Case Study / Situational Interviews

Case Study/Situational interviews are typically used to evaluate your analytical skills, creativity, communication skills, flexibility, thinking/working under pressure, listening skills, interpersonal skills, professionalism, command of the subject matter, and problem solving abilities. The recruiter is looking to see how you tackle the situation, arrive at your solution, and communicate the solution. You will need to carefully explain each step in your thought process and alternatives/obstacles/factors considered in order to show the recruiter how you deal with a situation. Case study interviews are meant to be interactive; it’s ok to ask questions.

Tips and Pointers

- Be confident in yourself
- Research the company website to gain a thorough understanding of the company culture, values, mission, and its focus
- Maintain eye contact
- Listen carefully and take notes
- Do not assume
- Ask for clarification to insure you understand
- It is ok to think out loud in this interview format because it reveals your thought process to the interviewer which is a large component in case study interviews
- Discuss key issues
- Present your thinking in a clear manner while summarizing the case
- Demonstrate enthusiasm and an understanding of the main issues
- Think of it as a problem-solving conversation rather than a test
- Answer questions clearly, directly, and in a concise manner...don’t try to rush through your responses
- Dress professionally, avoid overly trendy clothes
- No gum, perfume/cologne
- Avoid slang/swearing, negative talk

The Typical Case Study Process

1. Recruiter will pose a business-related or real-work scenario to you
2. You ask clarifying questions to gather pertinent information you need to come to a resolution
3. You take the steps necessary to arrive at a solution
4. You respond by walking through the main issues
5. You close your response with your final recommendation or solution proposal