

RES. LIFE EDITION

Interview Tip:

Behavioral Interview Prompts

Employers often ask questions about how you responded to specific situations. For example:

- Tell me about a time when you experienced a conflict while working on a team.
- Describe a time when you had to work well under pressure.
- Give me an example of a time when you showed initiative and took the lead.
- Tell me about a time when you made a mistake, and how you handled it.

S.T.A.R. Method

You can use STAR as a framework to structure your response to behavioral interview questions.

- Describe the context and background for a **situation** that's relevant to the question.
- Explain the **task** that needed to be completed. What was the goal?
- Outline specific **actions** you took. How did you exhibit transferable skills?
- Share the **results** of your actions. What was the outcome? What did you learn?



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MARKET

YOUR EXPERIENCE

LET'S TALK ABOUT YOUR RESIDENTIAL LIFE EXPERIENCE

Resident Assistants (RA) and House Managers (HM) play a crucial role in the development of their hall communities. It is critical for you to establish a credible, visible presence in the hall, develop and enforce the standards for community behavior, and encourage self-governance in your residents. In your tenure as an RA or HM, you will have developed a wide range of skills that are relevant to almost any profession.

TRANSFERABLE SKILLS

Time Management Being an RA/HM is a 24-hour job. Besides being available for your residents, you attend weekly staff meetings, workshops, and events. You are juggling a lot, and this role helps you demonstrate your use of self-discipline to prioritize and manage your schedule.

Crisis Management As an RA/HM you learn to think on your feet. It is your job to handle any issue that arises, ensuring that the resident is safe and has the proper resources. This often requires steadiness and conflict resolution which are essential in the workplace.

Leadership RAs and HMs model ethical leadership to their peers. As a leader in their halls and campus, you facilitate community development and encourage residents to get involved on campus. Employers are constantly searching for employees who embody this type of dedication and leadership.

Responsibility This is a critical aspect of your role, and includes completing daily administrative tasks, upholding college policies and standards, ensuring the safety of the building and its residents, and encouraging peer-to-peer accountability while modeling appropriate behavior.

Collaboration RAs and HMs are expected to work together and support other residence halls, college departments, faculty, and local groups in the community. In almost every workplace, successful collaboration between co-workers, offices, and sometimes other organizations is an essential element of success.

Intercultural Awareness and Advocacy You play a key role in creating an inclusive environment free from hate, prejudice, and discrimination. In this role you strive to establish communities where each member is celebrated and shares the same basic rights, securities, opportunities, and benefits.

SAMPLE RESUME ACTION STATEMENTS

- Developed a positive living environment designed to link community, faculty, and residents
- Encouraged dialogue and mediated conflict
- Promoted interaction, and facilitated the construction of social networks between community and residents
- Established and modeled standards of behavior while implementing and enforcing all housing policies
- Collaborated regularly with various campus organizations, staff, and offices
- Managed budget of # used for residence hall/floor events
- Supervised # students serving as on-call responders for risk management and crisis response
- Developed, marketed, and led hall programming that supported the values of learning, leadership, collaboration, responsibility, and social justice
- Fostered individualized relationships with each resident, assessing needs of students and connecting them with resources
- Conducted floor meetings to establish and maintain hall community and inform residents of pertinent issues, processes, and events

**Because each student's experience is different, use this as a general guide to help you articulate your unique experience.