

# A USEFUL MODEL TO ANSWER INTERVIEW QUESTIONS



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## SITUATION

- Provide context & BACKGROUND
- "Our staff were experiencing..."

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## TASK

- Describe problem, & CHALLENGES
- "We did not have the right..."

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## ACTION

- Explain WHAT YOU DID & how
- "I designed a system that..."
- "I held a meeting that..."

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## RESULTS

- State BENEFITS, savings, rewards, recognitions, etc.
- "We reduced the time it took by..."
- "The savings of the system were..."