



SDSU Student Accounting Society

Meeting Minutes: Deloitte “Behavioral Interviews Workshop”

September 24, 2018

Presenters:

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Lauren Bringhamst	Campus Recruiter	lbringhamst@Deloitte.com
Emily	Senior Business Tax Services	
Christina	Tax intern, starting 2020	
Ryan	Business Tax Services (2nd year)	
Cherine	Audit intern	
James	Senior Business Tax Services	
Devon	Senior Audit and Assurance Practice	
Jane Chow	Senior Audit Manager (10 years), SDSU Alumni	
Kylie	Audit (2nd year)	
Alicia	Senior Audit Practice	
Sarah Walsh	Senior Audit Practice	
Alice	Audit intern	
Martin	Senior International Tax (3rd year), SDSU Alumni 2015 (SAS & BAY)	
Claire	Tax intern, starting in June, MSA student at SDSU	

Presentation:

- Behavioral interviews
- Tips to feel better
- Questions, post-communication tips
- Preparing for behavioral interviews
 - Go over experiences
 - Talk about yourself
 - Issues you have overcome
 - How you grow and develop for your roles
 - You want to be comfortable talking about everything on your resume, even if it is a small line
 - Everything on your resume is fair game
 - Be prepared to talk about everything on your resume
 - If you don't feel comfortable talking about something on your resume, remove it
 - Example: Rosie had a food handling certificate listed on her resume, but she hadn't taken the test in three years

- Her interviewer asked her specific questions from the food handling test that she wasn't ready for
- "STAR" your resume
 - **Situation** - Example: Becca is nominated for the Philanthropy Chairperson at her sorority, and in this position, she must raise money
 - **Task** - How is she going to fundraise money for her sorority?
 - **Action** (most important part) - What she does: organizes a car wash involving all of the members to raise money for philanthropy
 - **Results** - raised \$1,000 for children's hospitals, increased money by 20% from the previous year, and got everyone in the organization involved
 - Tip: have a Situation, Task, Action, and Result for everything on your resume
 - Having quantitative results helps interviewers have a better idea of what you accomplished
 - Example: You are the V.P. of Membership for an organization, comparing numbers can show your interviewer how much of a difference that you made
 - "I increased membership by 35%" is more impressive than just saying "I increased membership"
- Do your research
 - Take your time doing research before your interview
 - I know that everyone has probably started looking at job openings on Aztec Career Connection and the Deloitte website
 - If you walk into a midterm or exam without studying, are you going to feel good about it? No, same thing goes for interviews
 - You want to look into the company that you are interested in
 - You want to find a couple of buzzwords
 - Look into programs or initiatives that they have
 - Then you can walk into an interview, saying something like "Hey, I saw that you guys have a volunteer program, can you tell me more about what you've done?" or "I read an article online about Deloitte University, is that where recruits get a lot of their training?"
 - These questions are better than just saying "What opportunities can you offer me?" because they show that you actually made an effort to do some research and that you are interested
 - Come prepared with questions
 - Always say yes when the interviewer asks if you have questions
 - Always have a few questions ready
- What are behavioral questions?
 - Example: "What have you done in this situation?"
 - "Tell me about a time that you went through a situation that was challenging. How did you overcome it?"
 - "Tell me about a time that you were in a group project and someone didn't pull their weight on the team. How did you deal with that?"
 - I would suggest googling questions and practice with that

- Have a “STAR” for every situation/story
- Additional tips for interview success
 - If you’ve ever been running late for a midterm or final, you show up sweating, out of breath, panting, and you can’t think straight
 - Have you ever done well on an exam that you were running late for?
Probably not
 - I highly recommend getting to the career center early
 - You get more time to sit there and gather your thoughts
 - You know you’re there on time and not going to be late
 - Dress appropriately: business professional (suit & tie for guys, office skirt/pants and blazer for girls)
 - Please don’t show up in shorts and flip flops
 - Definitely show up dressed appropriately
- End an interview on a high note
 - Listen actively to the interviewer
 - I know this will be hard when you are so focused on just remembering your own name and going over your answers in your head
 - Don’t tune out extra information from the interviewer
 - They will be impressed that you can pay attention
 - Example: Interviewer says “I’ve worked at Deloitte for x number of years and started with this practice”
 - Then you say “I noticed that you started there but ended up over here. Can you tell me why you changed your industry or what drew you into it?”
 - The interviewer will be impressed that you paid attention and drew it back at the end of the interview
 - I totally recommend active listening
 - I would also recommend asking for business card at the end because it does go a long way
 - You don’t have to send a handwritten letter
 - Just send them a short email afterward, saying “Hey, it was a pleasure meeting with you today. Thank you for taking the time to come out.”
 - Again, make sure to ask questions at the end
- Round two, the office visit
 - Not every organization/student gets invited to office visits
 - Office visits are very specific to accounting firms
 - Gain a better understanding of the office culture
 - Get to see what it’s like
 - Can you see yourself here?
 - Get as many interviews as you can get and ask the questions that you are most interested in
 - Recommend visualizing yourself working in that department

- After the second round, you may be getting an offer, so you want to make sure to take the offer from the firm that is a good fit for you
- Save the Dates
 - 10/2 - Accounting-specific Mock Interviews on campus
 - I definitely recommend signing up for Mock Interviews, especially if you haven't had an interview before to get a better feeling of how it will go
 - You might think that you're prepared and ready, but when you're sitting in front of a person with your resume, you might feel like you don't know what to say
 - Mock interviews will also help get rid of your nerves because you get more practice
 - Can even practice interviews with your friends so that you feel better going into an interview
 - 10/2 12-2pm - ALPFA
 - 10/3 12:30-1:30pm - BAY "Big 4 Panel"
 - 10/5 2-5pm - Meet The Firms @ Montezuma Hall
 - Most important recruiting event
 - Every firm will be there and lots of professionals
 - It's very important to go and network with as many professionals as you can because you never know who will put in a good word for you
 - The more copies of your resumes you pass out, the more business cards you collect, and the more professionals you talk to, will help when your application is submitted
 - Interviewer might be like hey, I remember so and so, I would love to interview them
 - Try to clear your schedule for this important event
 - 10/7 @11:59pm - application deadline (Sunday, 2 days after Meet The Firms)
 - Submit the application early
 - The earlier the better to avoid any technical difficulties, then you won't have to worry
 - When students email that they weren't able to submit their application on time, it just isn't a good look
 - 10/12 - on-campus interviews (Friday)

Questions:

- My GPA isn't as great as it could be, but I am involved on Campus, would that affect my application?
 - We look at the resume as a whole
 - We don't just look at the GPA
 - That's why we ask for a cover letter so you have an opportunity to explain why your GPA might be on the lower end
 - If you are involved on campus, that is awesome and we look for that

- If you are working to support yourself and working throughout school, that also might be a good reason why your GPA might be lower
- If you are working, volunteering, taking on leadership positions, we will be looking at that
- We definitely don't just look at the GPA as the only deciding factor
- If your GPA is on the lower end, but you are involved on campus and you're working, volunteering, and holding a leadership position, we are going to notice that
- Absolutely still apply for the position
- Even if you're unsure if your GPA is good enough, please still apply, you never know
- Don't be too hard on yourself
- We do look at the application as a whole
- Is there a certain person that I should make sure to talk to when I'm networking with professionals?
 - People always think that they have to talk to the Partner or recruiter
 - I highly recommend talking to as many professionals as possible
 - It doesn't matter what level they are
 - Don't just wait in a long line to talk to one person
 - If someone is open, go and talk to them
 - That person might be able to put in a good word for you
 - They can let Rosie know that you are a good candidate
 - You can talk to the recruiter and if you meet a partner, that's awesome, but don't limit yourself to who you can talk to
 - Every professional is equally important
- Should we apply through Aztec Career Connection, the Deloitte career website, or both?
 - Yes, both, the Aztec Career Connection application should have a link to the Deloitte application
 - Make sure to fill out the applications on both the Deloitte career website and Aztec Career Connection
 - The instructions on how to apply are found on the card, with Rosie's contact information on the backside
 - Every firm does their application process a little differently, so make sure to double check that you complete the entire application process
- What is a good general after-interview questions?
 - It depends on what ever you are interested in
 - Don't have to ask really technical questions, like Debits and Credits
 - They can tell if you are actually interested in that question or not
 - A student asked me once, if I noticed a huge difference between IFRS and International Accounting Standards, and I was like I want to answer this question less than you want to hear the answer to it
 - If you are interested in volunteer initiatives, ask about that

- If you are really interested in promotion processes and how to get good performance reviews, ask about that
- Take the time to think about what is important to you when looking at companies
- Don't write your questions to try to impress the partners
- If you ask about something you are interested in, the conversation will be really genuine, and flow organically
- What to expect in the 2nd round of interviews?
 - It is entirely behavioral as well
 - It won't be procedural or talking about journal entries with debits and credits
 - So don't worry about that
 - They just want to get to know you and see if you are a good culture fit
 - See if you would work well in the firm
 - Won't be asking about technical skills
- Is GPA really important to the application process?
 - GPA is important, but if there is a reason why it's lower, like if there was just one class that didn't go well or there were times that were a little difficult, certainly talk about it in your cover letter
 - Say something like my GPA may be lower because of this
 - If you are worried about any part in your application, your cover letter is great way to talk about it
 - If things were difficult, definitely talk about it in the cover letter
- Is there a specific way that you want the cover letter structured?
 - Everyone has their own preferred cover letter style, so whatever works for you
 - Keep it to one page, don't send a 50-page essay about your life
 - First paragraph - why you're interested in the company
 - 2nd paragraph - why the company should be interested in you
 - After that - any clarification
- What position would you suggest for graduating students? Are there any internships?
 - Only eligible for certain programs/internships based on your graduation date
 - For students graduating May 2019 or August 2019, they will want to apply for full-time positions
 - Students graduating December 2019 or May 2020, apply for internships
 - Don't apply for all positions, even though some students feel like they might have a better chance of getting an offer
 - Only apply for the position that is most interesting to you, so they know what position and location that you actually want