

Transcript | Mastering Interviews in the Canadian Civil Service

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00:00:18.070 --> 00:00:24.589

Derek Alton: Well, hello, and welcome. Welcome to this masterclass on mastering interviews in the Canadian Civil Service.

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00:00:24.590 --> 00:00:38.499

Derek Alton: My name is Derek Alton, and I'm a... I'm the Community Engagement Lead here at Apolitical, and it's a pleasure to be here with all of you. I'm assuming that many of you, like me, are still in the afterglow of the amazing game that happened last night.

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00:00:38.500 --> 00:00:49.009

Derek Alton: don't, unfortunately, have a Blue Jays jersey with me here in the UK, but I do have a Raptors one, which is close enough. So, this is me, celebrating the big win, but hopefully we can,

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00:00:49.420 --> 00:01:05.320

Derek Alton: cast their minds away from the game just for an hour, to talk about, what we're here to talk about, which is how to do interviews in the public service, specifically the Government of Canada. So, it would be great to hear from all of you, so do post in the chat where you're joining us from, and what organization you work for.

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00:01:05.820 --> 00:01:24.889

Derek Alton: So, today we're going to be talking about civil service interviews. As a former Governor of Canada public servant, I know the experience and how tricky and competitive these things can be, as well as how nerve-wracking they are. So, we're going to spend the next hour discussing strategies that you can employ to give yourself the best chance of entering interviews with confidence and clarity.

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00:01:25.660 --> 00:01:41.060

Derek Alton: So, for those of you joining us for the first time, welcome! Apolitical is the largest community for government used by over a quarter of a million public servants and policymakers from more than 170 different countries, including over 75,000 public servants across Canada at all levels.

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00:01:41.310 --> 00:01:50.220

Derek Alton: Our mission is to make government smarter, and we do this by putting the best knowledge and skills at your fingertips of public servants, and of, like, yourselves.

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00:01:50.880 --> 00:02:07.050

Derek Alton: Alright, so, where do we have people joining us from? Lots of people from Toronto, excellent. I'm glad you're here. It was great, great to hear you all. Sarnia, oh, I remember Sarnia, great place. Ottawa. I lived in Ottawa for many years as well, when I worked for the Government of Canada. Lots of great people here from across the country.

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00:02:07.920 --> 00:02:10.240

Derek Alton: Excellent. Welcome, welcome, welcome.

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00:02:10.320 --> 00:02:29.199

Derek Alton: So, we're thrilled to extend an invitation to join today's speakers and your peers from the Canadian public servants community. Whether you're just starting out in an entry-level role, or mid-career entering the Canadian public service from the private sector in a more senior position, this is the place for you to share resources, networks with your Canadian peers.

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00:02:29.370 --> 00:02:46.600

Derek Alton: Also, there's automatic translation now available, so you can use the platform in English, ou en francais, si vous prefere. I really hope you'll consider joining today. You'll be able to meet me there, I post often in this community, and like I said, it's a great place to just connect with peers, ask questions, get resources, and feel connected.

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00:02:47.330 --> 00:02:51.719

Derek Alton: The link to the resources tab of this webinar should be at the bottom of your screen.

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00:02:53.200 --> 00:02:54.220

Derek Alton: Alright.

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00:02:54.820 --> 00:02:59.170

Derek Alton: So, I'm gonna get a few technical notes out of the way before we get into today's conversation.

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00:02:59.500 --> 00:03:05.820

Derek Alton: This event is being recorded for on-demand viewing on the apolitical website, so please don't record it yourself.

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00:03:06.180 --> 00:03:10.439

Derek Alton: Contact details for privacy concerns are on the apolitical homepage footer.

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00:03:11.000 --> 00:03:16.800

Derek Alton: Closed captions are available, and can be toggled on or off in your screen settings.

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00:03:18.150 --> 00:03:21.440

Derek Alton: Okay, so, before we introduce our speakers.

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00:03:21.590 --> 00:03:26.820

Derek Alton: We're going to run a few quick polls to get a sense of where you're coming to today's discussion from.

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00:03:28.480 --> 00:03:30.539

Derek Alton: Okay, now let's have a look at the first poll.

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00:03:30.730 --> 00:03:37.689

Derek Alton: Which public service competencies do you find the most challenging to demonstrate in an interview?

22

00:03:38.450 --> 00:03:39.979

Derek Alton: Being a good communicator.

23

00:03:40.570 --> 00:03:43.720

Derek Alton: Being an effective teamworker and collaborator.

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00:03:44.430 --> 00:03:46.310

Derek Alton: Showing my problem-solving skills.

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00:03:46.470 --> 00:03:48.659

Derek Alton: Demonstrating critical thinking and judgment.

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00:03:49.440 --> 00:03:51.830

Derek Alton: Showing that I've delivered results.

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00:03:52.450 --> 00:03:54.950

Derek Alton: communicating that I'm adaptable.

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00:03:55.830 --> 00:04:02.319

Derek Alton: So once again, which public service competencies do you find the most challenging to demonstrate in an interview?

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00:04:02.760 --> 00:04:04.390

Derek Alton: Being a good communicator.

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00:04:05.000 --> 00:04:13.579

Derek Alton: Be an effective teamworker, or collaborator, and collaborator. Showing my problem-solving skills, demonstrating critical thinking and judgment.

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00:04:13.850 --> 00:04:15.790

Derek Alton: Showing that I've delivered results.

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00:04:16.320 --> 00:04:18.540

Derek Alton: Or communicating that I'm adaptable.

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00:04:21.970 --> 00:04:22.960

Derek Alton: Excellent.

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00:04:25.160 --> 00:04:29.609

Derek Alton: Well, it looks like they're actually fairly well divided.

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00:04:30.390 --> 00:04:34.640

Derek Alton: But, the most common one seems to be showing that I've delivered results.

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00:04:36.090 --> 00:04:39.150

Derek Alton: Excellent Alright.

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00:04:42.740 --> 00:04:44.770

Derek Alton: So hopefully you can all see the results now.

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00:04:45.600 --> 00:04:49.299

Derek Alton: Excellent, and then we are gonna go to the second one.

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00:04:52.790 --> 00:04:53.730

Derek Alton: Okay.

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00:04:55.770 --> 00:04:57.450

Derek Alton: So, second poll.

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00:04:58.420 --> 00:05:02.940

Derek Alton: Which skill do you think is most critical for career progression in today's public service?

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00:05:03.860 --> 00:05:05.669

Derek Alton: Strategic thinking and foresight?

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00:05:06.390 --> 00:05:07.669

Derek Alton: Change Management.

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00:05:08.730 --> 00:05:11.290

Derek Alton: Digital data and AI Confidence.

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00:05:12.750 --> 00:05:14.100

Derek Alton: commercial acumen.

46

00:05:15.260 --> 00:05:17.039

Derek Alton: Effective communication.

47

00:05:17.980 --> 00:05:19.700

Derek Alton: Leadership and people skills.

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00:05:21.030 --> 00:05:23.190

Derek Alton: And collaboration and silo busting.

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00:05:23.540 --> 00:05:29.490

Derek Alton: So once again, which skills do you think is most critical for career progression in today's public service?

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00:05:29.870 --> 00:05:31.620

Derek Alton: Strategic thinking and foresight?

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00:05:32.270 --> 00:05:33.480

Derek Alton: Change management.

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00:05:34.200 --> 00:05:36.490

Derek Alton: Digital Data and AI Confidence.

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00:05:37.200 --> 00:05:38.640

Derek Alton: commercial acumen.

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00:05:39.810 --> 00:05:41.340

Derek Alton: Effective communication.

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00:05:41.920 --> 00:05:44.430

Derek Alton: Leaderships... leadership and people skills.

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00:05:44.730 --> 00:05:46.779

Derek Alton: And collaboration and cycle busting.

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00:05:50.670 --> 00:06:03.589

Derek Alton: Wow, so apparently no one put in a commercial acumen, but the... there's a tie, it looks like, basically a tie. So leadership and people skills, 24%, and strategic thinking and foresight at 23%.

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00:06:04.290 --> 00:06:05.150

Derek Alton: Excellent.

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00:06:08.290 --> 00:06:09.400

Derek Alton: Alright.

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00:06:14.820 --> 00:06:19.650

Derek Alton: Oh, here you go, now you can see the results. Sorry, I realized it was just me seeing the results. Sorry, everyone.

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00:06:19.920 --> 00:06:25.319

Derek Alton: But that gives you an idea of how you've spread out across these different skill sets.

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00:06:25.930 --> 00:06:31.389

Derek Alton: Alright, so... We are now going to dive in. So thank you for taking part in these polls.

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00:06:33.340 --> 00:06:40.569

Derek Alton: Now, introducing our speakers. We're fortunate to have two brilliant guests, Karine Martinier and Rael de Shah joining us today.

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00:06:40.690 --> 00:06:59.809

Derek Alton: Sakarin is Manager of Indigenous Recruitment center of expertise at the Public Service Commission of Canada. With 18 years in HR, she has led national initiatives like the Indigenous Students Employment Opportunity, and developed innovative tools to advance equity, diversity, and inclusive hiring across the federal public service.

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00:07:00.540 --> 00:07:13.290

Derek Alton: Andrell retired in 2025, just a few months ago, after 30 years in the Canadian Public Service, Canadian Federal Public Service, including 20 years at Immigration, Refugees, and Citizenship Canada.

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00:07:13.400 --> 00:07:28.169

Derek Alton: A passionate writer on leadership and management, she's authored over 25 articles for Apolitical, which is a record, by the way, and maintains a blog, a letter to a new manager. Her 30 for 30 article series published on LinkedIn celebrates her career, so check it out.

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00:07:29.350 --> 00:07:33.180

Derek Alton: You can read the full bios by visiting the Resources tab at the bottom of your screen.

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00:07:33.470 --> 00:07:35.489

Derek Alton: And heading to the speaker section.

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00:07:38.100 --> 00:07:46.189

Derek Alton: Okay, before we launch into today's panel, I thought we could start with a quick icebreaker question, just to get us warmed up. So, Karine Rel.

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00:07:46.300 --> 00:07:50.079

Derek Alton: What, in your opinion, is the biggest interview faux pas?

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00:07:50.890 --> 00:08:01.690

Derek Alton: I'll give you a moment to think about this. So everyone else, I pose the same question to you, and I'd love you to share your answer in the chat. So the question again is, what, in your opinion, is the biggest interview

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00:08:01.840 --> 00:08:02.700

Derek Alton: Faux pas.

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00:08:04.860 --> 00:08:11.359

Derek Alton: Okay Who should I go to first? Karine, do you want to go first?

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00:08:12.090 --> 00:08:12.930

Derek Alton: faux pas.

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00:08:12.930 --> 00:08:14.990

Karyne Montigny: Yeah,

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00:08:15.610 --> 00:08:34.730

Karyne Montigny: there's some tips on how to be mindful of these FOPA in my presentation, so I'll pick one that's not covered already, and I think not caring about being at the interview is the biggest FOPA, and I've seen it often as an interviewer. If you don't

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00:08:35.250 --> 00:08:45.539

Karyne Montigny: really want this, it'll show. The board will know, so even though you've prepared and you've done everything you could, if your heart's not in it,

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00:08:45.680 --> 00:08:50.289

Karyne Montigny: it's not gonna land well, so that's what I think would be the biggest fupa.

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00:08:51.020 --> 00:08:51.990

Derek Alton: Okay, interesting.

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00:08:52.220 --> 00:08:58.440

Derek Alton: How about you, Raul? What would you say is, like, the most common mistake, or a big mistake, that you think people often make when going for interviews?

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00:08:59.100 --> 00:09:08.019

Rell DeShaw: So, in fact, Karine and I did not collaborate on this question before, and my answer's similar, and I will not steal the content from my presentation, but it's...

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00:09:08.260 --> 00:09:11.150

Rell DeShaw: The idea of not bringing your A-game

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00:09:11.460 --> 00:09:18.770

Rell DeShaw: to your interview, and I'll give one example, and then say more in the presentation, so that would be something like being on... being late.

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00:09:19.270 --> 00:09:22.790

Rell DeShaw: So, think about this as an audition with...

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00:09:23.350 --> 00:09:38.390

Rell DeShaw: prospective employers, and think about all the things we want to do to make a good first impression, second impression, last impression. So, as I say, I'll say more, but, I think, just to answer, I saw a question in chat coming by, it's...

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00:09:38.410 --> 00:09:45.259

Rell DeShaw: To me, faux pas means what's that career-limiting thing that we might see when we're on boards that makes us

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00:09:45.370 --> 00:09:55.509

Rell DeShaw: twitch or kind of cringe, and want to say to that candidate, we really wish you hadn't done that. It makes a bad impression, even if your content is excellent. So, I'll leave it there.

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00:09:55.970 --> 00:10:11.910

Derek Alton: Well, it's interesting, I was just looking at some of the answers in the chat, and I think a lot of people are saying similar things. The one I'm surprised didn't come up, although I see Jean Pascal as the same answer as me, for me, it'd be just being late. I think it's like, you know, showing up late, it sets you off on the wrong foot right off the bat.

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00:10:11.910 --> 00:10:16.180

Derek Alton: So, yeah, don't be late, don't do these things.

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00:10:16.200 --> 00:10:22.790

Derek Alton: Okay, so, without further ado, I'm gonna hand it over, and I believe, carrying near first, so I'm gonna hand it over to you for the next 15 minutes.

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00:10:23.350 --> 00:10:46.640

Karyne Montigny: I am, thank you. And I'm seeing great pieces of advice in the chat, so you'll see that I cover some of them in my presentation as well, so it's validating for me, and I hope for the rest of the group. So, as Derek introduced me, my name is Karen Montigny, and I look forward to presenting some of my tried and tested strategies and some key insights

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00:10:46.640 --> 00:10:51.699

Karyne Montigny: Insights designed to enhance your success in upcoming public service interviews.

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00:10:51.700 --> 00:11:10.710

Karyne Montigny: I have nearly 20 years of experience in HR management, and I began my career in the federal public service as a student while pursuing a degree in HR industrial relations. I've held roles in various HR disciplines, namely staffing, employment equity, and recruitment.

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00:11:11.900 --> 00:11:36.850

Karyne Montigny: And currently, as Derek mentioned, I serve as the manager of the Indigenous Recruitment Center of Expertise at the Public Service Commission, and in preparing for today's session, I consulted with colleagues regarding their experiences both interviewing and being interviewed in government, and the perspectives that I will be sharing today reflect these collective insights, as well as my own experiences being, both candidate and interviewer. And as a matter of two, I understand the challenges many

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00:11:36.850 --> 00:11:45.270

Karyne Montigny: face in finding time to prepare for interviews. Therefore, today's session will emphasize practical strategies to streamline your preparation process.

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00:11:45.590 --> 00:12:10.569

Karyne Montigny: And, my apologies, I wanted to start off by acknowledging the land in which I'm situated on, and I failed to do that, so I'll do that right now. I am located on the land of the Algonquin Anishinaabe people in Get Snow, Quebec, and I'm grateful to be on this land, to thrive on this land, and really grateful for the colored landscape, for the

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00:12:10.570 --> 00:12:22.310

Karyne Montigny: air, and for knowing that Mother Earth is resting and getting ready for a new cycle of gifts, and so I wanted to acknowledge the keepers of this slide, too.

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00:12:22.940 --> 00:12:29.329

Karyne Montigny: So moving on to the, first slide, I will be talking about

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00:12:29.330 --> 00:12:52.099

Karyne Montigny: what interviews look like in the Canadian Public Service. There are several forms, depending on the staffing mechanism that's used by the hiring organization. Some are more flexible than others, and for the context of today's presentation, I'll be focusing on those interviews that are part of formal selection processes and subject to a specific set of requirements. There are several other forms.

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00:12:52.100 --> 00:13:04.309

Karyne Montigny: But this one is the most common one. So they are organized in a structured manner, meaning that you'll be assessed against a predetermined list of questions and scale.

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00:13:04.430 --> 00:13:27.099

Karyne Montigny: The approach is mostly focused on competencies, so interviews... interviewers are interested not only in your technical abilities, but also in your behaviors. There's an emphasis on fairness and equity throughout, ensuring candidates are assessed against the same consistent criteria, and aims to remove barriers so all candidates can show their full potential.

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00:13:27.130 --> 00:13:42.999

Karyne Montigny: And such, and as such, accommodations can be requested at any stage. And we're seeing more recorded or virtual interviews, which give both selection boards and candidates flexibility, and I'll talk more about how to prepare for recorded interviews.

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00:13:43.680 --> 00:13:52.810

Karyne Montigny: So on the next slide, I, will be talking about the basic step when preparing for interviews, the research.

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00:13:53.170 --> 00:14:17.120

Karyne Montigny: As some of you mentioned in the chat, it is important to research the organization and the work unit's mandate and activities, and not only because it shows your interest, but also because it will allow you to adapt your answers to the work so they are as relatable as possible. So review the job poster and the statement of merit criteria carefully. These are your guide to what will be assessed and how.

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00:14:18.090 --> 00:14:32.330

Karyne Montigny: So when you're informed that you're screened in for a position, you should immediately start preparing for the qualifications that are required. The key is to prepare your responses against the behavioral indicators for each qualification.

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00:14:32.330 --> 00:14:49.749

Karyne Montigny: And I've included a link to a comprehensive list of qualifications and their corresponding indicators, and my co-panelist, will also be talking a little bit about that, so I'll skip to the next point. So then, you should reflect on your past experiences.

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00:14:49.750 --> 00:14:53.950

Karyne Montigny: Pick examples that showcase the competencies that are required.

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00:14:55.220 --> 00:15:11.979

Karyne Montigny: Interviews can take several forms, include a roleplay or a simulation, and in which case you should be informed so you can prepare accordingly. So for the context of today's presentation, I'll focus on the most common form of interview, the question-answer one.

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00:15:12.720 --> 00:15:17.589

Karyne Montigny: So you'll likely be asked a combination of three types of interview questions.

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00:15:17.880 --> 00:15:23.569

Karyne Montigny: The behavioral questions will ask you something like, tell me about a time.

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00:15:23.960 --> 00:15:31.810

Karyne Montigny: A situational question will ask you to say what you would do if

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00:15:31.810 --> 00:15:44.899

Karyne Montigny: faced in a specific situation. And then there are technical questions that draw from your experience, and the board will use these questions to validate the extent to which your experience shows that knowledge.

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00:15:46.420 --> 00:16:10.079

Karyne Montigny: Then, moving on to the next slide, the next step in preparing for interviews is, to focus on skills that hiring managers notice most. So this is just an excerpt, a list of qualifications that I personally picked that are part of the Government of Canada's Skills for Success competency framework, and they represent essential skills that are considered universally applicable.

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00:16:11.500 --> 00:16:28.169

Karyne Montigny: Building work experience around situations that demonstrate these competencies can prepare candidates for various opportunities. And we've talked about some of those at the beginning of the presentation, so there's sample questions here to help you get started on your preparation.

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00:16:29.200 --> 00:16:46.150

Karyne Montigny: So, for instance, collaboration. You should pick a situation, or instances involving building trust and relationships, adapting to different work styles, or resolving conflicts. That's really trendy.

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00:16:46.330 --> 00:17:01.430

Karyne Montigny: With regard to critical thinking, pick a situation where you have illustrated how choices were evaluated, evidence considered, and potential impacts anticipated before reading... reaching a decision point.

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00:17:03.130 --> 00:17:10.880

Karyne Montigny: And then, on the next slide, the next step in preparing for interviews will be, to identify your strengths.

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Karyne Montigny: Before you can tell strong interview stories, you need to know what makes you stand out.

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00:17:16.450 --> 00:17:26.879

Karyne Montigny: So recognizing your strengths helps you speak with authenticity, and it helps the board see not just what you've done, but who you are when you are at your best.

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00:17:27.290 --> 00:17:29.250

Karyne Montigny: And,

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Karyne Montigny: A personal story from my experience is when I asked for feedback. I sought feedback from a previous manager of mine preparing for a role that actually led me to the organization that I'm in today, so it worked. It's not only because of that, but it contributed to my success, I will say. He said he recommended that I identify those

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00:17:54.200 --> 00:18:16.529

Karyne Montigny: qualities that I have, that are my strengths, and he also named some of them for me, which really helped me. Hearing it from someone else was really powerful, and I will tell you, it's been a game changer for me. So, it was the first time I had actually received that advice in my almost 20 years of experience, so that was only a few years ago, and I'll tell you, it really helped me.

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00:18:16.530 --> 00:18:18.760

Karyne Montigny: So ask someone, what are your strengths?

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00:18:18.870 --> 00:18:33.119

Karyne Montigny: And if you're a bit like me, you may have imposter syndrome, so to get you, to help you overcome that, start by asking yourself a few questions, like, what do people often think or compliment me for?

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00:18:33.520 --> 00:18:38.090

Karyne Montigny: When do I feel most capable, energized, or proud?

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00:18:38.310 --> 00:18:49.600

Karyne Montigny: what skills have helped me succeed in the past? Once you've identified a few strengths, connect them to the competencies, and then you can weave those strengths into your stories.

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00:18:50.860 --> 00:19:01.820

Karyne Montigny: So then I have a tool also here to help you identify your strength. This is backed by science. It's the free version, which is really helpful, so I encourage you to check it out.

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00:19:02.040 --> 00:19:10.809

Karyne Montigny: the character, strengths assessment. So on the next slide, I want to talk about, crafting your responses. That's also essential.

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00:19:10.840 --> 00:19:26.420

Karyne Montigny: So pre-recorded and one-way interviews, video interviews, are becoming more and more common in federal recruitment processes. They can feel a little, a little or a lot awkward at first, but with preparation, you can absolutely shine.

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00:19:27.410 --> 00:19:50.099

Karyne Montigny: So most platforms give you a short prep time before recording. Use those seconds or minutes to jot down quick keywords, not full sentences, to help you stay focused and concise. The key's to treat it as though you're in conversation with someone that genuinely wants to know you, so you'll have to dig into your acting skills here, perhaps.

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00:19:51.050 --> 00:20:06.770

Karyne Montigny: One of the best ways to deliver a strong interview answer is to tell your story in a structured way. The STAR method helps your answer... helps you keep your answer focused, clear, and easy for the board to follow.

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00:20:08.280 --> 00:20:18.719

Karyne Montigny: You start with the situation, and this part you should go fast, so that's why I... I gave an average of 10% for that part. This is just my own take.

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00:20:18.780 --> 00:20:28.830

Karyne Montigny: set the context so the panel understands what was happening, and describe the task. This part, too, should go fast. We tend to go too long on these, on these steps.

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00:20:29.060 --> 00:20:44.790

Karyne Montigny: What needed to be done, what your responsibility was, and from there, you focus on the part where you explain the actions that you took, that you personally took, the decisions that you made, and how you approached the challenge.

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00:20:45.250 --> 00:20:59.799

Karyne Montigny: Finally, you tie it with a bow, and you end with the result, what happened because of your actions, and ideally what you learned from it. Any other quantifiable results that you can convey, that's when you also should be mentioning it.

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00:20:59.800 --> 00:21:05.629

Karyne Montigny: If you prefer something simpler, you use the car method, context, action, result, works the same way.

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00:21:06.890 --> 00:21:13.649

Karyne Montigny: Next slide, I want to talk about how to build confidence the day of or the day before.

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Karyne Montigny: So, before the interview, your mindset makes all the difference. Remind yourself, or tell yourself that you're not being judged, you are sharing your story, we tend to get, very, nervous when we feel assessed, but this is not only an assessment, this is an opportunity for you to share your narrative.

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00:21:36.230 --> 00:21:41.690

Karyne Montigny: So do the things that make you feel good about yourself, like wearing professional clothes that you're comfortable in.

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00:21:41.900 --> 00:21:47.529

Karyne Montigny: Listen to motivating or energizing music, or watch a film that highlights

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00:21:47.560 --> 00:22:11.579

Karyne Montigny: empowerment themes, like, for me, it's the story of Aaron Brockovich. So if I really wanted to get pumped up, I'd do these things. Take a few minutes to ground yourself, breathe, visualize success, and repeat positive affirmations. The mind's a powerful organ, and you can help control your nervousness that way. And shift your energy from nervousness to calm focus.

142

00:22:12.870 --> 00:22:31.219

Karyne Montigny: Next, during the interview, on the next slide, you can take control of your story. There's a certain way to go about it, and I'll talk to you about some of the tips here. Strong candidates don't just answer questions, they guide the conversation.

143

00:22:31.220 --> 00:22:35.390

Karyne Montigny: If a question doesn't quite let you show your best, bridge it.

144

00:22:35.710 --> 00:22:45.719

Karyne Montigny: It doesn't mean ignoring the question, it means using it as a doorway to emphasize the qualities that you want the board to remember about you.

145

00:22:46.340 --> 00:22:58.559

Karyne Montigny: And, I remember interviewing a candidate that did just that. He addressed the question directly before concluding. He introduced an additional example and stated something like.

146

00:22:58.560 --> 00:23:19.470

Karyne Montigny: There's another instance I would like to share that highlights my competency, and he then proceeded to tell a story that, while it was not related to the initial question, showcased his strengths effectively. And I remember this leaving a very strong and positive impression with myself and the board. And he got the job, but not just because of that, because he also was good.

147

00:23:19.630 --> 00:23:22.599

Karyne Montigny: Start by acknowledging the question.

148

00:23:23.200 --> 00:23:39.760

Karyne Montigny: use a transition phase to guide the board where you want to go, something like... a good example that illustrates my approach is, or... I'd like to share a story that really captures how I operate in situations like this. Then tie it back to the question at the end.

149

00:23:40.360 --> 00:23:49.460

Karyne Montigny: Next, I want to talk about a few pieces of advice to achieve success and to stand out from the crowd.

150

00:23:49.470 --> 00:23:59.659

Karyne Montigny: And I have a story about standing out from the crowd, but not in the right way, so I'll... I'll mention it here. This candidate, I remember.

151

00:23:59.660 --> 00:24:15.670

Karyne Montigny: took a very long period to answer every question to the point where it was uncomfortable. Approximately 5 minutes. And then he proceeded to provide brief, textbook-style responses, and I remember him making notes, starting with little arrows.

152

00:24:15.670 --> 00:24:21.580

Karyne Montigny: And writing very slowly about the points that he was obviously attempting to recall from memory.

153

00:24:21.580 --> 00:24:36.859

Karyne Montigny: And so, obviously, that did land with the board. What really helps candidates stand out isn't perfection or memorized content, it's authenticity. So I encourage you to speak naturally, as though you're having a conversation rather than reciting a script.

154

00:24:37.340 --> 00:24:42.380

Karyne Montigny: Use real-life examples, always connect your stories back to the job requirements.

155

00:24:42.810 --> 00:24:48.880

Karyne Montigny: And preparation is key, Ralph's gonna talk about that as well. When you're prepared, it shows, and vice versa.

156

00:24:49.080 --> 00:24:55.719

Karyne Montigny: Include examples that also feature challenges and lessons learned that demonstrate development.

157

00:24:55.910 --> 00:25:09.459

Karyne Montigny: And when you have an opportunity to ask the board questions, don't skip that moment. Ask something thoughtful that shows your interest in the role. Something like, what are your current priorities? What's a day, in a job like?

158

00:25:10.400 --> 00:25:15.890

Karyne Montigny: So, following the interview, reflect on your performance, note what went well, what you could improve.

159

00:25:16.250 --> 00:25:27.160

Karyne Montigny: For me, personally, I, the advice that struck me during a feedback discussion... when I smile, it's because it's true, it makes me laugh internally, so that's why I'm kind of grinning.

160

00:25:27.160 --> 00:25:38.520

Karyne Montigny: It was about being myself and being authentic, and I remember this interview vividly, and how nervous I felt about it, and I tried to appear composed.

161

00:25:38.520 --> 00:25:44.370

Karyne Montigny: But instead, I came across as distant, cold, guarded.

162

00:25:44.370 --> 00:25:56.589

Karyne Montigny: the complete opposite of what I wanted, so it didn't work. But it's important to, to reflect on those, on what could have gone, better, and ask for, for that feedback.

163

00:25:56.590 --> 00:26:08.720

Karyne Montigny: Also, references. Please make sure that you pick your references thoughtfully. We often see references, respondents that are, are not equipped to speak to your competencies, and,

164

00:26:09.400 --> 00:26:19.669

Karyne Montigny: I also wanted to remind you that each interview builds your skill and confidence. Even when you don't move forward, it's a chance to grow stronger for the next one.

165

00:26:20.350 --> 00:26:45.180

Karyne Montigny: And so, in conclusion, and I went fast, I apologize. I wanted to make sure to address some of those key elements here. Preparation, authenticity, and a clear understanding of the competencies and the job requirements will help you master public service interviews. So, thank you for listening to my part of today's presentation. I look forward to continuing the conversation during the Q&A and listen to Ralph's

166

00:26:45.180 --> 00:26:46.380

Karyne Montigny: perspective as well.

167

00:26:47.640 --> 00:27:00.620

Derek Alton: Amazing, thanks so much, Karin. And I know, just watching the chat, lots of people are quite excited to get access to some of the links that you had in your presentation, so, yeah, I've got some really interesting resources there. Rel, I'll pass over to you now. And keep the questions coming, please.

168

00:27:00.620 --> 00:27:02.359

Rel DeShaw: Yeah, please keep questions coming.

169

00:27:03.030 --> 00:27:08.999

Rel DeShaw: So, good morning, thank you, Crane, for that wonderful presentation.

170

00:27:09.520 --> 00:27:25.409

Rell DeShaw: I've heard it a couple times, and I do learn things every time I hear you speak, so it's been a pleasure to be on the panel with you. So, my quick intro is to say I struggled with the topic, in terms of where I just left in government.

171

00:27:25.410 --> 00:27:34.920

Rell DeShaw: And wondered if interview skills felt like something we weren't going to be using all that much, given there's a lot of belt tightening happening across the federal space.

172

00:27:34.920 --> 00:27:46.240

Rell DeShaw: So I decided that, in addition to letting Kevin shine on the technical side, I would talk about how interview skills, are skills that we need in other parts of our public service life.

173

00:27:46.360 --> 00:27:51.560

Rell DeShaw: So that's going to be my theme for the presentation, is trying to walk both sides of the...

174

00:27:51.660 --> 00:27:59.409

Rell DeShaw: formal interview space, but also saying these are skills that we can... we can build. Can we go to the next slide, please?

175

00:28:01.160 --> 00:28:14.389

Rell DeShaw: So, I've chosen three themes, and I'm going to treat each of the three themes in two ways. The three themes are mindset, knowing your nervous self, and preparing in many ways. You can go to the next slide, please.

176

00:28:16.350 --> 00:28:20.609

Rell DeShaw: The mindset is my first theme. Next slide, please.

177

00:28:22.850 --> 00:28:35.510

Rell DeShaw: So, I wanted to touch on 3 major ideas around mindset. I'm going to apologize, this font may not be as readable as it felt on my big computer. I can clean that up before we get it to... the links out to you.

178

00:28:35.540 --> 00:28:43.260

Rell DeShaw: So the first part of mindset I wanted everyone to understand is, in fact, in a formal interview, the board members are pulling for you.

179

00:28:43.400 --> 00:28:50.569

Rell DeShaw: I've heard so many, stories that really break my heart, that people think there are trick questions.

180

00:28:50.830 --> 00:29:09.130

Rell DeShaw: They feel that we are, standing there as a brick wall between them and a possible promotion. In fact, I've been on hiring boards which were what we call non-productive. We didn't get, candidates to qualify. That is a very, very heartbreaking situation, and it makes us really question

181

00:29:09.230 --> 00:29:21.700

Rell DeShaw: What went wrong, so please go in with the shared mindset that we're trying to be fair, we're trying to let you shine, and we really hope that you'll succeed if you're ready for that promotion.

182

00:29:21.840 --> 00:29:33.300

Rell DeShaw: The other understanding around mindset is that we, it's the fairness understanding that we can only mark what we hear. We can't mark what we knew of you before you walked into that interview.

183

00:29:33.560 --> 00:29:46.949

Rell DeShaw: We need you to show your stuff so that we can acknowledge that and, grade you appropriately. The second point under the board member's idea is that we know that you're nervous, and we've been there,

184

00:29:46.950 --> 00:29:55.649

Rell DeShaw: We are still trying to help you shine, and that we are fine, and we leave the door open to the fact that you may need to have a question repeated.

185

00:29:56.130 --> 00:29:58.720

Rell DeShaw: You might need to skip a question and come back to it.

186

00:29:58.830 --> 00:30:11.690

Rell DeShaw: You might need... I'll have this on a future slide, you might need to ask it to help you manage time, you might say, can I have a time check, please? So, we know you're nervous, we're... we're holding that space for you, and you can always ask.

187

00:30:11.980 --> 00:30:20.690

Rell DeShaw: questions that you hope will help you perform well. It doesn't mean the board can ignore... can give you what you're looking for, but you can always ask.

188

00:30:21.480 --> 00:30:31.160

Rell DeShaw: Second point on this slide is, the point I mentioned in the icebreaker, so really treat, these interviews as a conversation with a potential employer.

189

00:30:31.300 --> 00:30:33.030

Rell DeShaw: And bring your A-game.

190

00:30:33.650 --> 00:30:39.140

Rell DeShaw: And I guess I'd remind everybody that all parts count for this type of the conversation.

191

00:30:39.260 --> 00:30:49.810

Rell DeShaw: I even... I'd say even before the warm-up, I'd say those interactions you're having with HR, please group professional, please be, as polite as you can be.

192

00:30:49.930 --> 00:30:54.470

Rell DeShaw: I had a quick story I wanted to tell about somebody going to an informal discussion.

193

00:30:54.610 --> 00:31:06.860

Rell DeShaw: So they didn't qualify in the process. They ended up going to the informal discussion with the manager. They knocked the socks off the manager with all their thoughtful insights and perspectives. They ended up getting hired by that manager, so...

194

00:31:06.980 --> 00:31:09.389

Rell DeShaw: All of these bits are ways to...

195

00:31:09.840 --> 00:31:14.559

Rell DeShaw: Show that you're a good candidate, whether or not this is the process in which you're going to qualify.

196

00:31:14.900 --> 00:31:23.730

Rell DeShaw: The last point for this slide would be, just to remember your preparation will pay off, not necessarily in the way that you planned it.

197

00:31:23.930 --> 00:31:40.119

Rell DeShaw: So I'm gonna use a quick example of the fact that I was asked in a job I really wanted, and I studied and studied and studied. I was asked to summarize the report on plans and priorities. I'd never heard of this document. I was very early in my career. The looks of shock.

198

00:31:40.270 --> 00:31:42.449

Rell DeShaw: Were really humiliating to me.

199

00:31:42.560 --> 00:31:53.270

Rell DeShaw: And a very kind board member said, you can guess. He said, you can guess what the summary is. So, I guessed, and I got the job. So, have confidence that you've done the work.

200

00:31:53.400 --> 00:31:58.900

Rell DeShaw: You just admit it, you're just like, I didn't read that report, I'm really sorry, I've never heard of it, I'm new to public service.

201

00:31:59.070 --> 00:32:17.160

Rell DeShaw: And in the end, I had studied so much that I could spit out an answer around... it was at the Immigration Refugee Board, I was like, decrease inventories? And they were like, you did pretty well. And I thought, oh, okay, there's more than one way to get... to get it. Land is playing. Awesome. Next slide, please.

202

00:32:19.440 --> 00:32:24.380

Rell DeShaw: So then I wanted to talk about mindset in the rest of public service life, or life generally.

203

00:32:24.920 --> 00:32:34.230

Rell DeShaw: First point is about managers actually do want to be helpful. Many of them have taken these jobs specifically so they can have more access to mentoring and coaching.

204

00:32:34.390 --> 00:32:41.149

Rell DeShaw: You can ask anybody on the org chart for advice, and surprisingly, senior people will sit down with you.

205

00:32:41.360 --> 00:32:45.459

Rell DeShaw: So, I had an ex-colleague, and she decided to do this as a bit of a...

206

00:32:45.520 --> 00:33:02.869

Rell DeShaw: I don't want to say experiment, but she decided to ask every single assistant deputy minister on the org chart to sit down with her and give her career advice. She used the same questions for each meeting. We have a large number of ADMs at my former department, and I think all but one happily sat down with her, to talk about career.

207

00:33:03.800 --> 00:33:13.990

Rell DeShaw: Second point is about that A-game. It's like a suit that doesn't go out of style. Good performance will be noticed, and your reputation will grow. The opposite is also true, unfortunately.

208

00:33:14.190 --> 00:33:21.859

Rell DeShaw: So, some quick examples. Please be on time for meetings, think about how to make a thoughtful information, intervention.

209

00:33:22.200 --> 00:33:33.549

Rell DeShaw: volunteer for an extra task if you're able to do that. So we've had a lot of questions around what does AV mean? I think it's, bringing your best self to some of these

210

00:33:33.760 --> 00:33:38.010

Rell DeShaw: Situations where you're meeting a potential employer for the first time.

211

00:33:38.180 --> 00:33:52.939

Rell DeShaw: And it's bringing that best self, notwithstanding you're nervous, and you might actually be sitting across the table from a manager you don't even get along with. So, how can you bring your highest level of professionalism, to some of these interactions?

212

00:33:53.600 --> 00:34:04.960

Rell DeShaw: And then the last point is that, again, preparation does pay off, and I'll use an example that served me. When I've been in very, very busy jobs, even taking 2 or 3 minutes

213

00:34:05.130 --> 00:34:18.480

Rell DeShaw: To scan your notes from a previous meeting before you go into a meeting is helpful just to ground you, but it also shows you're somebody that cares about that preparation before you go into a meeting.

214

00:34:19.050 --> 00:34:20.519

Rell DeShaw: Next slide, please.

215

00:34:22.929 --> 00:34:30.909

Rell DeShaw: So, the next couple slides are about knowing yourself, in particular knowing your nervous self. So we can go to the next slide, please, from this one.

216

00:34:31.560 --> 00:34:35.620

Rell DeShaw: First slide is about, formal interviews.

217

00:34:36.139 --> 00:34:43.929

Rell DeShaw: I've done a lot of, thinking in my own mind about how to, combat nerves, particularly in second language exams.

218

00:34:44.060 --> 00:34:58.670

Rell DeShaw: So I went into a deep dive at one point and was reading articles about it, and I realized some of the advice I'm just sharing on the slide is from second language interviews, even if it's formal interviews. So think about, what happens when you get nervous, and how you're going to adapt to compensate.

219

00:34:58.760 --> 00:35:12.170

Rell DeShaw: So there's two basic models. I know these are very overly simplified, please forgive me. So you might get very nervous and talk too much. I've seen this, the most common is you lose the structure of your answer, you lose your audience.

220

00:35:12.190 --> 00:35:21.869

Rell DeShaw: You veer from your clear, factual answers into speculation. I call it, like, quicksand. You may not, answer all your questions because you run out of time.

221

00:35:22.180 --> 00:35:28.329

Rell DeShaw: So that's the talk too much, and then sometimes you get so nervous that you blank or you freeze.

222

00:35:28.710 --> 00:35:43.019

Rell DeShaw: The antidote, I would say, is the same in both instances. We'll cover it a bit more later on. It's prepare, knowing who you are, prepare, and then adapt. And then I said this example earlier, this might include engaging board members.

223

00:35:43.030 --> 00:35:48.900

Rell DeShaw: How are we doing for time? If you know... if you know your answers tend to run long, and you're... when you're a bit nervous.

224

00:35:49.390 --> 00:35:51.269

Rell DeShaw: So we can go to the next slide, please.

225

00:35:53.340 --> 00:36:00.990

Rell DeShaw: So, the previous slide, I had more examples about what to do if you tend to talk a lot when you're nervous. This is about, more focused on

226

00:36:01.170 --> 00:36:08.110

Rell DeShaw: for the rest of public service life, I've chosen to focus on what do you do when you get nervous? So I was a very shy, introverted person for most of my

227

00:36:08.410 --> 00:36:17.339

Rell DeShaw: first part of my career, and I think that, nervousness around participating in meetings, as one example, was,

228

00:36:17.360 --> 00:36:30.370

Rell DeShaw: a bit limiting in my career, so I was thinking, as I was preparing for today, what would I do? What would I tell my younger self? So I know when I'm nervous, I tend to clam up, I get very nervous, I don't want people hearing my voice shaking.

229

00:36:30.580 --> 00:36:43.189

Rell DeShaw: And I decided I would prepare more in advance of some of these meetings. I would think in advance of what key points I wanted to land. If I just couldn't deliver those points, in real time in a meeting, I would make sure I'd follow up

230

00:36:43.260 --> 00:37:00.469

Rell DeShaw: by email, which would be my preferred way of expressing myself well, and then your voice is heard, and I do understand that you have a contribution to make, and that you can be articulate. And then over time, I think it's the question of how do you challenge yourself to, make some of those points in real time.

231

00:37:01.330 --> 00:37:16.319

Rell DeShaw: If you're at the other end of the spectrum, and you tend to dive in and struggle not... struggle to stop talking, think about your interventions in a couple of bullet points, and then kind of think of reminding yourself that you can always wait to see if more detail is needed. You don't have to take

232

00:37:16.400 --> 00:37:22.690

Rell DeShaw: the entire floor, just saved into my early thoughts, you let me know if you'd like to hear... hear any more about those two points.

233

00:37:23.070 --> 00:37:24.680

Rell DeShaw: We can go to the next slide, please.

234

00:37:27.170 --> 00:37:30.580

Rell DeShaw: Okay, and this last section is about preparing

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00:37:30.920 --> 00:37:33.630

Rell DeShaw: We can hop on to the next slide as well, please.

236

00:37:34.340 --> 00:37:35.420

Rell DeShaw: So...

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00:37:35.610 --> 00:37:48.639

Rell DeShaw: my overarching, kind of, preparation mantra, which I found helpful in my own public service life, is there is a lot that, you can do as a candidate to pull control back to yourself.

238

00:37:49.240 --> 00:38:05.540

Rell DeShaw: as you're... feel... like, I felt, often that I was being subjected to these interviews, and it was just so nerve-wracking. And then I realized over time, I could... there were different ways I could prepare that would make me feel more that I was in the driver's seat. And I really appreciated a lot of what Kevin said around

239

00:38:05.590 --> 00:38:14.290

Rell DeShaw: think about your story, think about your strengths. These are things you can do that will support you as you get ready for these big experiences.

240

00:38:14.720 --> 00:38:25.580

Rell DeShaw: So, four headings here. One is this idea of book study. It helped me a lot when I stumbled upon, understanding the job poster is the roadmap.

241

00:38:25.830 --> 00:38:32.389

Rell DeShaw: In the spirit of just fairness and transparency, that job poster is script for how they're going to assess.

242

00:38:32.540 --> 00:38:34.389

Rell DeShaw: You had a formal interview.

243

00:38:34.550 --> 00:38:41.469

Rell DeShaw: And then I've made a parenthetical note that, competencies dictionaries are really, very, very useful products.

244

00:38:41.490 --> 00:38:56.810

Rell DeShaw: I was going to share the link for the one for my former department, IRTC, but it's actually in the incredible link that Kelly Dean has, so just really want to encourage you to check

out a competency dictionary, which will decode for you what judgment means in this particular context.

245

00:38:56.900 --> 00:39:01.190

Rell DeShaw: And the dictionary I'm most familiar with, it actually gives a ladder.

246

00:39:01.920 --> 00:39:04.769

Rell DeShaw: So, it goes from the most basic,

247

00:39:05.560 --> 00:39:15.649

Rell DeShaw: exploration of judgment right up a... right up a hierarchy, and I found it very, very useful to understand over your career how that expectation of judgment would... would change.

248

00:39:16.080 --> 00:39:22.390

Rell DeShaw: Second idea is the idea of deliberate practice. I don't know if folks on the call are familiar with this.

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00:39:22.610 --> 00:39:37.119

Rell DeShaw: the end of the day, practice doesn't help us if we just practice and practice and practice without, hearing feedback, taking feedback, and adapting. So, highly recommend that you, either alone or with a partner.

250

00:39:37.440 --> 00:39:52.719

Rell DeShaw: do an actual dry run of your interview questions. I have a sadder story about, a dry run that didn't go well. I was helping a friend of mine from, law school, so time check, and just, Derek, tell me how many more minutes I have.

251

00:39:53.770 --> 00:39:57.139

Rell DeShaw: One minute, interesting.

252

00:39:57.170 --> 00:40:16.269

Rell DeShaw: I will say that story and hope that I can tell you in Q&A, but I'll say that all I want you to do is do more than give the contours of your answer. I want you to practice that answer and record it if needed. That's a tried and true method. Arrange your physical space, and then manage your blood sugar. Have a snack before you get too nervous. Next slide, please.

253

00:40:18.770 --> 00:40:23.410

Rell DeShaw: Rest of public service life, this idea of deliberate practice will serve you very, very well.

254

00:40:23.670 --> 00:40:29.299

Rell DeShaw: Do a dry run of your presentation with a trusted audience, do it more than once.

255

00:40:29.550 --> 00:40:38.850

Rell DeShaw: Find someone who will lob questions at you, or ask you to jump around in your presentation, so you have to be very, very comfortable with all the different elements.

256

00:40:39.020 --> 00:40:42.260

Rell DeShaw: You can practice alone, think about recording yourself.

257

00:40:42.410 --> 00:40:45.619

Rell DeShaw: And you may wish to take media training, which was available.

258

00:40:46.100 --> 00:40:52.040

Rell DeShaw: to me, I don't know if it is now, and they actually recorded us, and I got to see how many times I...

259

00:40:52.170 --> 00:40:59.830

Rell DeShaw: most unfortunately rolled my eyes and sighed and acted exasperated. So, I'll leave it there. Thank you.

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00:41:01.590 --> 00:41:07.509

Derek Alton: Amazing. Thanks so much, Rollins. Sorry to rush you along, we've just... we have so many questions.

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00:41:07.900 --> 00:41:19.609

Derek Alton: We're already, what, 21 questions? And that's just the ones that were submitted now. We also have some in the chat, we've also, anyways, tons and tons of questions. We'll try to get through as many as we can. And keep sharing your questions, and also.

262

00:41:19.610 --> 00:41:31.969

Derek Alton: en francais, if you want as well. We have lots of questions, that I'm gonna be pulling from in a second, but before we dive into questions, I want to let you know that we've also created a great full-on resource on today's topic.

263

00:41:31.970 --> 00:41:36.740

Derek Alton: That you'll all find very useful. This is an exclusive sneak peek

264

00:41:36.770 --> 00:41:47.640

Derek Alton: into the lessons from our Career Development for Canadian Public Servants course, exploring how to identify your ideal public service job, which we all know is easier said than done.

265

00:41:47.790 --> 00:42:02.479

Derek Alton: So, to receive your link to the session, go to the Canadian Public Service Community, after... oh, there it is in the chat, perfect. So go there after the event and leave a comment on the post pinned at the top of the page, and we'll send you a resource later this week.

266

00:42:02.590 --> 00:42:21.540

Derek Alton: Brilliant, brilliant. Alright, so let's dive into this giant pile of questions here. And Colleen, I think I might come to you first. There's a bunch... there's been a bunch of questions around neurodiversity, disabilities, and, like, what accommodations are available, and also how to ask for those accommodations, so I was wondering if you could speak to that.

267

00:42:22.510 --> 00:42:26.249

Karyne Montigny: Yes, thank you, a very important question.

268

00:42:26.350 --> 00:42:50.320

Karyne Montigny: I think... so there's a whole protocol around, you know, hiring organizations, having a duty to accommodate, but so they have their own set of obligations, the managers and the HR team supporting the managers, but candidates also have a role, and I think, to empower you, because I'm speaking to the potential candidates here, is

269

00:42:50.320 --> 00:43:07.019

Karyne Montigny: is knowing how you perform best, and providing that information to the board, and there are resources that I think can empower you to identify ways you perform your best, and then you can make those explicit requests.

270

00:43:07.020 --> 00:43:16.339

Karyne Montigny: And that would help the board. So, what's it called? The Job Accommodations Network has a list of every possible accommodation, for...

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00:43:16.910 --> 00:43:39.510

Karyne Montigny: such a wide range of, of, of, conditions, and not everything is a condition. You don't have to have a diagnosed disability to request accommodations, but we often assume it with... link it with, with a disability. Those are two different things. So I think my answer, in short, because we have, there's... that's a huge topic.

272

00:43:39.510 --> 00:44:01.620

Karyne Montigny: But we have a lot of questions, so I will say to empower yourself, find out how you perform best, and be explicit about how you would want to undergo the assessment. It's also helpful for you to ask more questions about how the assessment will be administered, so prompt the HR team or the board for questions about

273

00:44:01.780 --> 00:44:11.500

Karyne Montigny: how the assessment will unfold. It will help you walk through the assessment and knowing where the pain points might be. I'll stop here.

274

00:44:12.030 --> 00:44:26.530

Derek Alton: Yeah, I think the key thing I'd add as well is, like, similar to what Ral was saying earlier, the team wants you to succeed, and so don't be afraid to ask for help. They want you to bring your best self to the interview, and will do everything they can to help out.

275

00:44:27.500 --> 00:44:46.439

Derek Alton: Rel, I want to sort of come back to you with this question, references. References has been... there's been a couple questions around this idea of references, and in particular, what people are concerned about is, like, your current job situation, your current manager, is this someone you asked to be referenced? How do you have that conversation? How do you make sure it doesn't impact

276

00:44:46.440 --> 00:44:52.720

Derek Alton: your current work situation, particularly if you're unsuccessful, because then you have to stay. So, how would you navigate that piece?

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00:44:53.740 --> 00:45:09.500

Rell DeShaw: It's a great question. It is tricky, I will say it's... often they mandate who your reference has to be, so sometimes you just can't get around, using your current manager, so just bear that in mind. You may not be able to sidestep that one.

278

00:45:09.590 --> 00:45:21.729

Rell DeShaw: I've been in a position where I did not want to use my current manager, and I... I then went back to the board, so again, asked the board, must I use my current manager? This is a delicate situation. In the end, they said I had to.

279

00:45:21.850 --> 00:45:36.719

Rell DeShaw: I thought that person would tank me, and they ended up, it didn't matter because of the other references, it evened itself out. So, ask the board if you have to use that person. If you, have to use that person and you haven't had the chat with your boss.

280

00:45:36.900 --> 00:45:52.540

Rell DeShaw: Unfortunately, I think this is the moment to have that chat. In an ideal world, you might have told them at a bylot, you might have told them at mid-year, I'm ready, I'm ready for my next great thing. But I hear that it's delicate, but it's up to managers to be professional.

281

00:45:52.540 --> 00:46:07.420

Rell DeShaw: And I found, saying this a lot near the end of my career, it's actually my job as a manager to find your replacement and support your career goals. So, if your manager isn't supporting your career goals and doesn't understand that it's their job to rebuild the team.

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00:46:07.500 --> 00:46:09.829

Rell DeShaw: After your good, loyal service.

283

00:46:10.040 --> 00:46:18.260

Rell DeShaw: I'm sorry to hear that, but I push it back to the manager to say that's actually your job, is to support this career development.

284

00:46:18.510 --> 00:46:30.180

Rell DeShaw: I will also say, and Karim, maybe correct me if I have this part wrong, what I had understood, from my last board I ran was references are no longer being used,

285

00:46:30.440 --> 00:46:48.550

Rell DeShaw: as a determining factor on competencies, they're used to supplement something we've already assessed in another part of the... of the arc of the process, so I hope that's consoling to some of the people on the call who are just like, I just don't know whether my... my current manager's gonna give me a good reference if I'm

286

00:46:48.970 --> 00:46:51.890

Rell DeShaw: Forced to use them as a... as a...

287

00:46:52.280 --> 00:47:03.889

Rell DeShaw: As a reference. So, it does even itself out in terms of the ability of them to kind of influence this part of... this next part of your career. So, I'll leave it there. I hope that's a little bit helpful.

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00:47:05.760 --> 00:47:18.740

Derek Alton: Yeah, that's hugely helpful, Roland. I actually want to come back to you again with the next question, particularly because you've been on some of these hiring boards before.

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00:47:18.740 --> 00:47:28.239

Derek Alton: The question is basically, do people actually... should we expect people to have read our resume? Or, like, how do we engage with our resume in the interview process itself?

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00:47:28.240 --> 00:47:47.210

Rell DeShaw: It's a really good question. I would maybe go... I'm gonna do a knock on something I already said. They may have read your resume, they may have been in the screening room when all the screening was happening, the virtual screening room. You cannot assume any of that knowledge will be imported into the interview. You have to

291

00:47:47.340 --> 00:47:57.160

Rell DeShaw: land all your marks in terms of answering the question, and as... as pedantic as it sounds, I think, Kevin, this is part of your presentation, you have to answer the question.

292

00:47:57.360 --> 00:48:03.459

Rell DeShaw: You can put whatever else you want into that answer, but you have to answer the question, otherwise we can't give you the mugs.

293

00:48:03.570 --> 00:48:06.039

Rell DeShaw: For having... having,

294

00:48:06.240 --> 00:48:20.580

Rell DeShaw: having passed that question, and often, and this is a sidebar, and I'll slip it in because I didn't say it in the rest of the presentation, you're often required to pass every question because different competencies are illuminated in each question, so...

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00:48:20.670 --> 00:48:28.049

Rell DeShaw: you've got to answer each question, you've got to hit your marks on each question, you could skip a question and come back to it, but I would actually tell you to guess.

296

00:48:28.250 --> 00:48:34.370

Rell DeShaw: I think it would be better if you guessed. I've yet to hear... I mean, please correct me, I've yet to hear a board that will take off marks.

297

00:48:34.610 --> 00:48:42.670

Rell DeShaw: for your ridiculous guess. Like, I would rather you guess at a question you have no answer, you don't have any idea about, than leaving it blank, because

298

00:48:42.900 --> 00:48:49.469

Rell DeShaw: Often, each question... Matters, but nope, to conclude, don't...

299

00:48:49.910 --> 00:48:55.680

Rell DeShaw: don't, assume anyone has read your resume in the interview. It's not irrelevant.

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00:48:55.800 --> 00:48:58.750

Rell DeShaw: Factor at all. Kathleen, did you want to add anything?

301

00:48:58.950 --> 00:49:08.340

Karyne Montigny: No, I agree with you. I mean, there... there are these huge selection processes with a ton of candidates. We see these, less and less, but...

302

00:49:08.340 --> 00:49:33.300

Karyne Montigny: There's also very, I'll call them intimate ones, when the board's only interviewing two, three candidates. They will likely know more about each candidate they're interviewing, but if you're part of what we see nowadays is inventories, where there's a cohort of candidates being assessed, and the work is divided between a lot of different managers, then there's that consistency that doesn't necessarily... that is hard

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00:49:33.300 --> 00:49:35.370

Karyne Montigny: to apply.

304

00:49:35.690 --> 00:49:50.759

Karyne Montigny: ideally, board members should be reading the resume, but you, like Ralse said, you can't assume they have, so if there are some instances in your resume that I think you want to link the response to, just mention it casually without spending too much time on it, and

305

00:49:50.760 --> 00:50:00.900

Karyne Montigny: and it doesn't matter if you've covered that aspect in your resume a lot. Now we're assessing... in your resume, we've assessed your experience. You can use that same example.

306

00:50:00.900 --> 00:50:04.589

Karyne Montigny: For, a response to showcase another

307

00:50:04.590 --> 00:50:23.820

Karyne Montigny: specific competency that's being assessed, so it doesn't matter if you're going over the same. Ideally, you'd want to display a wide range of experiences, rather than focusing on the same situation and... and highlight different competencies each time. I've seen that happen over using a same example, but you... yeah.

308

00:50:24.980 --> 00:50:34.580

Derek Alton: Karen, I want to come back to you, actually. There's an interesting question here in the chat that was basically, is there anything that you should not share in an interview?

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00:50:34.580 --> 00:50:42.580

Karyne Montigny: laughed because I, I, I, I thought of something immediately. Cry. Please do not cry.

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00:50:42.830 --> 00:51:02.060

Karyne Montigny: I had an instance where... where someone got too caught up, I know it's funny, but got too caught up, about... into their story about human kindness, and I don't know how we got there, but we did. And she started crying, being too emotional, and we just didn't know how to get...

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00:51:02.430 --> 00:51:04.099

Karyne Montigny: Get back from that and play.

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00:51:04.880 --> 00:51:12.490

Karyne Montigny: So these things happen, but it's about managing your nerves and having a plan for how you're going to conduct yourself during the interview.

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00:51:12.770 --> 00:51:19.400

Karyne Montigny: it shows when you're not prepared. That was an instance of someone who wasn't prepared. The emotions got to the best of them.

314

00:51:20.000 --> 00:51:31.809

Karyne Montigny: We understand, I don't think we penalize the person for that particularly, but the interview throughout wasn't necessarily the best one. But cry... crying, yeah, I would say it's a big no-no.

315

00:51:32.430 --> 00:51:38.370

Derek Alton: Is there... but is there any other, like, pieces of, like, personal information that you should withhold in an interview?

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00:51:39.620 --> 00:51:40.400

Rell DeShaw: And I jump on...

317

00:51:40.820 --> 00:51:41.680

Derek Alton: Can I go for it, bro.

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00:51:41.680 --> 00:51:47.660

Rell DeShaw: It wouldn't be pers... I... sorry, and I don't know if the question was around personal information, I...

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00:51:48.490 --> 00:51:50.709

Rell DeShaw: Found it astonishing when people

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00:51:50.850 --> 00:52:03.090

Rell DeShaw: didn't think about their examples in advance, and they speak very negatively of a boss or a colleague. And this is why I would test your... I would test your answers before you give them on game day, because you'd want to...

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00:52:03.310 --> 00:52:13.730

Rell DeShaw: sanitized, for lack of a better term. You're like, oh, this was a really good example, we hit a bump, but you'd want to figure out a way that it's not attributing blame or negative sentiment to colleagues.

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00:52:13.900 --> 00:52:22.150

Rell DeShaw: So that's the value of practice. Like, really good example, like, the way you came through that, I would caution you on characterizing your colleagues as

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00:52:22.340 --> 00:52:27.000

Rell DeShaw: weak performers, or what have you. There's another way to do that that lets you shine and doesn't...

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00:52:27.310 --> 00:52:29.160

Rell DeShaw: Drag your colleagues down.

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00:52:29.210 --> 00:52:52.260

Rell DeShaw: And I'd say the other thing is don't be... don't maybe get too comfortable in the warm-up phase. I've had people say, well, I'm just looking for a job in Ottawa. You know, it's like, okay, let's not be too honest about the fact that you're not that... you know, as Crane said earlier, you're not as interested in my job as I was hoping. Again, you can still show up with all your good energy, and eventually we can talk about you wanting that job in Ottawa, or...

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00:52:52.260 --> 00:52:57.179

Rel DeShaw: You wanting a different hybrid situation, but let's take care with not being too comfortable about

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00:52:57.270 --> 00:53:04.529

Rel DeShaw: throwing in these little personal bits before the time is right, like, before you've qualified, and it makes sense to start that negotiation.

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00:53:05.390 --> 00:53:11.739

Derek Alton: Yeah, it just makes me think this idea of, like, you know, remember, like, you are being interviewed as a professional, so be professional.

329

00:53:11.960 --> 00:53:12.599

Derek Alton: Oh my goodness.

330

00:53:12.600 --> 00:53:24.469

Karyne Montigny: We can probably add a little nuance to that. You know, the... the... one of the ways to help candidates get past that nervousness and help them being...

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00:53:24.790 --> 00:53:39.270

Karyne Montigny: you know, getting to a comfortable state includes building rapport, and for someone like me, who can be very chatty, and if you ask me a question, I'll go... like, if... I'll talk about myself, because that's what humans do, but also it's something that I do.

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00:53:39.420 --> 00:53:49.129

Karyne Montigny: For neurodivergent individuals, it might be tricky to, you know, know... to realize that there was a cue.

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00:53:49.350 --> 00:54:00.040

Karyne Montigny: It should have been really brief or informal, and that's exactly what Rel was saying. Don't get too comfortable. So, if you know you're prone to oversharing.

334

00:54:00.310 --> 00:54:10.370

Karyne Montigny: You know, this is part of reflecting on your performance, so just remind yourself that, because yes, they can be detrimental to your overall performance in that interview.

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00:54:11.460 --> 00:54:23.179

Derek Alton: I'm gonna actually combine two more questions, and Raoul, I'm gonna come back to you with this one, to start, and just time check, see if we can get through these two combined questions in the next two minutes. There's our goal.

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00:54:23.340 --> 00:54:29.899

Derek Alton: Judgment and transferable skills. How do you show judgment, and how do you show transferable skills in the context of interviews?

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00:54:30.930 --> 00:54:36.139

Rell DeShaw: I'm not sure I can do the second one, because it's very general, but judgment,

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00:54:36.790 --> 00:54:47.410

Rell DeShaw: again, I would say go back to your examples. I would say judgment, to me, means, could you make the decision of usually your boss with a limited amount of facts?

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00:54:47.590 --> 00:55:01.460

Rell DeShaw: So when I'm coaching people, think about in a time when you just didn't have all the facts in front of you, and you had to step a little bit outside of your role, or all the players weren't available, and then show to me that you can still perform under less than ideal

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00:55:01.570 --> 00:55:19.450

Rell DeShaw: circumstances, but my... my better advice is get somebody to run those... those examples with you, because sometimes someone says, it's my greatest judgment example ever, and I'm like, please take that example and bury it in the backyard. I don't like that you did that without your boss's authority, versus there might be another example that's

341

00:55:19.780 --> 00:55:29.350

Rell DeShaw: In the same space that could let you completely shine and wouldn't make somebody on the board terrified that your version of judgment is you stepping on the role in a way that's not acceptable.

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00:55:29.670 --> 00:55:39.330

Rell DeShaw: So yeah, it's the idea of, can you do something with less than full information, or less than amazing circumstances?

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00:55:39.560 --> 00:55:52.940

Rell DeShaw: And it might be including a boss's absent. So those are the overarching things I say when I'm coaching. Transferable skills is a bit too general for me to do helpful. Sorry. Go ahead, Derek.

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00:55:53.190 --> 00:56:05.300

Derek Alton: Well, actually, I might take a stab at transferable skills. I think, for me, when I think about transferable skills, it's the ability to, in an interview, show how you took one skill in one context, and then applied it again in a different context, in a completely different context.

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00:56:05.300 --> 00:56:29.940

Derek Alton: And one of the things that I have found quite helpful with highlighting transferable skills is actually showing how you used it in stuff outside of your job. Like, if you volunteer, or if you're, you know... like, we're multifaceted people, and oftentimes it's the stuff outside of our day job, where our transferable skills, I think, become most apparent. So I think that's, for me, that's how I do it, is show how you've highlighted a skill in one context, and then use that same skill in a completely different context, and that's

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00:56:30.190 --> 00:56:36.039

Derek Alton: you've transferred it. That's how I would look at it. Karine, any final thoughts on any of those questions before we wrap up?

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00:56:36.210 --> 00:56:48.380

Karyne Montigny: Well, I'll add to what was said that building your skills will allow you to have work examples that do display

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00:56:48.380 --> 00:57:07.749

Karyne Montigny: a number of skills, right? So, get yourself involved in projects that are outside your realm of responsibility or comfort zone. My job is not to be a public speaker. I signed up for this because I wanted to get better at it, not today, but a couple years ago, so I built my competencies.

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00:57:07.750 --> 00:57:16.760

Karyne Montigny: I discovered contracting, which really isn't an area for me, but it's something that I needed to acquire, so I think eventually those skills will...

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00:57:16.760 --> 00:57:27.160

Karyne Montigny: Will, be easily weaved into your stories, your work stories, and your responses will display a good number of competencies.

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00:57:28.380 --> 00:57:38.000

Derek Alton: Amazing! Okay, we've had some incredible wisdom from each of our speakers, and I'd like to... I'd like to ask you all to join me in giving Karine and Rel a virtual round of applause.

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00:57:39.020 --> 00:57:57.200

Derek Alton: And most importantly, thanks to you, the attendees, for investing in learning and being so engaged on this topic. So many questions. The team is going to pull up a quick poll to find out how you felt about today, which will help us continue to improve our content, and we would really appreciate your responses.

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00:57:59.560 --> 00:58:15.140

Derek Alton: Before you go, and while we're responding to that poll, I want to share a few events you can register to join us at. So soon, if you're not available to join live, remember that you can always register for an event in order to get sent the recording. So even if it's like, oh, this is a super cool event, and I have a meeting at the same time.

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00:58:15.140 --> 00:58:23.780

Derek Alton: That's okay. You can always register and watch it later. So, we have AI Skills Lab, that's AI for email writing. Next Tuesday.

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00:58:23.780 --> 00:58:38.410

Derek Alton: For a 30-minute session on how to use... how to use AI to draft emails quicker and smarter. Highly relevant. How to think strategically on a full schedule. Whew! In two weeks, so that's with two great speakers from Canadian and South African Public Services.

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00:58:38.480 --> 00:58:43.550

Derek Alton: And, next month, we'll be exploring how to get what you need from senior colleagues.

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00:58:45.050 --> 00:58:54.290

Derek Alton: Okay, so that's all the time we have for today. We hope you found it helpful, and we want to say a huge thank you once again to everyone who's made today happen, and to you for taking the time out of your busy days.

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00:58:54.580 --> 00:59:06.879

Derek Alton: Keep an eye out for the email coming your way with today's recording, which will also include links that I know you guys were all clamoring for. And don't forget to find my post on the Canadian Public Servants community for your follow-up resource.

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00:59:07.050 --> 00:59:11.880

Derek Alton: We hope to see you at another apolitical event very soon, and have a great day!

360

00:59:12.490 --> 00:59:13.579

Derek Alton: Take care, everyone.