



## Transferable Skills

Set of skills you have acquired in a job, team or volunteering that you can use in many different settings. *Circle the skills that apply to you.*

### Communication

*The skillful expression, transmission, & interpretation of knowledge & ideas.*

- Speaking effectively
- Writing concisely
- Expressing ideas
- Facilitating group discussion
- Providing appropriate feedback
- Negotiating
- Perceiving nonverbal messages
- Persuading
- Reporting information
- Describing feelings
- Interviewing
- Editing

### Research & Planning

*The search for specific knowledge & the ability to conceptualize future needs & solutions for meeting those needs.*

- Forecasting, predicting
- Creating ideas
- Identifying problems
- Imagining alternatives
- Identifying resources
- Gathering information
- Solving problems
- Setting goals
- Extracting important information
- Defining needs
- Analyzing
- Developing evaluation strategies

### Human Relations

The use of interpersonal skills for resolving conflict, relating to & helping people.

- Developing rapport
- Being sensitive
- Listening
- Conveying feelings
- Providing support for others

### Motivating

- Sharing credit
- Counseling
- Cooperating
- Delegating with respect
- Representing others
- Perceiving feelings, situations
- Asserting

### Organization, Management & Leadership

The ability to supervise, direct & guide individuals & groups in the completion of tasks & fulfillment of goals.

- Initiating new ideas
- Handling details
- Coordinating tasks
- Managing groups
- Delegating responsibility
- Teaching
- Coaching
- Counseling
- Promoting change
- Selling ideas or products
- Decision making with others
- Managing conflict

### Work survival skills

*The day-to-day skills which assist in promoting effective production & work satisfaction.*

- Implementing decisions
- Cooperating
- Enforcing policies
- Being punctual
- Managing time
- Attending to detail
- Meeting goals
- Enlisting help
- Accepting responsibility
- Setting & meeting deadlines
- Organizing
- Making decisions

## Skills Inventory

This is a great activity to do in preparation for the interview. Taking the time to reflect on questions like these will best prepare you for when you're sitting in the hot seat.

Where do you work & what do you do?

What skills do you use regularly in your current/most recent role? *(Use the transferable skill list on the previous page if you need ideas, & circle those that apply to you)*

What skills are you most proud of?

What skills do you have expertise in? What's your professional knowledge expertise?

What skills are in demand in this new organization/field?

What skills or background information would you like to share with the organization?

What skills would you like to develop further? How might you do that during your time with the new organization?

## Using the STAR Method

The STAR (Situation, Task, Action, Result) method is a useful approach when faced with behavioral interview questions. These questions often inquire about real-life examples of times in which you encountered particular challenges. Using STAR will help you frame your response in a way that provides a good grasp of your involvement and impact. Below you will find a breakdown of the acronym, as well as an example of what this might look like in an interview.

### Breaking it down:

**S**ituation: Provide context and background information about the situation

**T**ask: Detail the task you were responsible for in this situation

**A**ction: Explain what actions were taken to complete the task

**R**esult: Share the outcome of your efforts

### Example:

**Question:** Tell me about a time in which you had to work on a project with a colleague whose ideas conflicted with yours. How did you overcome this?

**Answer:** (S) During my employment at the Community Center, my team was responsible for the annual fundraiser. This fundraiser typically provided a large portion of the annual budget, so it was important for the event to be successful. (T) I was paired with a colleague within my team to determine the location. Early on in the planning stages it became apparent that we held differing opinions about where the event should be held. (A) To address this, I respectfully acknowledged our differences and made an effort to find our common ground through multiple conversations. We were able to identify features that we both agreed on, and used those to narrow down our selections. (R) We ultimately were able settle on a great

location that was easily accessible, which contributed to a 30% increase in attendance that year.

### Practice! Practice! Practice!

Below are some common questions employers will most likely ask during an interview. When preparing, practice answering these questions with a friend or mentor who can provide constructive feedback.

Tell me about yourself.

What strengths do you bring to this position? What are your weaknesses?

Why are you interested in this position?

How does this position fit within the context of your own career goals?

Where do you see yourself in five years?

Why are you leaving your current position?

Describe a time when you worked on a team that did not go well. What happened and what did you learn for the future?

Tell me about a challenge or conflict you've faced at work, and how you dealt with it.

What would your colleagues say are your best qualities?

If offered this position, what is your timeline for starting?

Do you have any questions for me?

## Virtual Interview Checklist

### Interview Prep

- Research the organization
- Use the CEW+ Virtual Interviewing 101 Workbook to reflect on your skills and experiences, in addition to practicing answers to common interview questions
- Create a list of questions you want to ask the interviewers
- Test out your planned interview location with your device camera to ensure that your background is appropriate and you are aware of how you look on camera
- Pick out your interview attire and test it out with any virtual backgrounds
- Communicate with interviewers regarding details of interview (virtual platform, who all will be present, backup plans for connectivity issues, etc)
- Research virtual platform (Skype, Zoom, Google Meet, etc) and practice using (if possible) to enhance familiarity and comfort

### Interview Day

- Minimize number of devices connected to/using the internet at the time of the interview
- Close out all unnecessary tabs on your computer
- Reduce/eliminate noise that may be picked up by your microphone (cell phone ringers, having a plan for pets, etc)
- Make sure any needed supplies (tissue, glass of water, pens, notebooks, copy of resume, etc) are within reach at your interview station
- Engage in a mindfulness or calming exercise

### After the Interview

- Do something kind and relaxing for yourself to honor your efforts
- Send a thank you note within 24-48 hours

- ❑ Keep an eye on your voicemail/email in case of follow up questions or additional communication from interviewers

## Resources

### CEW+

[cew.umich.edu](http://cew.umich.edu)

Personal & professional development workshops & programming

### Informational Interviewing

<https://careercenter.umich.edu/article/informational-interviewing>

Learn how informational interviewing can help build your network & support your goals

### UM Alumni Association - Career Guides

<https://alumni.umich.edu/career/career-guides/>

Cover Letter, Resume and Interviewing PDF guides

### UM Career Center-Interviewing Resources

<https://careercenter.umich.edu/article/interviewing-resources>

Detailed guide on preparing for interviews