

CLCE 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?

Rollins

EST. 1885

Center for Career & Life Planning

1000 Holt Ave. – 2787, Winter Park FL 32789
careercenter@rollins.edu | 407.646.2195
rollins.edu/career-life-planning

MARKET YOUR EXPERIENCE

LET'S TALK ABOUT YOUR CLCE EXPERIENCE

The Center for Leadership & Community Engagement provides students with opportunities to develop their personal leadership style, establish strong friendships with like-minded student leaders, make connections to faculty and staff, and contribute to the local community through service. Students who participate in our programming discover their leadership potential and passions and give back to the campus and greater Winter Park community. You will find that many of the skills obtained, including teamwork, organization, and communication, can be directly translated to work environments across all industries. By utilizing the guide below, you will be able to elaborate on the following characteristics and skills on resumes, cover letters and throughout the interview process to land your next great opportunity.

SAMPLE RESUME ACTION VERBS

- Accomplished
- Achieved
- Administered
- Advised
- Allocated
- Arranged
- Assigned
- Assisted,
- Awarded,
- Budgeted
- Built
- Chaired
- Collaborated
- Communicated
- Conducted
- Coordinated
- Cooperated
- Corresponded
- Created
- Delegated
- Developed
- Directed
- Encouraged
- Facilitated
- Fostered,
- Improved
- Implemented
- Initiated
- Investigated
- Led
- Maintained
- Marketed
- Mediated
- Moderated
- Planned
- Promoted
- Publicized
- Recorded
- Organized
- Overcame
- Recommended
- Selected
- Served
- Supported
- Volunteered

TRANSFERABLE SKILLS

Leadership If you held a leadership position within one of our student organizations or office initiatives, outline your duties. Employers like to see potential employees exercise that level of responsibility and the ability to think big. The experiences you learned while upholding these positions reflect greatly on your potential performance as an employee. It is important to highlight personal accomplishments or learning experiences.

Service CLCE is known for its presence in the community. Talk about your experiences in service through SPARC, CE Courses, JUMP, Immersion or other organizations. Employers value this versatile experience of working with community members for a cause greater than self.

Organization & Time Management You didn't just come to Rollins for the classes. You worked a job, and

were involved in many other student organizations and initiatives. You juggled so many activities because you were very organized, practiced good time management and were disciplined and goal-oriented.

Teamwork & Communication Emphasize the complex types of projects completed, the number of members that needed to be coordinated, the communication skills that go into productive teamwork. You will always need to work with people in any job, so show you work with diverse groups successfully.

Social Justice In working with the community and leading others who are unlike you, you exemplified high levels of awareness of social justice issues. You cultivated a community of care and collaboration to welcome all to create social change.

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

SAMPLE RESUME ACTION STATEMENTS

CE Courses

- Integrated service and learning by interacting with those with lived experiences
- Engaged in # of hours direct service to non-profit organization the Winter Park community
- Developed deeper understanding of issues in the world by studying and immersing oneself in them

Democracy Project

- Organized events and activities to promote civic engagement on campus
- Facilitated discussions on controversial issues central to the presidential election
- Registered # students to vote through campus presence

Emerging Leadership Institute Participant

- Developed relationships with # other emerging student leaders over a weekend-long retreat
- Attained knowledge and skills about styles and best practices for leading others
- Discovered personal passion areas of interest to create social change

Emerging Leadership Institute Facilitator

- Facilitated personal and professional growth among # first and second year student leaders over a weekend retreat
- Developed curriculum for student leaders focusing on types of service, styles of leadership, teamwork, effective communication, personality type indicators, personal values
- Directed ice-breaker and teambuilding exercises including Star Power, Diversity Walk, and Step In Step Out
- Guided reflection activities and debrief conversations after powerful and emotional social justice exercises
- Helped select students for weekend retreat based on capacity to learn, willingness to grow and attitude toward service leadership
- Mentored # students in a small group over the weekend and after

JUMP Member

- Experienced issues in the community first-hand and worked toward raising awareness and eradicating root causes
- Engaged in service with # like-minded service-oriented individuals to make change in the community
- Served at events in a variety of impact areas including arts and culture, health and wellness, hunger and homelessness and youth and education

JUMP Student Coordinator/Impact Area Chair

- Organized community partnerships and event logistics for service projects in weekly meetings with adviser
- Led a team of diverse students and developed their personal growth and community involvement
- Facilitated discussions increasing the team's awareness of social issues facing the community and critically thinking about ways to solve them
- Engaged the campus in projects centered on a variety of impact areas including arts and culture, health and wellness, hunger and homelessness and youth and education

Student Support Foundation

- Reviewed support requests from students to enhance their educational experience
- Maximized a grant-based budget to serve the most students possible
- Served on a committee striving to make every student's time at Rollins the best it could be by breaking the boundaries set by financial need

SPARC Day of Service

- Served the Central Florida community by working with local non-profit organization to create awareness in the incoming first year and transfer class of various social justice issues
- Engaged with members of the campus community and first-year seminar by collaborating and working on teams
- Developed leadership skills and ignited a passion for service by tackling social issues in the community

Halloween Howl

- Collaborated on a team to plan and implement a safe Halloween-themed event for children and families in the Central Florida community
- Interacted with children and families from the local surrounding community and promoted awareness and access to college for school-aged children from underrepresented communities

Holiday Fun Fest

- Collaborated with Central Florida foster care organizations to serve children in need in our community
- Coordinated a group of volunteers to serve as buddies for children attending the event
- Organized event logistics including booking spaces, ordering food, purchasing gifts, and checking in families
- Fundraised \$10,000 to provide food, gifts, activities and festive cheer for # foster children and their families
- Worked to educate the Rollins community on the foster care system and eradicate stereotypes of foster children and their families in an evening of community building and care
- Interacted with children and families in the community and promoting access and aspirations to attend college