



see the
possibilities

NAB Graduate Program

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National Australia Bank

Interviews and Assessment Centres:

Getting the job you want

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Overview

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NAB's recruitment process



What is BEI?

- > Behavioural event interviewing
- > Key component = competencies
- > Competencies = successful performance in a role
- > Most common selection tool used worldwide
- > Requires candidates to answer specific questions about their past experience and how they handled situations that relate to the requirements of the target position.
- > Second highest validity.....**What is the first?**



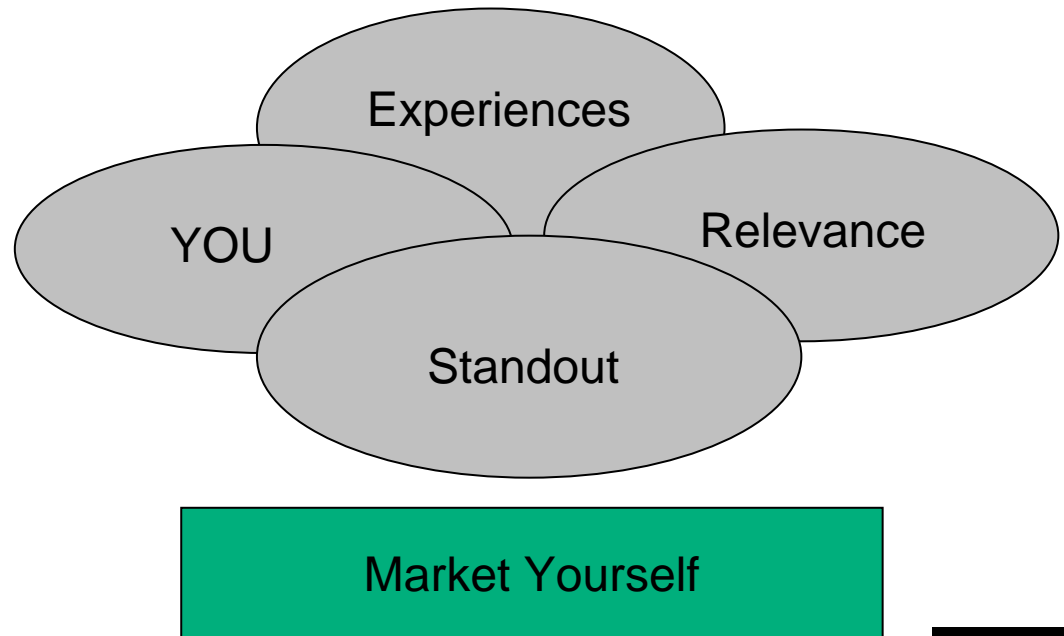
How to prepare...

- > Think about the BEI question types and your behavioural response examples (next section)
- > Know yourself!
- > Read the position description
- > Understand the role/company
- > Compose yourself/relax

You? Know yourself!

What are the competencies/behaviours employers are looking for?

What examples do you have to match these competencies?



CAR (or STAR) principle

Candidates need to explain the situation or task that they faced, to provide context and motives for their actions.

- > **Context** (Circumstance)...leader of a project team, handling a client, managing change.
- > **Action**...steps you took, how you resolved issue, influence an outcome.
- > **Result** - tell us if it was effective or ineffective your behaviours were.

(Star: Situation, Task, Action, Result)

BEI Questions

Interviewers are looking for evidence of behaviour or competency..

- > What did you do....?
- > Describe a time....?
- > Tell me about a situation when..?
- > Did you initiate or recommend any changes....?
- > How did it make you feel....?

Company/role research

Explore what kind of information you can get.....

- > From the recruiter
- > Organisation's website
- > Other people/employees
- > Media
- > Be prepared

What do you know about our organisation?

Why do you want to work for us?

- > Show them some passion.

First Impressions

- > Timeliness
- > Dress code
- > 30 minutes to sell **YOUR** brand.
- > Eye and body contact
- > Volume!/Clarity/Ramble/Length
- > Relevance
- > Nerves v moisture!
- > Smile



Body language

- > What do we want to see?
- > What have we seen?

Lasting impressions

- > Should you ask a question at the end?
- > What question should you ask?
- > Leave on a positive note!
- > Humour V Comedian!!!
- > The million dollar question: \$\$\$\$
- > Based on this I/V are there any areas that you believe I should focus on to improve my interview style?

What is an Assessment Centre?

An Assessment Centre is a formalised set of activities which are used to assess candidates on a range of competencies. Candidates are observed whilst undertaking the activities and are scored on their performance against specific competencies.

Assessment Centres may include any or all of the following:

- > Group activities
- > Individual activities
- > Interviews
- > Abilities testing or other testing

How to prepare

- > You are all being assessed against the same standards – it's possible that everyone in your group could be selected.
- > Your task is not to 'win' against the other members of your group.
- > You must demonstrate that you can work effectively with others. Be actively engaged at all times, and be yourself, not who you think the assessors are looking for.
- > Don't rush! Take a few moments to establish which criteria the employer is assessing and plan your strategy.
- > Flexibility of thought, sensitivity towards others, a sense of humour, and appropriately asserting your viewpoint is usually preferable to confrontation and talking just to be heard.
- > Don't be put off either by 'high fliers' or by people you assume have no chance of succeeding.
- > You may be asked in a subsequent interview how you think and feel you went on the group exercises.

Types of exercises

> *Group Exercises*

Group exercises can include a practical exercise, such as building a paper tower, problem solving, or a group discussion or debate. Competencies that assessors will be looking for from this form of assessment include your ability to work well with others, i.e. your listening, interpersonal and leadership skills.

> *Presentations*

Generally, when presentations are part of the assessment process, you will be given a topic on the day and will be told how long to present for. This form of assessment tests your ability to structure a presentation, and to see how effectively you can communicate information to others. It may also assess how you respond to unexpected questions.

> *Case Study*

Case study exercises may be completed in a group or individually. They typically involve review and analysis of a few pages of information and data, often related to the employer's business, and require a written report or discussion. Here, you will be tested on your ability to analyse information and to think logically, as well as your ability to express yourself both concisely and clearly.



Your questions?



thank you

