

Federal Aviation Administration (FAA) Mock Interview Session



U.S. Department
of Transportation
**Federal Aviation
Administration**

Office Of Civil Rights

*ACHIEVING SAFETY
THROUGH DIVERSITY*

Presented by: Gioia Albi
Federal Women's Program Lead (A)

Prepared by: FAA National Outreach Team for
Diversity and Inclusion

Date: June 2020



Agenda

- Introduce panel members
- Background
- Structured interview
- Preparing for interviews
- Mock interview
- Final prep
- Follow-up: After interview, what now?
- Resources
- Questions

Mock Interview Panel

Gioia Albi

Federal Women's Program Lead
FAA National Outreach Team for Diversity and Inclusion
ACR-003



Kevin O'tey

In-Service Manager
Surveillance/Weather Support Team
AJW-135

James Sultan

Supervisory Air Traffic Control Specialist (C)
Verified AHR-Manager Chicago ARTCC
TCAU1-ZAU



Background: National Outreach Team for Diversity and Inclusion

Mission Statement:

The National Outreach Team for Diversity and Inclusion works to ensure that all members of society have equal access to programs and projects that may lead to future employment and advancement opportunities. We aim to achieve diversity and inclusion through an emphasis on internal and external outreach, consultation, collaboration, and education.

The word "MISSION" is rendered in a large, bold, blue, 3D-style font with a white outline and a slight shadow, giving it a sense of depth and prominence. The letters are slightly slanted and appear to be floating or attached to a surface.

Background: Outreach Initiatives

Office of Civil Rights (ACR) Outreach Initiatives were created to:

- Ensure equal opportunity for all potential applicants and employees
- Increase diversity and inclusion in the FAA workforce
- Provide information and education to potential applicants regarding FAA career opportunities



Background: Structured Interview

- An assessment method designed to measure job-related competencies by systematically inquiring about a candidate's behavior:
 - In past experiences and
 - In proposed hypothetical situations
- Uses a standardized questioning and scoring process for all candidates

Background: Structured Interview

- All questions are developed by Subject Matter Experts (SMEs) based on job-related competencies
- All candidates are asked the same predetermined questions and in the same order
- A panel of trained interviewers takes detailed notes on candidates' responses
- All responses are evaluated using the same rating scale and standards for acceptable answers

Prepare: Review Job Posting

- Review the job tasks and responsibilities
- Review the competencies necessary to perform the tasks and responsibilities
- Identify the competencies that are required

Hint: Print and save copy found at usajobs.gov

Prepare: Managerial Success Factors



Prepare: Strategic Success Factors



Prepare: Types of Interview Questions

Behavioral Questions

- Draw from a candidate's actual behavior during past experiences (which demonstrate job-related competencies)
- Based on the premise that the best predictor of future behavior on the job is past behavior under similar circumstances

Situational

- Present realistic job scenarios or dilemmas and ask how applicants *would* respond
- Based on the premise that people's intentions are closely tied to their actual behavior

Prepare: Example Behavioral Question

- **Example Competency: Interpersonal Skills**

Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

- **Example Question:**

Describe a situation in which you dealt with individuals who were difficult, hostile, or distressed. Who was involved, what specific actions did you take, and what were the results?

Prepare: Review Interview Questions

Tip: Use the STAR Model

- **Situation or Task:** Describes the context or background for the event of the tasks involved
- **Action:** Describes exactly what was done or what would be done
- **Result:** Describes the consequence of the candidate's actions

Prepare: Probes for Behavioral Question

Situation/Task probes

- Who was involved?
- What factors led up to this situation?

Action probes

- How did you respond?
- What was your role?

Result probes

- What was the outcome?
- Is there anything you would have done differently?

Prepare: Example Situational Question

- **Competency:**

Interpersonal Skills

- **Behavior:**

“Coworker Kathy” dealt calmly and professionally with a very distressed coworker who did not receive her check on time.

- **Question:**

A very angry coworker walks up to your desk. She says she was told your office sent her an overdue invoice 5 days ago. She claims she has not received the invoice. She says she has hundreds of other invoices to pay, and no one will help her. How would you handle this situation?

Prepare: Probes for Situational Question

Situation/Task probes

- Why do you believe this situation occurred?
- What do you consider to be the most critical issues in this situation?

Action probes

- What is the first thing you would say or do?
- What factors would affect your course of action?
- What other actions could you take?

Result probes

- How do you think your action would be received?
- What do you consider as benefits of your action?

Prepare: Mentally

- Practice, practice, PRACTICE
- FAA has more than 45,000 employees and many lines of business
 - Research the line of business at www.faa.gov
 - Familiarize yourself with FAA vision, mission statement, history, etc.
- Know your resume
 - Rehearse your responses
 - Have answers for breaks in employment
 - Be HONEST
 - Develop multiple talking points around all of your past experiences
- Polish your answers
 - Watch words such as “um”, “like”, and “you know”
 - Look into the camera as if you were having a conversation with someone sitting in front of you
 - Speak clearly and enunciate

Prepare: Dress for Success

- Communicate professionalism with your attire
 - Men: navy, black, or dark grey suit, long sleeve dress shirt, conservative tie, professional, clean-cut hairstyle, clean-shaven
 - Women: navy, black, or dark grey suit, coordinated blouse, limited jewelry (no dangling earrings, arms full of bracelets, or anything too distracting), professional hairstyle, light make-up
 - Look as if you put considerable time and effort into your personal appearance
 - Clothing should be a complement, not a distraction—watch bold patterns, loud colors
- Little to no cologne/perfume/lotion

Prepare: Video Interview

Focus should be on you, not what's in your background

- Position webcam at eye-level
- Proper lighting is essential for high-quality video
- Be mindful of your background
- Your recording space should be quiet and comfortable
- Eliminate all possible distractions and interruptions (incl cellphones)

Practice, Practice, PRACTICE

- Look into the camera as if you were having a conversation with someone sitting in front of you
- Do not look at the computer screen when answering questions
- Video your answers and send the to peers/mentors for feedback

Prepare: Portfolio

Focus should be on your accomplishments

- Writing samples
- Graphic design samples
- Certificates
- Commendations/awards/kudos
- Resumé

Make sure your portfolio:

- Has a cover page or business card
- Showcases your best projects (8-10)
- Is up-to-date (no older than three years)
- Contains projects that highlight your many skills
- Is organized by subject matter (e.g. certificates, work samples, reports, etc.)

Use this to jog your memory when for your list of accomplishments every year

Final Preparations

- Be on time
- Interviewing is a two-way street
- Be organized and prepared for every interview
- Look and act cordial, interested, and professional
- Listen to each question, contemplate your response, and answer concisely
- If unclear/unsure, ask
- Take notes
- Remember STAR
- Take a deep breath, relax, and let your personality shine through
- Have FUN

NEVER badmouth a current/former employer/coworker

Follow-up: After Interview: Now what?

- Leave a business card
- Send a thank-you email the same day you complete the interview
 - Express why you are the best candidate for the job
 - Set a timeframe for following up and follow-up on time via email
 - Maintain open lines of communication with hiring manager
- You will be notified when/if you get the job—pay attention to closing date on job posting

Resource: InterviewStream

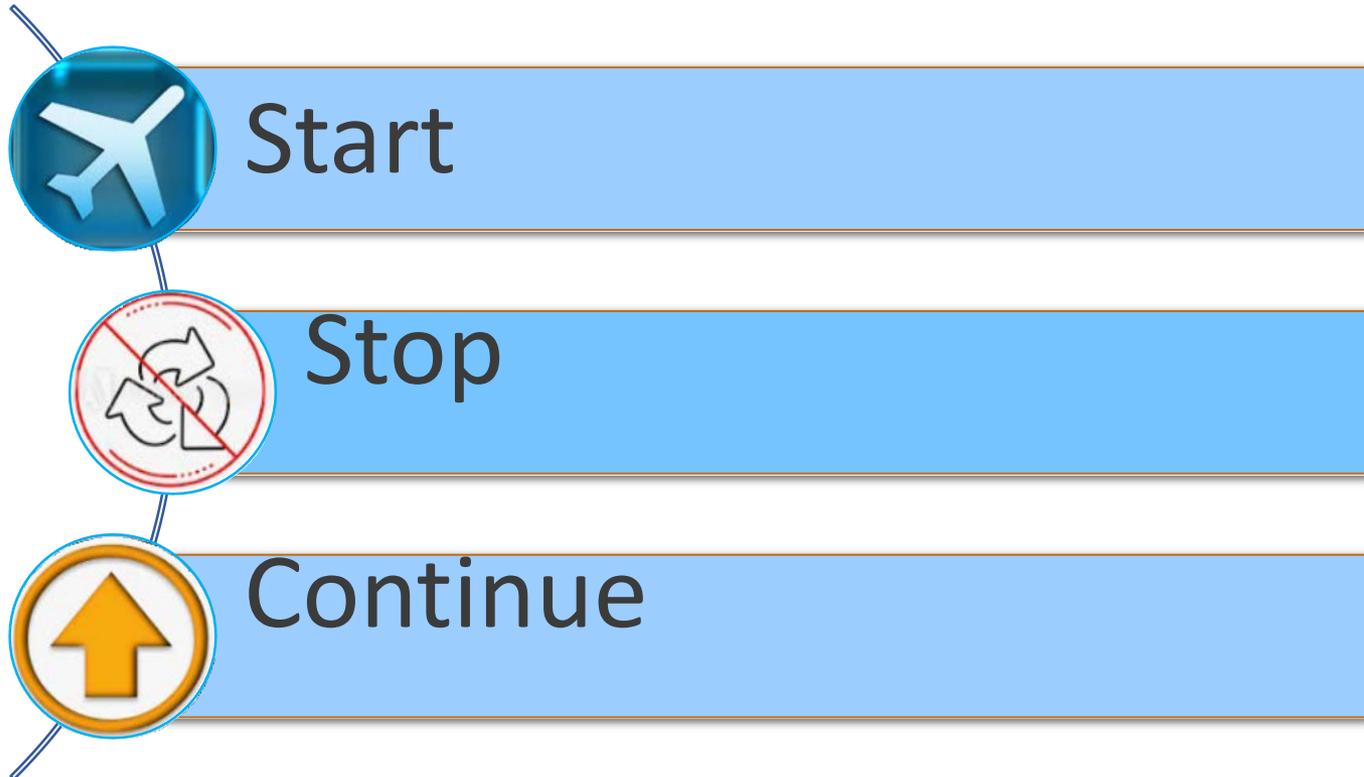
- [InterviewStream and Download](#)

Resource: 2020 FAA Office of Civil Rights (ACR) National Outreach Virtual Sessions

14-July 1 pm – 3 pm
28-July 10 am – 12 pm
28-July 1 pm – 3 pm
28-July 2 pm – 4 pm
11-August 1 pm – 3 pm
25-August 10 am – 12 pm
25-August 1 pm – 3 pm
25-August 2 pm – 4 pm
8-September 1 pm – 3 pm
22-September 10 am – 12 pm
22-September 1 pm – 3 pm
22-September 2 pm – 4 pm

PWD/PWTD Info Session
Information Session
Resume Writing
Mock Interview—External
PWD/PWTD Info Session
Resume Writing
Information Session
Mock Interview—Internal
PWD/PWTD Info Session
Information Session
Resume Writing
Mock Interview—External

Wrap Up



Questions?



Contact Us

E-mail: outreach@faa.gov
gioia.albi@faa.gov

Address: **FAA National Headquarters**
800 Independence Ave SW
Washington, DC 20591

FAA Outreach Website:
http://www.faa.gov/about/office_org/headquarters_offices/acr/outreach/

FAA Jobs Website: <http://www.faa.gov/jobs/>

Back-Up Slides

Resources

ATO Virtual Learning (AVL)

[Intro to ATO Virtual Learning AVL \(Video\)](#)

[AVL Tool Home Page](#)

Career Tools

[MyATOCareer](#)

[O*Net OnLine Career Exploration](#)

[USAJobs.gov](#)

[Transferable Skill Sets for Job Seekers](#)

[Transferable Skills Checklist](#)

FAA Learning Portals

[FAA eLMS Portal SkillSoft Courses and Books 24x7](#)

[FAA Acquisitions Professions Portal](#)

[FAA Leadership & Learning Institute](#)

Competency Development

[FAA Strategic Leadership Capabilities](#)

[OPM Leadership Competencies](#)

[OPM Job Specific Competency Models](#)

Resume and Interviewing Skills

[Accomplishment Builder](#)

[Behavioral Interviews](#)

[Free GovLoop Career Booster Toolkit](#)

[InterviewStream and Download](#)

[Resume Writing Video](#)

Networking & Mentoring

[FAA Employee Associations](#)

[Professional Association Finder](#)

[Informational Interviews](#)

[Tips on Finding a Mentor](#)

[Networking Secrets](#)

Accomplishment Training

[Accomplishment Tracking Guidance](#)

Education & Training

[American Management Association](#)

[Powerful Body Language Tips and More](#)

[Coursera Offers Free Non-Credit Courses](#)

[edX.org Hosts Online University-Level Courses, Including Some At No Charge](#)

[Ted Talks That Will Improve Your Work Life \(from Select International\)](#)

[Interpersonal Skills \(Life Skills You Need\)](#)

[OPM Government-Wide Academic Alliances](#)

[The Joint Language University \(Free Language Training\)](#)

[University Webinars on Discount Education](#)

[Your Office Coach: Secrets to Politically Savvy People and More](#)

[Access LinkedIn Learning \(Lynda.com\) Via Your Public Library](#)