HOW TO COMMUNICATE: RESPONDING TO STRESS INTERVIEW QUESTIONS

00:00 **LYNN**: (without looking up from the resume) Says here that you've been at your current job for two years now, is that right?

00:05 **HANNAH**: Yes. I just had my two year anniversary last month.

00:10 **LYNN**: So what makes you want to leave now? What do you dislike about your current job?

00:14 **HANNAH**: I saw your posting and thought it would be a good fit for me. I’m looking for some opportunities to grow and…

00:21 **LYNN**: (interrupts HANNAH) Come on. Stick to the question. What don’t you like about your current job?

00:28 **HANNAH**: (remains calm) You’re asking me to identify specific challenges of my current job, is that right?

00:34 **LYNN**: Sure.

00:36 **HANNAH**: Okay. One challenge I have is with coworkers who don’t follow through on tasks. This taught me how important it is to understand all aspects of the job and manage them correctly. For example, if dressing room attendants don’t get the discarded clothes organized properly and out on the floor, then we get more requests for sizes in the back room. Then this disrupts everyone’s day. Knowing this helps me better prioritize my own work. Now, I’m looking for more opportunities to grow and take those organizational skills and insights to the next level.

01:11 **LYNN**: (still challenging but not outwardly aggressive) So, how would your co-workers describe you?

01:16 **HANNAH**: Fair-minded. Direct. I think they would also describe me as detail-oriented and open to suggestions and comments.

01:25 **LYNN**: (satisfied with the answers and more civil than before) Ok then. Let’s move on to your education. How do you see your studies applying to this job?