

Interview preparation guide

Toronto
Community
Housing



Before the interview



Congratulations on this exciting opportunity! The tips below will help you prepare for your interview



- Review the job description to really understand what the role is all about
- Review your resume in detail to remember all of your experience, skills and knowledge
- Match your strengths to the job you're being considered for - think of examples of your work experience related to the job responsibilities/ qualifications
- Prepare to answer challenging questions related to complex scenarios
- Create mock interview questions and practice your answers aloud with someone
- If you require accommodation to participate in the interview, please email your request to our Human Resources department at accessibility.hr@torontohousing.ca or call our accessible accommodations line at **416-981-4119**. You can also inform the Recruiter

Interview stress management



Tips to make your interview less stressful

- Try to get a good night's sleep before the interview
- Develop positive thinking
- Try to relax the day of your interview
- Take a moment to breathe; ask for a moment to gather thoughts before answering the questions
- Remember, it's okay to be nervous





Typical interview scenarios will include:

- Questions to better understand your experience, skills and knowledge
- Situational/scenario based questions that ask what you would do in a future scenario
- Behavioural-based questions that ask you to describe how you managed/handled a past scenario
- Questions to gain a better understanding of your personal characteristics (i.e. motivation, ambition, interests, etc.) to see if they align to the opportunity and our TCHC Culture Model



The STAR method



Use the STAR method to help answer questions

Situation or Task

Describe the situation that you were in or the task you needed to accomplish

Action

Describe the actions you took to address the situation with an appropriate amount of detail and be sure to keep the focus on what you did

Result

Describe the outcome of your actions and don't be shy about taking credit for your behavior





Things to do and things to avoid during the interview

- ✓ Try to keep calm and avoid distracting movements like crossing your arms or fidgeting
- ✓ Listen and read the questions with full concentration so you can understand what is being asked answer fully
- ✓ Ask for clarification if you don't understand a question
- ✗ Do not talk negatively of past employers or co-workers
- ✗ Do not give too much information – only answer the question that is asked
- ✗ Do not promise too much – only say what you think you can realistically do
- ✗ Do not lie about your accomplishments
- ✗ Do not give short answers that aren't detailed



The best way to wrap up your interview

- Thank the interview panel for their time and re-iterate your interest in the job opportunity
- Ask the panel members questions about the job
- Ask the panel what the next steps will be in the hiring process



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