Ameren Interviewing Resources

Thank you for choosing Ameren! We are looking forward to meeting with you. The information in this document is designed to answer your questions about behavioral interviewing and to provide guidance as you prepare for your interview.

The main purpose of the interview is for you and our Ameren co-workers to get to know each other. We will introduce the company, describe what we do, and talk about the position for which you are interviewing. In turn, you will help us understand the knowledge, skills and experience you will bring to this position.

Behavioral Interviewing

Ameren uses "Behavioral Interviewing" as a tool when making selection decisions. Behavioral interviewing is a structured interview process in which the same basic questions are asked of every applicant for a given position. You will be asked about past experiences in which you have demonstrated the competencies that are critical for successful performance in the job. Your responses to these questions should follow the STAR model, providing the interview team with a specific example or situation, the actions you took, and the result of your actions.

A behavioral interview is a fantastic opportunity to demonstrate to a prospective employer that you are well suited for the job. Rather than just talking about yourself and telling the interviewer what you are capable of, in a behavioral interview you will describe—in detail—how you handled a situation in real life.

How to Prepare

1. Make a list of the skills and/or experiences that are required for the job. Then, consider your experiences to come up with examples of when you've had to use those skills.

2. While it's best to come up with work-related answers to behavioral interview questions, it is okay to give examples from your time in school if you cannot.
    - If you are a recent graduate, your work experience may be limited. Group projects provide excellent opportunities to demonstrate skills that employers are seeking as does time spent participating in sports.

3. Write down your examples with as much detail as you can. Discuss who was involved, what occurred, and the things you did to try to reach the desired outcome. Don't only come up with examples that had positive results but also those with negative ones. Interviewers may ask about situations that you could not resolve favorably and what you learned from those experiences.

4. Utilize the following pages to learn more about the STAR response model and to practice formulating STAR responses to examples of behavioral interview questions. Be sure to check out the other helpful tips on the last page.

What Does STAR Mean

STAR is an acronym for four key concepts. Each concept is a step you can utilize to answer a behavioral interview question. By employing all four steps, you thereby provides a comprehensive answer. The concepts in the acronym comprise the following:

Situation: Describe the context within which you performed a job or faced a challenge at work. This situation can be drawn from a work experience, a volunteer position, school project, or any other relevant event. Be as specific as possible.

Task: Next, describe your responsibility in that situation. Perhaps you had to help your group complete a project within a tight deadline, resolve a conflict with a coworker, or hit a sales target.

Action: You then describe how you completed the task or endeavored to meet the challenge. Focus on what you did, rather than what your team, boss, or coworker did. (Tip: Instead of saying, "We did xyx," say "I did xyz.")

Result: Finally, explain the outcomes or results generated by the action taken. It may be helpful to emphasize what you accomplished, or what you learned.

Sample Behavioral Interview Question & Answer in STAR format

Question – Tell me about a time when you needed to complete several things at the same time. What did you do to get the work done?

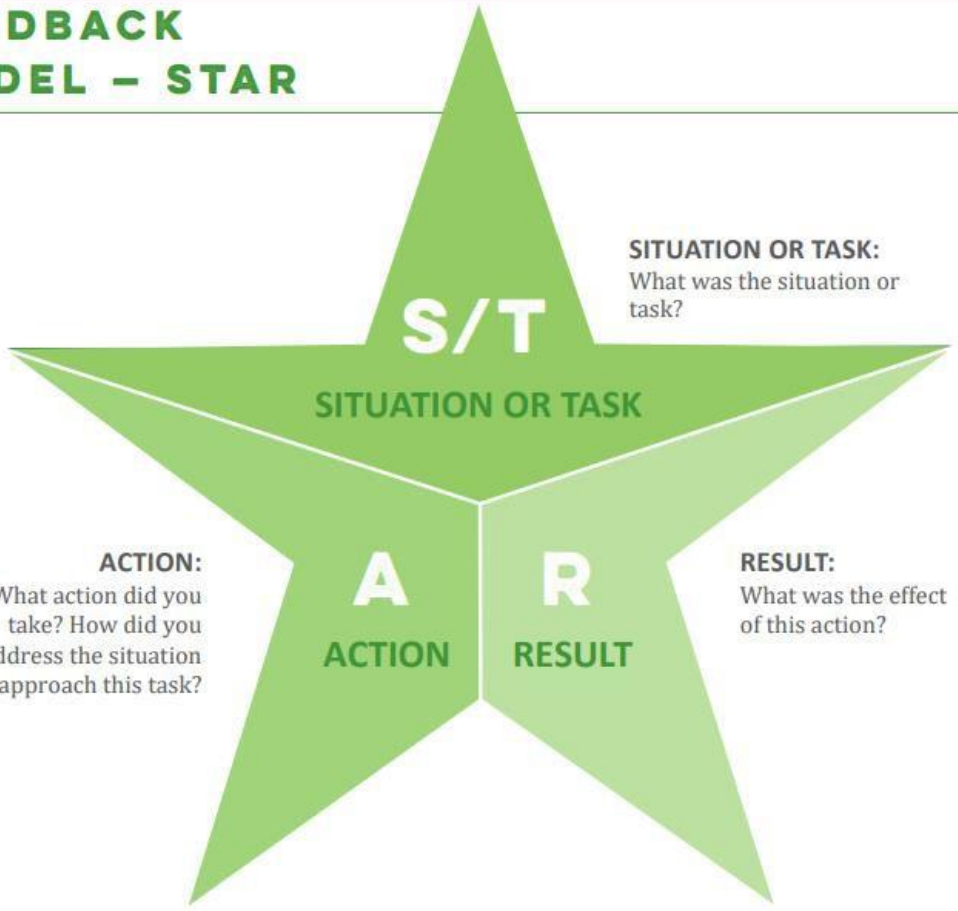
Answer –

Situation/Task - Every morning before the store opens, there's a lot to do to get it ready—restocking, cleanup, taking markdowns, things like that. Last week two people called off sick on the same day, so we had even more prep work than usual.

Action - So I prioritized the work based on what would have the greatest impact on customers—restocking, cleanup, things like that. Then we did the lower priority things during the day as we had time.

Result - The store was fully stocked and looking good when we opened.

FEEDBACK MODEL – STAR



SITUATION OR TASK:
What was the situation or task?

ACTION:
What action did you take? How did you address the situation or approach this task?

RESULT:
What was the effect of this action?

Adapted from Development Dimensions International, Inc. "Interaction Management" series, Pittsburgh, PA

AMEREN COMPETENCIES

THINK CUSTOMER | We keep customers at the center.

ENGAGE RESPECTFULLY | We own our shadow.

FOSTER COLLABORATION | We work together.

DELIVER RESULTS | We get it done safely.

CONTINUOUSLY IMPROVE | We make it better.

BE STRATEGIC | We think big picture.

For a full list of behaviors that demonstrate each competency, refer to the Competency Placemat located in the Leadership Toolkit.

Additional Resources:

- Leadership Toolkit on Scholar
- STAR Model
- Ameren Competency Placemat
- Human Resources Recruiter
- Human Resources Client Consultant

Use this B.I. Matrix to brainstorm and develop examples

To help you prepare for your behavioral interview, Ameren's six competencies are listed below. You will be asked behavioral based questions related to competencies that have been deemed relevant to the requirements for this position. This is a tool for brainstorming and developing examples for your interview. Please note, the Behavioral Interview (BI) questions included below are sample questions only and will not necessarily be the question(s) you are asked.

Ameren Competency	Sample B.I. Question	Situation	Task	Action	Result
Engage Respectfully: We own our shadow	Think of a stressful or ambiguous situation where you needed to remain calm and professional. Walk me through how you handled the situation.				
Foster Collaboration: We work together	Describe a time you've kept your organizations vision and/or values in mind as a critical factor when making decisions on behalf of your team.				
Deliver Results: We get it done safely	Describe a time when you were particularly effective at achieving business results				
Continuously Improve: We make it better	Give me an example of a time when you proactively sought feedback from others				
Be Strategic: We think big picture	Provide an example of when you sought other perspectives and applied them to your work				
Think Customer: We keep customers at the center	Tell me about a time when you went above and beyond to satisfy a particular interna/external customer				

Other Helpful Tips

1. Explore Ameren's website and career pages to learn about the job opportunity, the company and Ameren's Vision, Mission and Values.

2. Have appropriate materials handy (i.e. resume, STAR model, B.I. Matrix, notes, identification, paper/pen, etc.).

3. Arrive 10 - 15 minutes early, even if your interview is virtual. If a virtual interview, use this time to log in, check your internet connection and ensure the software/app and camera are working properly.

4. Dress comfortably, but appropriately for the virtual interview or workplace. (You can ask your recruiter for advice if you're unsure what's appropriate). When in doubt, dress more formally than casually.

5. Turn off you cell phone or other devices.

6. Be prepared to talk about your education and previous employment. Practice your "elevator pitch" which is typically a succinct summary of who you are, what you have done and why you are interested in the position/company in about 60 seconds.

7. During the interview:

    a. Take notes and reference your resume/other resources documents as needed.
    b. Feel free to take your time and think of a good answer. The interviewers are expecting a brief period of silence after asking a question. It is ok to have the interview question repeated if you do not remember it or understand it fully. You may also ask for the question to be repeated to allow additional time to collect your thoughts.
    c. As you respond the interviewer(s) will take notes so that they can have a record of what was said. This helps the interviewer(s) make a fair rating of your skills.

8. Interview us, too. Please ask us questions during the interview. Ask about different areas you researched online to show you have done your homework. Take notes if you want to remember specific pieces of information.

9. Before you leave, make sure you thank your interviewers for their time and ask about the next steps in the process.

10. If your interview is virtual:

    a. Download the software and/or application a few days prior to the virtual interview. If you do not have access to a webcam or technology for a virtual interview, let your recruiter know prior to the interview.
    b. Practice ahead of time. Do a test call with a friend or a family member. Ensure that your camera and microphone are working. Make sure you know how to work all of the necessary features for the platform.
    c. Be aware of your surroundings;

i. Select an appropriate space and background for the interview that is quiet and free from distractions and noise.
ii. Avoid placing lights behind you as this can create a glare. The best option is to have a light slightly above and in front of you and the camera to reduce shadows.
iii. If possible, using a computer is suggested, but if you are using a tablet or phone ensure that you have a stable surface to rest the device on to avoid holding it in your hand.
iv. Position the camera at eye level and one foot away from where you will sit for the interview.
v. Position your webcam so that you have a neutral background; ensure the area behind you is appropriate for an interview.

d. Ensure your device is fully charged prior to the interview.
e. Exit applications and utilize "Do Not Disturb" features so there are not any pop-ups distracting you during the interview.