

## Module 3 Exercises

Exercise #1:

Most often, people who are meeting for the first time ask the question, "tell me about yourself." Are you prepared to answer this question? If not, would you like to be?

We teach a simple outline by which it is possible to answer this question for someone who is interviewing you for a job:

A. When I was young, I noticed \_\_\_\_\_A\_\_\_\_\_.

B. As I got older, I got more involved in \_\_\_B\_\_\_\_\_ to learn more about it.

C. Now that I am older, I have developed many skills in \_\_\_A\_\_\_\_\_ because of doing \_\_\_B\_\_\_\_\_ and I bring these skills into the job position you have open and am ready to keep on growing and learning while contributing to the success of your team.

See how easy it is to fill in the blank and memorize this answer to the question, "tell me about yourself."

Example:

A. When I was young, I noticed \_\_\_\_\_.

B. As I got older, I got more involved in \_\_\_\_\_ to learn more about it.

C. Now that I am older, I have developed many skills in \_\_\_A\_\_\_\_\_ because of doing \_\_\_B\_\_\_\_\_ and I bring these skills into the job position you have open and am ready to keep on growing and learning while contributing to the success of your team.

Exercise #2:

### DEVELOPING YOUR STRATEGY

Strategy, putting it simply, is a plan. In this case, the plan is for what you say and what you do as a candidate for a career position.

You already know what to say when someone prompts you to "tell me about yourself." Now, you need to strategize for leveraging what you know.

The best way to plan for what to say about what you know is to prepare the S-T-A-R for at least three instances.

S - situation

T- task at the time

A - actions that were taken in response to the situation and task

R - result of the actions that were taken

An example of this is:

Example: Someone applying to manage a team in a retail store. In the interview, the interviewers ask about a time when they handled a disgruntled customer.

S - situation: Customer was sent the wrong size after making an online purchase order

T- task at the time: calm the customer, listen, empathize, and meet their need

A - actions that were taken in response to the situation and task: granted credit to their credit card and invited them to shop in the store with a 25% savings coupon

R - result of the actions that were taken: the customer left smiling and shopped for more than one item in the store — we saved and satisfied a customer in this instance!

Creating your STAR means diving deeper into your successes...and what you were THINKING/Attitude when you succeeded. Visualize and fully describe your success with your STAR.

Exercise: Fill in the rows and columns with three incidents that you contributed to the success of the team/company.

### **My STAR Accomplishments**

Job position	Situation	Task	Action	Results

You did more than just show up to your job, you made contributions to your team and your employer. We are teaching you how to articulate this to a potential employer. The potential employer wants to get an idea as to how much you will contribute to their success as a new member of their team.

Exercise:

Using this matrix, fill in the columns and rows:

Job position	Situation	Task	Action	Results

Think of three positions (or use the same position if you only worked one job position) and see incidents when you made a contribution. What was the situation, task, action, and metric result?

You can use the same answers from the previous exercise and add metrics (as appropriate)

Examples of metric results:

Added to the customer base by 35%

Reduced attrition (people leaving the company) by 25%

Problem-solved and this resulted in higher morale for over three months

Decreased the amount of time it took for people to get paid from being 2 weeks to 2 days.

Do you see the numbers included in the statements? These are metric accomplishments.