



Coffee break exercise: **EVIDENCE BASED ANSWERS**

Whatever style of interview you face, using 'evidence based' answers will help you to succeed. To prepare these answers, use the CAR technique to guide you. For each skill or experience, prepare an example that sets out **briefly**:

- A. Circumstances** – What was the situation or task
- B. Action** – What did you do? What skills and experience did you use?
- C. Result** – What impact did this have and how was it measured?

Here's an example:

Interview question:

Can you describe a time when you resolved a customer complaint?

CAR response

Circumstances

While working in the sales department of Office Supplies Ltd I took a call from a customer who was very upset that their expected delivery of printer tone hadn't arrived. They needed it urgently and were pretty annoyed.

Action

I listened carefully to what they said and reassured them that I would sort out the problem. While they were on the phone I checked the order system and saw that their order had been dispatched. I identified that the problem was a delay with the delivery van. I arranged to call the customer back within 15 minutes, this gave me time to contact the van driver and make sure that their delivery was his next call.

Result

I called the customer back within the agreed time to advise them that the delivery would be with them within 40 minutes and it was. The customer was satisfied and continued to order from us.



Now it's your turn:

Create your own CAR examples for skills that you think you are likely to be questioned about at interview. Choosing skills that are mentioned in the job description is a good idea.

1. Skill or experience being described (eg budget control) _____

Circumstances _____

Action _____

Result _____

2. Skill or experience being described _____

Circumstances _____

Action _____

Result _____



3. Skill or experience being described _____

Circumstances _____

Action _____

Result _____

4. Skill or experience being described _____

Circumstances _____

Action _____

Result _____
