

PEER MENTOR EDITION

Interview Tip:

Behavioral Interview Prompts

Employers often ask questions about how you responded to specific situations. For example:

- Tell me about a time when you experienced a conflict while working on a team.
- Describe a time when you had to work well under pressure.
- Give me an example of a time when you showed initiative and took the lead.
- Tell me about a time when you made a mistake, and how you handled it.

S.T.A.R. Method

You can use STAR as a framework to structure your response to behavioral interview questions.

- Describe the context and background for a **situation** that's relevant to the question.
- Explain the **task** that needed to be completed. What was the goal?
- Outline specific **actions** you took. How did you exhibit transferable skills?
- Share the **results** of your actions. What was the outcome? What did you learn?

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MARKET

YOUR EXPERIENCE

LET'S TALK ABOUT YOUR PEER MENTOR EXPERIENCE

Peer Mentors (PMs) help incoming students adjust to life at Rollins. They participate in an RCC with first-year and transfer students, and they plan events to help new students make connections to the campus and each other. As a PM, you have received extensive training and developed many professional skills that are relevant to almost any profession. Use this guide to elaborate on your skills on resumes, cover letters, and interviews.

TRANSFERABLE SKILLS

Time Management Being a PM can feel like a 24/7 job. Besides being available for your mentees, you attend weekly staff meetings, workshops, and events. You juggle your responsibilities by managing your schedule. Employers value time management because it conveys discipline and motivation.

Crisis Management As a PM, you learn to think on your feet. When issues arise, you deal with them quickly to ensure that your mentee is safe and has the proper resources. Such steadiness is essential in the workplace.

Leadership You often step out of your comfort zone and model ethical leadership as you facilitate community development. Employers constantly search for employees who embody dedication and leadership.

Responsibility You complete administrative tasks, uphold college policies, ensure safety of mentees, and encourage accountability while modeling appropriate behavior. Employers value responsible behavior in the workplace.

Collaboration PMs collaborate with other PM groups, residence halls, college departments, faculty, and community groups. Most workplaces consider collaboration between co-workers, offices, and other organizations essential to success.

Social Justice/Inclusion You help create an inclusive environment free from prejudice and discrimination. You establish communities in which members are celebrated and share basic rights, securities, opportunities, and benefits. Inclusion is important in every equal opportunity workplace.

SAMPLE RESUME ACTION STATEMENTS

- Developed positive learning environment designed to link community, faculty, and mentees
- Encouraged dialogue and mediated conflict
- Promoted academic excellence, addressed student needs, and encouraged involvement among mentees in ways that supported college mission
- Created intentional programming to connect # students to campus and community
- Promoted interaction and facilitated construction of social networks between community and mentees
- Attended and facilitated # student-centered programs to promote education, diversity, interaction, and wellness
- Collaborated with Resident Assistants, Faculty, Campus Safety, Community Standards and Responsibility, other constituencies to ensure mentee needs were met
- Fostered individualized relationships with # mentees, assessing needs and recommending appropriate resources
- Served # students serving as on-call responders for risk management and crisis response
- Conducted individual and group meetings with mentees to address needs
- Communicated college policies and modeled appropriate behavior

**Because each student's experience is different, use this as a general guide to help you articulate your unique experience.