that you solved in a unique or unusual way. What was the outcome? Were you satisfied with it?

Interview Tips

Eye Contact
Strong **Eye Contact** can make or break your chances of getting a job.

Well Dressed
You will never get a second chance to make the first impression.

Be Confident
The best accessory for job Interview is your **Confidence**

Market Yourself
Brand yourself by Lime-Lighting your Strength. Discover & Present the Best in You

Organizational Knowledge
You can't execute a confident answer with zero knowledge. **Little Knowledge can be Game Changer**



Integrity

- On occasion we are confronted by dishonesty in the workplace. Tell about such an occurrence and how you handled it.
- Tell us about a specific time when you had to handle a tough problem which challenged fairness or ethical issues.
- Describe a time when you were asked to keep information confidential.
- Give examples of how you have acted with integrity in your job/work relationship.
- If you can, tell about a time when your trustworthiness was challenged. How did you react/respond?
- Trust requires personal accountability. Can you tell about a time when you chose to trust someone? What was the outcome?

Introducing Change / Managing Change

- Have you ever had to introduce a major policy change to your work group? How did you do it?
- Have you ever met resistance when implementing a new idea or policy to a work group? How did you deal with it? What happened?
- When is the last time you had to introduce a new idea or procedure to people on this job? How did you do it?
- How do you think about the process of presenting change to your team?

Leadership

- Give an example of a time in which you felt you were able to build motivation in your co-workers or subordinates at work.
- Give an example of your ability to build motivation in your co-workers, classmates, and even if on a volunteer committee.
- Have you ever had difficulty getting others to accept your ideas? What was your approach? Did it work?
- Have you ever been a member of a group where two of the members did not work well together? What did you do to get them to do so?
- What is the toughest group that you have had to get cooperation from? Describe how you handled it. What was the outcome?
- Tell me about a time when you accomplished something significant that wouldn't have happened if you had not been there to make it happen.
- Tell me about a time when you were able to step into a situation, take charge, muster support, and achieve good results.

- Describe for me a time when you may have been disappointed in your behavior.
- Tell me about a time when you had to discipline or fire a friend.
- Tell me about a time when you've had to develop leaders under you.

Listening / Good Listener

- Give an example of a time when you made a mistake because you did not listen well to what someone had to say
- How often do you have to rely on information you have gathered from others when talking to them? What kinds of problems have you had? What happened?
- What do you do to show people that you are listening to them?
- When is listening important on your job? When is listening difficult?



Motivating Others / Motivation

- Have you ever had a subordinate whose work was always marginal? How did you deal with that person? What happened?
- How do you deal with people whose work exceeds your expectations?

- How do you get subordinates to produce at a high level? Give an example 4. How do you get subordinates to work at their peak potential? Give an example
- How do you manage cross-functional teams?
- Describe a situation when you were able to have a positive influence on the actions of others.
- Give an example of a time when you went above and beyond the call of duty.
- Give me an example of a time when you went above and beyond the call of duty.
- How would you define "success" for someone in your chosen career?
- Tell us me about an important goal that you set in the past. Were you successful? Why?

Negotiation Skills

- Describe the most challenging negotiation in which you were involved. What did you do? What were the results for you? What were the results for the other party?
- Have you ever been in a situation where you had to bargain with someone? How did you feel about this? What did you do? Give an example.
- How did you prepare for it?
- How did you present your position?
- How did you resolve it?
- Tell us about the last time you had to negotiate with someone.
- What was the most difficult part?

Organizational

- Describe a time when you had to make a difficult choice between your personal and professional life.
- Give me an example of a project that best describes your organizational skills.
- How do you decide what gets top priority when scheduling your time?
- What do you do when your schedule is suddenly interrupted? Give an example.

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Performance Management

- Give an example of a time when you helped a staff member accept change and make the necessary adjustments to move forward. What were the change/transition skills that you used.
- Give an example of how you have been successful at empowering either a person or a group of people into accomplishing a task.
- How do you handle a subordinate whose work is not up to expectations?
- How do you coach a subordinate to develop a new skill?
- How do you handle performance reviews? Tell me about a difficult one.
- How often do you discuss a subordinate's performance with him/her? Give an example.
- Tell us about a specific development plan that you created and carried out with one or more of your employees.
- What was the specific situation? What were the components of the development plan? What was the outcome?
- Tell us about a time when you had to take disciplinary action with someone you supervised.
- Tell us about a time when you had to tell a staff member that you were dissatisfied with his or her work.
- Tell us about a time when you had to use your authority to get something done. Where there any negative consequences?
- There are times when people need extra help. Give an example of when you were able to provide that support to a person with whom you worked.
- What have you done to develop the skills of your staff?
- When do you give positive feedback to people? Tell me about the last time you did. Give an example of how you handle the need for constructive criticism with a subordinate or peer

Personal Effectiveness

- Give an example of a situation where others were intense but you were able to maintain your composure.
- It is important to maintain a positive attitude at work when you have other things on your mind. Give a specific example of when you were able to do that.
- Keeping others informed of your progress/actions helps them feel comfortable. Tell your methods for keeping your supervisor advised of the status on projects.
- Tell us about a recent job or experience that you would describe as a real learning experience? What did you learn from the job or experience?
- Tell us about a time when you took responsibility for an error and were held personally accountable.
- Tell us about a time when your supervisor criticized your work. How did you respond?
- Tell us about some demanding situations in which you managed to remain calm and composed.
- There are times when we are placed under extreme pressure on the job. Tell about a time when you were under such pressure and how you handled it.
- When you have been made aware of, or have discovered for yourself, a problem in your work performance, what was your course of action? Can you give an example?

Organization

- Describe how you develop a project team's goals and project plan?
- How do you schedule your time? Set priorities? How do you handle doing twenty things at once?
- What do you do when your time schedule or project plan is upset by unforeseen circumstances? Give an example.
- What have you done in order to be effective with your organization and planning?

Persuasive Skills

- Describe a situation in which you were able to positively influence the actions of others in a desired direction.
- Describe a situation where you were able to use persuasion to successfully convince someone to see things your way.
- Describe a time when you were able to convince a skeptical or resistant customer to purchase a project or utilize your services.
- Have you ever had to persuade a group to accept a proposal or idea? How did you go about doing it? What was the result?
- Have you ever had to persuade a peer or manager to accept an idea that you knew they would not like?
- Describe the resistance you met and how you overcame it.
- How do you get a peer or colleague to accept one of your ideas?
- In selling an idea, it is sometimes useful to use metaphors, analogies, or stories to make your point. Give a recent example of when you were able to successfully do that.

Planning

- How do you prepare for a presentation to a group of technical experts in your field?
- How would you describe your presentation style?
- Tell us about the most effective presentation you have made. What was the topic? What made it difficult? How did you handle it?
- What kinds of oral presentations have you made? How did you prepare for them? What challenges did you have?
- Tell us about a time when you influenced the outcome of a project by taking a leadership role.
- Using a specific example of a project, tell how you kept those involved informed of the progress.

Problem-Solving

- Describe the most difficult working relationship you've had with an individual. What specific actions did you take to improve the relationship? What was the outcome?
- Give me an example of a situation where you had difficulties with a team member. What, if anything, did you do to resolve the difficulties?
- Have you ever been caught unaware by a problem or obstacles that you had not foreseen? What happened?
- Tell us about a time when you did something completely different from the plan and/or assignment. Why? What happened?
- What are some of the problems you have faced; such as between business development and project leaders, between one department and another, between you and your peers? How did you recognize that they were there?
- When was the last time something came up in a meeting that was not covered in the plan? What did you do? What were the results of your judgment?

- Give an example of when you "went to the source" to address a conflict. Do you feel trust levels were improved as a result?
- Problems occur in almost all work relationships. Describe a time when you had to cope with the resentment or hostility of a subordinate or co-worker.
- Some problems require developing a unique approach. Tell about a time when you were able to develop a different problem-solving approach.
- Sometimes the only way to resolve a defense or conflict is through negotiation and compromise. Tell about a time when you were able to resolve a difficult situation by finding some common ground.
- Sometimes we need to remain calm on the outside when we are really upset on the inside. Give an example of a time that this happened to you.
- Tell us about a situation in which you had to separate the person from the issue when working to resolve issues.
- Tell us about a time when you identified a potential problem and resolved the situation before it became serious.
- There is more than one way to solve a problem. Give an example from your recent work experience that would illustrate this.

Planning and Organization

- Describe a situation where you had a conflict with another individual, and how you dealt with it. What was the outcome? How do you feel about it?
- Describe a time in which you were faced with problems or stresses which tested your coping skills. What did you do?
- Describe a time when you facilitated a creative solution to a problem between two employees.
- Give a specific example of a time when you used good judgment and logic in solving a problem.
- Give an example of a problem which you faced on any job that you have had and tell how you went about solving it.

Removing Obstacles

- Have you ever dealt with a situation where communications were poor? Where there was a lack of cooperation?
- Lack of trust? How did you handle these situations?
- What do you do when a subordinate comes to you with a challenge?
- What have you done to help your subordinates to be more productive?
- What have you done to make sure that your subordinates can be productive? Give an example.

Relate Well with Others / Team Player

- Give me an example that would show that you've been able to develop and maintain productive relations with others, though there were differing points of view.
- Tell me about a time when you were able to motivate others to get the desired results.
- How would the people you manage describe you as a leader and communicator?
- Tell me about a difficult situation with a co-worker, and how you handled it.
- Tell me about a time when you played an integral role in getting a team (or workgroup) back on track.
- Describe a situation where you had to use confrontation skills.
- Give me an example of a time when a company policy or action hurt people. What, if anything, did you do to mitigate the negative consequences to people?
- How do you typically deal with conflict? Can you give me an example?
- Tell us about a time when you were forced to make an unpopular decision.
- What would your co-workers (or staff) say is the most frustrating thing about your communications with them?

Resolving Conflict

- Have you ever been in a situation where you had to settle an argument between two friends (or people you knew)? What did you do? What was the result?
- Have you ever had to settle conflict between two people on the job? What was the situation and what did you do?
- Tell us about a time when you had to help two peers settle a dispute. How did you go about identifying the issues? What did you do? What was the result?

Resource Management

- Tell us about a time when you organized or planned an event that was very successful.
- What products or approaches do you use when planning a major event?
- What types of people would you want to have on your team if you were the organizer of a big client event?

Sales Skills

- Describe how you prepare for a sales call for a new client.
- How do you go about making cold calls?
- Tell me How you have improved your sales skills over the past three years.
- Tell us about your most difficult sales experience
- Tell us about your most meaningful sales experience
- Tell us about your sales volume against quota over the past three years. What styles of selling do you use in your approach?
- What is your experience with CRM's and how they impacted your successes?
- What is the last sales book you read and what did you take away from that book?



Scheduling

- Describe the most difficult scheduling problem you have faced.
- How did you assign priorities to jobs?
- How did you go about making job assignments?
- When all have been over-loaded, how do your people meet job assignments?

Self-Assessment

- Can you recall a time when you were less than pleased with your performance?
- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
- Give me a specific occasion in which you conformed to a policy with which you did not agree.
- Give me an example of an important goal that you had set in the past and tell me about your success in reaching it.
- If there were one area you've always wanted to improve upon, what would that be?
- In what ways are you trying to improve yourself?
- Tell us about a time when you had to go above and beyond the call of duty in order to get a job done.
- What do you consider to be your professional strengths? Give me a specific example using this attribute in the workplace.
- What goal have you set for yourself that you have successfully achieved?
- What was the most useful criticism you ever received?

Selecting and Developing People

- How do you coach an employee in completing a new assignment?
- What have you done to develop your subordinates? Give an example.

- What have you done to improve the skills of your subordinates?
- What was your biggest mistake in hiring someone? What happened? How did you deal with the situation?
- What was your biggest success in hiring someone? What did you do?

Setting Goals

- Did you have a strategic plan? How was it developed? How did you communicate it to the rest of your staff?
- How do you communicate goals to subordinates? Give an example.
- How do you involve people in developing your unit's goals? Give an example.
- What company plans have you developed? Which ones have you reached? How did you reach them? Which have you missed? Why did you miss them?
- What goals did you miss? Why did you miss them?
- What goals have you met? What did you do to meet them?

Values Diversity

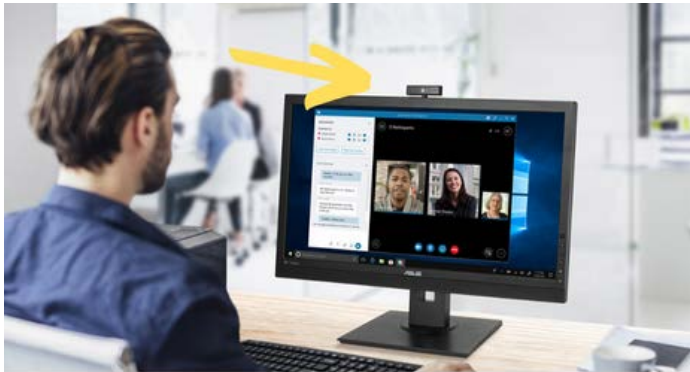
- Give a specific example of how you have helped create an environment where differences are valued, encouraged and supported.
- Tell us about a time that you successfully adapted to a culturally different environment.
- Tell us about a time when you had to adapt to a wide variety of people by accepting/understanding their perspective.
- Tell us about a time when you made an intentional effort to get to know someone from another culture.
- What have you done to further your knowledge/understanding about diversity? How have you demonstrated your learning?

Best Practice for Successful Video Interviewing (Zoom, Skype, etc)

Video interviewing for jobs is becoming standard practice for many employers and candidates, particularly when applicants are being interviewed from overseas or in another part of the country, and especially more so in the light of the current Coronavirus crisis.

At Silicon Valley Associates Recruitment, most interviews arranged by us over the last few weeks have now been video calls, and we have received numerous requests for coaching and training candidates for their first-ever Video calls.

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1. Get your kit setup

You'll need a webcam and you need to know that everything is working in advance of the interview. Place the camera slightly above your eye-level for a flattering angle and experiment with the best source of light.



2. Check your surroundings

Ideally, set up space which has nothing distracting in the background. A plain wall or a window is ideal. Don't let any embarrassing lighting resolution, photos or scenes of clutter creep in.



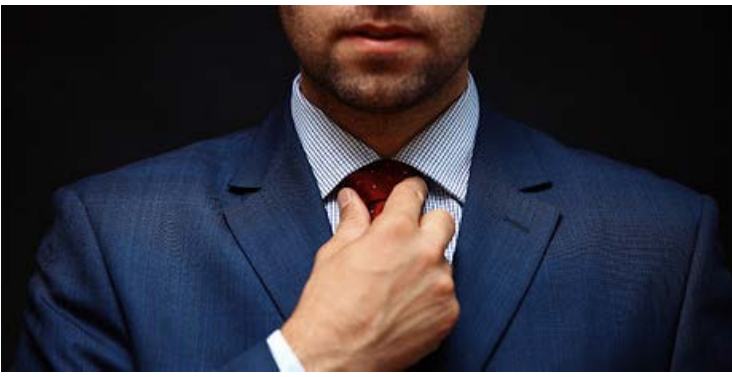
3. Test in advance

Slow internet speeds can make the experience choppy, so check your internet connection in advance. A wired connection will be more reliable than a wireless one.



4. Check that you won't be disturbed

Turn devices on silent. You also don't want your partner or your children walking in mid-interview to ask if you want a drink. Place a big 'do not disturb' sign on your door if you will be at home. Alternatively, book a meeting room somewhere for privacy.



5. Dress appropriately. And Body language still matters

Treat this as a regular interview and dress smartly and appropriately. Bear in mind that makeup can appear differently on camera, so keep it low-key.

Sit up straight, don't fiddle and keep the temperature in the room cool so that you don't start to sweat!



6. Be on Time and Engage first

Make sure you are on online and ready a few minutes in advance. If you notice the other person has also connected/joined, start the conversation over message immediately by confirming you are ready to go as soon as they are.

Should you not get a reply or call a minute after the start time, don't be shy and send another message, and call the person yourself- there is the possibility the interviewer person is not seeing your prior messages.

7. Speak clearly

You will have practiced with your mic in advance so speak up, speak clearly and don't mumble. You may need to speak a little more slowly than usual and be prepared to be asked to repeat yourself if the interviewer doesn't pick up everything.

8. Keep notes in front of you

Keep your CV in front of you and don't be tempted to Google online or play with your phone during the interview. Remember that this isn't the same as a telephone interview; the interviewer can see everything!

9. Use the STAR technique

This technique can help you to give better answers in an interview. Describe the situation, or context, to your example, explain the specific task that you carried out, describe the actions that it involved in some detail, and then finally give the results of what you did. Remember to always give relevant and concise examples. The interviewer will ask you to expand on certain areas if they are of particular interest

10. Be memorable

It's harder to come across in a memorable way on the screen and arguably more difficult to build rapport, so be on your A-game. Smile, speak up, remember too that the interviewer may feel a little uneasy too. Give rich, personal answers that don't feel rehearsed and don't be afraid to include a little gentle humor provided that it is professional!

Follow these tips, stay calm if things do go astray and be patient, and you'll be in a strong position to give a great video interview for those jobs in Hong Kong - and to be remembered for all the right reasons!

During the Interview

This is the moment you have been waiting for! You prepared yourself, dress appropriately, and practiced the pre-interview tips.

In this phase, Silicon Valley Associates Recruitment provides you how to ace the actual interview.



Answering Questions: The STAR Technique

Candidates should practice the STAR method to ensure that you are providing an organized manner of answering the questions and the kind of valuable information you provide to the interviewer.

- **(S) Situation** - Describe the situation in which the event took place.
- **(T) Task** - Describe the task you were asked to complete. If there was a particular problem or issue you were trying to solve, describe that here.
- **(A) Action** - Explain what action you took to complete the task or solve the problem.
- **(R) Results** - Explain the result of your actions. For example, if your actions resulted in completing a task, resolving a conflict, improving your company's sales record, etc., explain this. Try to focus on how your actions resulted in a tangible success for the company.



Example 1: Answering Questions using STAR Method

Question: Describe a project or idea that was implemented primarily because of your efforts. What was your role? What was the outcome?

Situation: I established my own e-commerce company called ABC Company that primarily offers plate divider products.

Title: I was the CEO of ABC Company from the year 2018 to 2020.

Action: I wanted to be an entrepreneur and I had an innovative idea that we turned into a business. We established ABC Company and successfully gained a patent and trademark for the plate divider product. Through my e-commerce, SEO, SMM, and Amazon skills, I was able to strategically position my brand and various channels of distribution. I also collaborated in making my own website, enhance online presence, and drove online traffic.

Result Part 1: As a result, we were able to sell thousands of items, got a patent and trademark for the product, and successfully sold the company.

Result Part 2: My skills in SEO, SMM, Amazon, and business planning can become a strong asset to the company.

As observed, you have to highlight your skills in answering the interview questions.

Hard Skills: Teachable abilities or skill sets that are easy to quantify. For instance, Software knowledge (i.e. Excel, Adobe Illustrator, SQL, SEO, SMM, Project Management etc.), certifications, etc.

Example 2: Answering Questions using STAR Method

Question: Give a specific example of a time when you had to address an angry customer. What was the problem and what was the outcome? How would you assess your role in diffusing the situation?

Situation: I encountered an angry client due to the delay of her project delivery.

Title: During that time, I was working as a customer service at Avetta, a logistics and supply chain company. There was a problem with the company's software at that time and some of the projects were compromised.

Action: We don't exactly know each other and I was just the person assigned to take her call that day. The moment I gathered her details and informed her about the status of her delivery, I can already feel the annoyance in her voice. So as I was processing her request, I apologized to her on behalf of the company for the inconvenience we caused her and told her that I understand where her frustration is coming from and would immediately address this concern once the system starts working. It was challenging since we only communicated verbally through phone, so what I did was use a calming and friendly tone to console her and show my sincerity with what happened.

Result: As a result, I was able to handle the client well and prevent her from withdrawing her orders. This kind of situation did not only happen once but many times already. I was able to develop my communication skills and saved the company and its clients.

Body Language and Eye Contact

During the interview, make sure to maintain eye contact with the interviewer or the whole panel. Give more attention to the person who is asking you a question.

When you answer, practice proper body language like eye contact, posture, and trying to stay calm with your feet and hands kept still. Communicate an aura of enough confidence and a pleasing manner of delivering your answers.



Remember the Names of the Interviewers

Make yourself attentive and active during the interview. Remember the names of your interviewers and assess their questions using the STAR method you learned in this interview guide.

Build Rapport

Note the background information you researched about your interviewer. Bring up the information in an appealing manner and use it to build rapport. This will help you break the ice during the interview and be remembered among the others.

Ask your Prepared Question

In the preparation stage, you are advised to prepare great questions in the interview process. You can bring these questions up when they ask you if you have a question or when it is appropriate to bring up a question related to the current interview question they are asking you. You can direct a question to a specific person or the entire panel.

Bring a Resume Copy and Take Notes

Bring a copy of your resume and a small notebook to take notes of the interview are some of the simple ways that communicate your preparedness in the interview.

End the Interview with a Thank you and a Handshake

Do not forget to thank each of the panel member when the interview ends. If they are comfortable with a handshake, shake each of their hands while looking them in the eye and thanking them with their time.

This will help you stand out among the others and leave a final impression when they discuss their thoughts about you.



Post-Interview: The Follow-Ups

Of course, a first impression may matter, but leaving a lasting impression that keeps you in the interviewer's mind is an achievement. Finishing the interview doesn't mean you have done all you can to get the job.

Know when and how to follow-up to show your interest after the initial meeting by doing the following:

Send a Thank-You Note/Letter

Many candidates find it hard how to follow-up on the company that they are applying for. One way to do this is to write a thank you email not later than a day after the interview was held. A brief message or email thanking the interviewer for the time you had with them would be a great one.

It would be best if you also took the time to incorporate something specific from the interview moment so they can remember who you are, like your skills related to the job description or the common things you share.

Emails are one of the convenient ways to instigate a new line of communication. This can be an avenue for recruiters or hiring managers to get back to you to offer you a job or getting in touch with you in the future. This is how essential these factors are.

Informing the References

Inform your references that you already did the interview and tell them they might be contacted by the company. Explain to them the position you are applying, the qualities and qualifications that the company is looking for, and if you mentioned particular achievements during your time with your reference.

Network and Connect

If the interview went well, consider connecting with the interviewer and the company. For instance, following them on LinkedIn and Twitter accounts.

Tips For Sending An Employee Thank-You Note

- When in doubt, say thank you-it's never inappropriate, & people love to be appreciated
- Send as written letter, card, or email
- Use a clear subject line
- Keep it short
- Send sooner rather than later
- Proofread thoroughly

“
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”

SEND A THANK-YOU NOTE/LETTER



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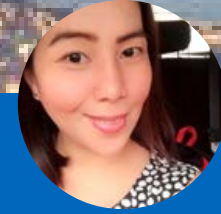
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Silicon Valley Associates is ideally positioned to support the continual demand from tech companies and IT Departments looking to hire in Hong Kong, Asia, and Worldwide. Please let us know if you would further advise on the above topic or your hiring needs.

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