

Preparation for Interviews

Whoever you are, whatever your background or experience, whatever your ambitions, if you're invited to an interview at Caterpillar, the most important thing to remember is be yourself. That's who we want to meet. You also need to be prepared - otherwise you run the risk of not showing us your true potential.

Do your research.

Make sure that you can talk knowledgeably and confidently about Caterpillar, the position that you are applying for and yourself. Think about the following:

- Do you know what the department does and how it fits into the business?
- Why are you interested in this role?
- What skills can you bring to the role?
- Where does this role fit into your long-term plan?

Be prepared.

Familiarise yourself with the location and know exactly where you're meant to be going. Check directions, parking or public transport timetables and leave plenty of time to avoid unnecessary stress. Ideally, you should aim to arrive around 10 minutes early.

Unless otherwise specified, you should always come to an interview in smart business wear.

In the interview you will be asked questions based on the competencies from the job advert. These questions are designed for you to demonstrate to the interviewer that you have the required skills for the job.

To prepare for this look at the description of the competency (attached) and think of **specific** examples of how you can demonstrate that competency in an answer. Try and think of more than one example for each competency.

Have structure.

Caterpillar uses a process called Targeted Selection to ensure that the selection and recruitment process is fair and consistent.

The interviewers use the principle STAR to mark your interview and so think about this in your preparation.

STAR Principle:

1	Situation	Detail the background, and provide context. Where? When?
	Task	Describe the challenge and expectations. What needed to be done? Why?
2	Actions	Elaborate your specific action. What did you do? How?
3	Result	Explain the results: accomplishments, recognition, saving etc Quantify where possible. Would you do it differently next time? Learnings?



Each answer you should have four parts, explain the **Situation** and **Task** and then describe what **Action** you took and then what the **Result** was.

Remember we want to know what **you** did and so always use examples of what action **you** took.

Example question

"Describe a situation when you had to deliver excellent customer service following a complaint."

Situation: "A customer rang up complaining that they'd waited more than two weeks for a reply from our sales team regarding a product query."

Task: "I needed to address the client's immediate query and find out what went wrong in the normal process."

Activity: "I apologised, got the details and passed them to our head salesperson, who contacted the client within the hour. I investigated why the query hadn't been answered. I discovered that it was a combination of a wrong mobile number and a generic email address that wasn't being checked. I let the client know and we offered a goodwill discount on her next order."

Result: "The client not only continued to order from us but posted a positive customer service tweet."

During the interview.

- Be aware if your **body language**, maintain good **eye contact** and **address all** interviewers not just the person asking the questions.
- Give a **structured** and **to the point answer**. Use the STAR principle to help with this.
- Speak **clearly** and keep responses **slow, measured** and **relevant**.
- Do not be afraid to ask for **clarification** if a question is unclear.
- Be enthusiastic – we want people who are passionate working with us.

Have questions ready.

We'll usually end your interview by asking if you have any questions. Something may have come up during the interview that you want to ask about. It is also worth having some questions prepared in advance. This can be a great opportunity to impress us with the thought that you've put into the job, the company and your potential career with us, so choose something you really do want to know more about.

Competencies

ADAPTABILITY:

Maintaining effectiveness when experiencing major changes in work tasks or the work environment; adjusting effectively to work within new structures, processes, requirements or cultures.

BUILDING A SUCCESSFUL TEAM:

Using appropriate methods and a flexible interpersonal style to help build a cohesive team, facilitating the completion of goals.

BUILDING STRATEGIC WORKING RELATIONSHIPS:

Developing and using collaborative relationships to facilitate the accomplishment of work goals.

COACHING:

Providing timely guidance and feedback to help others strengthen specific knowledge/skill areas needed to accomplish a task or solve a problem.

COMMITMENT/TENACITY:

Works diligently and stays on track. Does not waste time or effort and takes action to resolve problems. Sticks with the job until all details are complete. Applies energy and efforts to make things better.

COMMUNICATION – (measured against responses to questions)

Communication follows a logical sequence. Individual maintains audience attention, keeps the audience engaged through use of techniques such as analogies, illustrations, body language, and voice inflection. Ensures understanding, checks understanding, presents message in different ways to enhance understanding. Interprets messages from others and responds appropriately.

CONTRIBUTING TO TEAM SUCCESS:

Actively participating as a member of a team to move the team toward the completion of goals. Facilitates goal accomplishment – makes procedural or process suggestions for achieving team goals or performing team functions; provides necessary resources or helps to remove obstacles to help the team accomplish its goals and involves others.

CUSTOMER FOCUS:

Making customers and their needs a primary focus of ones actions; developing and sustaining productive customer relationships. Actively seeks information to understand customers' circumstances, problems, expectations and needs.

DECISION MAKING:

Identifying and understanding issues, problems and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints and probable consequences.

DELEGATION:

Allocating decision-making authority and/or task responsibility to appropriate others to maximise the organisations and individuals effectiveness.

FACILITATING CHANGE:

Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

GAINING COMMITMENT:

Using appropriate interpersonal styles and techniques to gain acceptance of ideas or plans; modifying one's own behaviour to accommodate tasks, situations and individuals involved.

INITIATING ACTION:

Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.

INNOVATION:

Generating innovative solutions in work situations; trying different and novel ways to deal with work problems and opportunities.

MANAGING CONFLICT:

Dealing effectively with others in an antagonistic situation; using appropriate interpersonal styles and methods to reduce tension or conflict between two or more people.

MANAGING WORK (INCLUDES TIME MANAGEMENT):

Effectively managing one's time and resources to ensure that work is completed efficiently. Prioritises – Identifies more critical and less critical activities and tasks; adjusts priorities when appropriate. Makes preparations and schedules. Leverages resources and stays focused.

MEETING LEADERSHIP:

Ensuring that a meeting serves its business objectives while using appropriate interpersonal styles and methods and considering the needs and potential contributions of others.

NEGOTIATION

Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties. Develops others' and own ideas – engages in mutual problem solving by brainstorming alternative positions or approaches and evaluating them openly and fairly.

ORGANISATION & PLANNING:

Establishing courses of action for self and others to ensure that the work is completed efficiently. Identifies more critical and less critical activities and assignments; adjusts priorities when appropriate.

PROBLEM SOLVING & ANALYSIS:

Identifying & understanding issues; problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.

QUALITY ORIENTATION:

Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

WORK STANDARDS:

Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.