



**YOU NEVER
GET A SECOND
CHANCE TO
MAKE A FIRST
IMPRESSION.**

— *Will Rogers*

Shine On 

How to Prepare your Interview

BEFORE

DURING

AFTER

- Review the job posting
- Reflect on why you are interviewing and your qualifications for the job
- Research the YMCA Mission & Values
- Practice Common Interview Questions
- Prepare questions for the interviewer
- Choose your interview attire
- Prepare copies of your resume and references
- Prepare specific examples of your work
- Prepare your travel arrangements. **Be on time!**



BEFORE The Interview

Practice Common Interview Questions

General and Behavioral Interview Questions

- Tell me about yourself
- What do you know about YMCA Calgary?
- Why do you want to work here?
- Tell me about a challenge or conflict you have faced at work. How did you deal with it? What was the outcome?
- What are some of the most important factors that must be present in your work environment for you to be successfully and happily employed?

Child Safety & Protection Interview Questions

- If there was a child (or vulnerable individual) that another employee/volunteer picked on or made fun of, what would you do?
- Describe some ways in which you have motivated children (or vulnerable individuals)?

STAR

method to
answer the
questions

- **Situation:** Set the scene by describing the context and background of the example. Include relevant details such as when and where it occurred.
- **Task:** Explain your specific responsibility or the challenge you faced in that situation.
- **Action:** Describe the steps you took to address the task or solve the problem. Focus on your individual contributions and avoid generalizations.
- **Result:** Share the outcome of your actions, highlighting measurable achievements or lessons learned. Quantify results when possible, such as percentages, time saved, or improvements achieved.

STAR method to answer the questions

Example

Situation: In a previous role, I was supporting a time-sensitive project while also managing a high volume of daily responsibilities. Midway through the week, a key stakeholder requested significant last-minute changes that could have impacted our delivery deadline.

Task: My responsibility was to ensure the project stayed on track without compromising quality or overloading the team.

Action: I stayed calm and first clarified the stakeholder's priorities to understand what was truly critical. I then broke the work into urgent vs. non-urgent tasks, adjusted timelines where possible, and communicated transparently with both the team and the stakeholder. I also delegated appropriately and blocked focused time to handle the most complex items myself.

Result: We delivered the project on time, met the stakeholder's core requirements, and avoided burnout on the team. The experience strengthened trust with stakeholders and improved how I approach prioritization and communication under pressure.

Pro Tip: Don't memorize your answer. Practice on your own words, BE yourself.

Preparing questions for the interviewer shows your engagement, professionalism, and strategic thinking:

- **Shows genuine interest**

Asking thoughtful questions signals that you're truly interested in the role and the YMCA—not just looking for any job.

- **Demonstrates preparation**

Good questions demonstrate that you've researched YMCA Calgary and understand the role, reflecting a strong work ethic and attention to detail.

- **Helps you evaluate the role**

An interview is a two-way conversation. Your questions help you assess the team culture, expectations, and growth and development opportunities.

- **Helps you stand out**

Many candidates don't prepare questions. Asking insightful ones can make you more memorable and leave a strong final impression.



Prepare questions for the interviewer

- How would you describe the company culture?
- What would my day-to-day responsibilities look like?
- How would my performance be measured?
- Why is the position open?
- What types of professional development opportunities does the company offer?
- What are the next steps in the interview?



Prepare questions for the interviewer

DURING The Interview

- Arrive early (5~10 minutes)
- Be Respectful. Your interview starts the moment you enter the building
- Confident handshake & eye contact
- Use the STAR method when answering questions
- Ask questions
- Close Interview with a Strong Statement

AFTER The Interview

- Send a Thank You Note
- Follow Up
- Stay connected



Be Yourself!

**EVERYONE ELSE
IS ALREADY
TAKEN**

OSCAR WILDE

BE YOU!