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## Pre-Interview Preparation

### Dress

- Dress professionally for the position level you are applying for.

### Pre-work

- Research the organization and position.
- Make a list of any questions you have about the job.

### Virtual Interviews

- Choose a neutral video background that minimizes distractions and helps you stand out.

### Prepare Responses

- Anticipate questions based on job announcement and level, and craft responses using the STAR/CCAR method.
- Prepare leadership responses on topics such as conflict and challenges; influencing and getting buy-in; delegating; developing others; performance management; labor relations; and diversity, equity, inclusion, and accessibility (DEIA).
- Use the Interview Prep tool to practice responses.

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## During the Interview

### Body Language

- Maintain eye contact with the interviewers. When virtual, look into the camera.
- Pay attention to your body language. Avoid excessive shifting, squirming, looking away from the interviewers or camera, and hand movements.
- Smile and try to appear calm and confident.

### Verbal Communication

- Be enthusiastic and positive.
- Use proper grammar and diction. Select your words.
- Avoid filler words such as “um” and “like.”
- Avoid being overly familiar or casual with the panel.

### Prepare to Answer Questions

- Write down the question or key words from the question. Include multiple parts of each question.
- Ask for the question to be repeated.
- Practice active listening skills by listening to each question carefully and rephrasing the question back to clarify.
- Pause before responding to the question.
- Pay attention to time if there is a limit.

### Craft Your Responses

- Frame responses using the STAR/CCAR method.
- Use recent examples (preferably FAA or ATO-focused).
- Choose examples that best demonstrate your leadership impact.
- Give specific details that support your story; avoid giving your philosophy.
- Describe the actions *you* took and the results.
- Avoid repeating yourself when giving your responses.
- Do not name-drop. Use position titles instead.
- Base responses on the job you are interviewing for instead of your current position.

### Conclude Your Answers

- Let the interviewers know when you’ve completed your answer. Example: “That completes my answer.”
- If time remains and you think it’s helpful, revisit a question to expand or strengthen your answer.
- When asked for anything else to add, highlight your key strengths and the difference you will make for the organization.

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## Ending the Interview

- When asked if you have any questions, choose one question from your list of questions to ask the interviewers.
- Close by expressing your enthusiasm for the position and organization.
- Before leaving the interview, thank the interviewers for taking the time to meet with you.

## Post-Interview

- Follow-up with a thank you note via email.
- Reflect on your responses and areas where you would like to improve.
- Ask for feedback from hiring manager.