



# Interview Preparation Guide

The TTC uses a structured interview process to ensure fairness and consistency for all candidates. This guide outlines what to expect and how to prepare, so you can approach your interview with confidence. Whether you're applying now or simply exploring opportunities, this resource will help you understand how interviews are conducted at the TTC and how to put your best foot forward.

Our goal in providing this information is to set you up for success and make your experience with us a positive one.

## WHAT TO EXPECT

Here at the TTC, we conduct several interviews as part of our recruitment process. As you progress

through our process, you may experience one or all of the following; **Telephone** – This initial stage of the recruitment process consists of a 30-minute discussion with a

member of our Talent Acquisition team to assess your candidacy and suitability for the position. This is also an opportunity for you to ask any questions you may have regarding the position, work arrangement, the hiring manager, details about the team or department, and our corporate culture. If you are successful, you will be invited to a virtual or face-to-face interview. **Panel Interview** - Following an initial discussion, you will be invited back to participate in a one-hour

structured panel interview. A panel interview is the typical format used in TTC interviews to help ensure fairness to all candidates through multiple raters and scores. The panel will have between two and four members, including the hiring manager of the position. Panel

members will alternate asking a number of questions focusing on key aspects of the position, these will be situational and behavioural-based questions. This could be **Virtual**, hosted via Microsoft Teams, or **In-Person** at any one of our TTC locations. Depending on the role and position requirements, this may be the last step in the recruitment process or an additional assessment may follow. Further details on assessments will be provided as needed. Throughout the recruitment process, we encourage you to stay connected with the Talent Management team member you have been working with. They will be available to answer any questions you may have.

## PREPARING FOR THE INTERVIEW BEFORE THE INTERVIEW

Your performance in an interview depends on how well you prepare. It all comes down to what you know.

Here are 4 of the most important things to consider:

- **Know your Resume** - Review your key accomplishments and general work history. Have ready any information regarding position timelines, reasons for joining or leaving a past employer, and interests or learnings from career experiences.
- **Know your Audience** – Research the hiring manager, immediate team, and key decision-makers. Understand their roles as they relate to the larger organization. Knowing details about the panel participants may assist you in creating a positive impression.
- **Know the Organization** - Review the TTC website for valuable information regarding the corporate strategy, mission, goals, and initiatives. See how the position you are interviewing for connects and contributes to the bigger picture.
- **Know the Job** – Review the job posting multiple times, making note of key deliverables and focus areas. Match your skills and expertise to these areas, identify stories and develop examples to align your experience.

## DURING THE INTERVIEW

As a general practice, we recommend utilizing the S.T.A.R method when responding to behavioural interview questions. STAR stands for **S**ituation, **T**ask, **A**ction, and **R**esult for maximum impact. Each question posed will relate to a specific skill required for the position, the intention is for you to share a story that demonstrates you have that skill. Situational questions are used to allow you to explain what you would do if you were faced with that situation.



### Situation + Task + Action + Results (S.T.A.R)

1. Detail the background. Provide context. Where? When?
2. Describe the challenge and the expectations. What needed to be done? And why?
3. Elaborate on your specific action. What did you do? How? What tools did you use?
4. Explain your results: accomplishments, recognition, savings, etc. If you can, quantify!

When providing a response, we encourage the use of appropriate workplace examples or an occurrence that has happened outside of work. During the interview, panel participants may ask additional follow-up questions for further clarity if required. Be prepared to provide those details.

The panel will ask various types of questions such as:

- **General** – Aimed at understanding your work history, experience, skills and/or knowledge as they relate to the job.
- **Technical or Job Specific** – Aimed at assessing your ability to demonstrate understanding of concepts, procedures and processes related to the job.
- **Behavioural** – Aimed at drawing on your experience and behaviours to provide examples of
- **Situational or Scenario-based** – Aimed at assessing your problem-solving and analytical skills and ability to handle tasks effectively.

## GENERAL INTERVIEW TIPS

- **Punctuality** – Arrive a few minutes early to ensure you are on time. If the interview is virtual, complete a 'tech check' to ensure there are no connectivity issues. If onsite, review the arrival requirements (security), address, and directions.
- **Clarity** – Answer questions in a calm, clear, and concise manner. Maintain eye contact with participants. Take your time and think through your responses, there is no need to rush. Ask for the question to be repeated if needed. Don't be shy to ask for clarification or jot down your own thoughts. Make sure that you understand the question in order to demonstrate how you are the best person for the job. If you are struggling to formulate a response to a question, you may ask to come back to it at the end.
- **Responses** – An interview is your opportunity to convey your own successes and achievements. Be sure when responding to questions, you emphasize what you were directly responsible for versus 'we' in an example scenario. Structure responses with 'I' and follow up with 'we' when appropriate. The goal in an interview is for participants to gain a clear understanding of how your individual knowledge, skills, and expertise align with the opportunity.
- **Positivity & Enthusiasm** – During the interview, respond to questions with positive statements, be enthusiastic about the role you are interviewing for, and always avoid sharing negative thoughts on past employers or organizations.

## AFTER THE INTERVIEW

As part of our recruitment process, we aim to provide all candidates with time-sensitive feedback on whether they are proceeding further to next steps or have not been successful.

## YOUR SUCCESS, IS OUR SUCCESS

Remember, interviews are an excellent way to showcase your knowledge, skills, and expertise. Be confident in your abilities and what you can contribute to our organization. We want to understand what makes you a great fit for the TTC!

For more information visit our [FAQ page](#).