



# Preparing for the Panel Interview

If you are successful at the Dispatcher Assessment Centre, you will be invited to attend a Panel Interview. This is a behavioural and situational based interview, where you will be asked questions to help determine whether your motivations, skills, and attributes are a match for our fast-paced, dynamic environment. The interview is approximately one-hour long, with 2-3 panel members, including a Communications Centre Manager.

## What is a behavioural-based interview?

**The interviewers' intention is to understand your experiences, knowledge, skills and abilities to determine your alignment to the Dispatcher & Call Taker role. Information the panel is seeking includes actual examples, such as from work experience, sports and hobbies, or volunteer work to demonstrate your relevant experience.**

A number of open-ended questions will be asked of you. These require more than a yes or no response. They often begin with:

- + Tell me about a time when you...
- + Describe a situation when you...
- + Give me an example of a time you...
- + Think about an instance in which you...
- + Tell me how you approached a situation where...

## General interview tips

- + Arrive at least 15 minutes early
- + Pre-plan transport and parking
- + Consider your attire and presentation. As this is a formal interview, smart/business-casual is recommended
- + Prepare for the "tell me about yourself" question – what do you want the panel to know about you?
- + Use "I" not "we" – remember the panel want to know what you did in your examples, and what you specifically contributed to
- + Understand/research the role
- + Listen to the question, and understand what is being asked - you can ask for the question to be repeated if needed
- + Bring your CV, and notes if you need
- + Close on a positive note.

## Use the 'STAR' method

We are looking for your answers to contain all components of the STAR model. You can prepare by structuring your responses in the following format.

<b>Situation or Task</b>	Describe the situation you were in, or the task you needed to accomplish. You must describe a specific event or situation. Be sure to give enough detail for the interviewer to understand the context. Think of it as telling a story that has a beginning, middle, and ending.
<b>Action</b>	Describe the action/s you took, while keeping the focus on what you specifically did, even if it was a team experience.
<b>Result</b>	What happened? What did you accomplish? What did you learn? Even if you feel you did not handle the situation as well as you could have, sharing what you learned and showing how you applied that learning in another situation is useful insight, and helps to demonstrate self-reflection.

Remember that communication relies on more than words. Consider your body language, eye contact and maintaining engagement.

Being selected for an interview is a huge accomplishment! Have confidence in yourself - you have made it this far. Do your prep, and continue to put your best foot forward!