

Client Interview T r a i n i n g



Elevator Speech

What is an **elevator speech**?

a short, 30-60 second well-crafted business pitch telling someone who you are and what you can offer to the business or industry for collaboration.

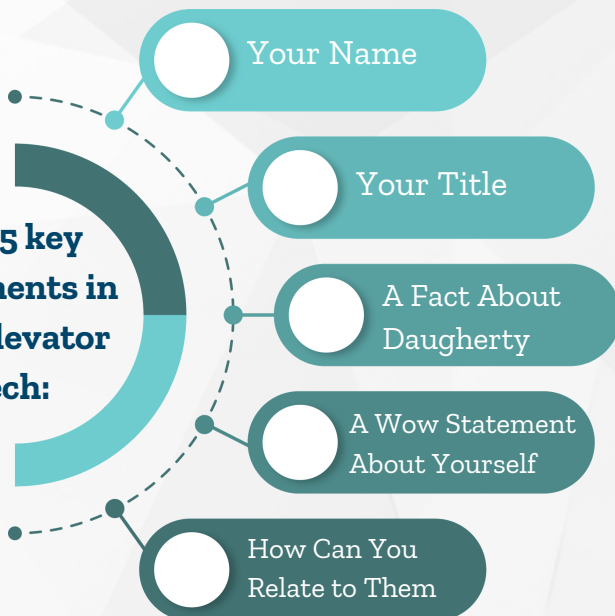
Things to review in your elevator speech:

- Identifying your target audience
- Highlighting your skills and experience
- Tailoring your pitch to the situation
- Practicing and refining your pitch

Things to avoid in your speech:

- Being too generic/vague
- Talking too fast or rambling
- Failing to tailor your pitch
- Neglecting to practice your pitch

The 5 key elements in an elevator speech:



Example with Ron Daugherty:

"My name is Ron Daugherty, I am the CEO and Founder of Daugherty Business Solutions. We're the largest technology consulting company in the region with 2,500 employees in 30 states and 5 countries. Starting the company, I've had no investors over the last 40 years and have been very fortunate and started Daugherty, here, in St. Louis."

Curate a **Personal** Elevator Speech

★ STAR Method ★★

This method helps you craft structured, concise, and engaging responses to behavioral interview questions. When showcasing your skills through storytelling, the STAR approach is your best tool.

S

Situation

Explain the situation so that your interviewer understands the context of your example, they don't need to know every detail.

20%

T

Task

Talk about the task, problem, or challenge that you took responsibility for completing, or the goal of your efforts.

10%

A

Action

Describe the actions you personally took to complete the task or reach the end goal. Highlight skills or character traits addressed in the question.

60%

R

Result

Explain the positive outcomes or results of your actions or efforts. Highlight quantifiable results

10%

10 Tips for Using the STAR Method

1. Understand the question
2. Be Specific and Quantitative
3. Focus on Your Own Contributions
4. Prepare in Advance
5. Use Relevant Examples & Experiences
6. Be Concise & Honest
7. Keep it Positive
8. Be Relatable

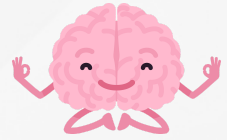
Answer 1 of the Following Behavioral Questions:

Of your achievements, which one makes you the proudest?

How do you deal with conflict within a team, what are some examples?

Positive Affirmations

It has been proven that positive thinking and positive affirmations are key to positive outcomes



Write down 5 positive words or strengths. For each word, connect a story or accomplishment to it so you can use it in an interview.

Facilitation	I was on a project where we were working with an overseas team and occasionally had to work late at night to connect everyone during go-live events. We were seeing a lot of barriers and inconsistencies with launching a new code each week and the documentation was not consistent and did not support our efforts. There was a gap in communication and documentation, and I needed to find out why this was happening. So, I facilitated a fishbone diagram with the team to identify the gaps/problems and create solutions. The output of the fishbone diagram showed the team the lack of communication, documentation, and processes. We came up with a process for the team to communicate and document in a consistent manner with checkpoints from management along the way. The end result was a standardized way to communicate and show progress on the project which built a better platform for the team to operate under. The trust and communication between the team also grew significantly, and management was happy with the quality of the code/output .

Preparation Checklist



Do Your Homework

- Understand the client, look up the interviewer on LinkedIn and learn more about their background
- Make sure you fully understand the opportunity that is open, and the responsibilities of the role.



Questions to Ask Your Daugherty Leaders

- Ask Your Client Manager, Salesperson, or Daugherty Colleagues About the Culture, Hiring Manager, and the Opportunity.



Fundamental Preparation

- Make sure your Resume, Bio, and LinkedIn Profile are all up to date.
- Have your list of strengths and relevant examples prepared and practiced.
- Professional attire in a professional setting is never a bad idea. If you're attending virtually make sure there are no distractions.



Role Play How to Engage in a Conversation

- Role Play with Someone on the Bench or Some of Your Daugherty Peers to Practice Questions and Get Feedback.



Prepare a Few Questions for the Client



Client Interview Prep Questions

Communication

- Tell me about a difficult conversation that you've had recently.
- How would you describe your communication style?
- Provide a recent example of when you presented to a group or client

Business Mindset

- Favorite project to work on and why?
- Are you more interested in strategy or implementation?
- Tell me about one of your recent projects.
 - What was the business problem you solved?
 - How did you personally contribute to the success of the project?
 - What artifacts or deliverables were you personally responsible for delivering?
 - What levels in the organization were you accountable

Analytical / Problem Solving

- Tell me about a time when you learned something from a project that you then applied to a future project. What did you learn and how did you apply it?
- Tell me about a scenario where you messed up.

Coachable

- If I talked with your most recent manager, what would they say is your best trait?
- If I talked with your most recent manager, what would they say are areas of improvement?
- Describe a risk you took. How did you approach it? Success or failure? What did you learn?

Continuous Self-Learner

- How do you go about learning a new topic?
- Tell me about something you recently learned.
- Are you involved in a technical community?

Client Interview Prep Questions

Team Player / Team Building

- Describe a time where you went the extra mile to solve a problem, satisfy a customer, or help a co-worker.
- How do you deal with a difficult person/client?
- In what situations is it better to work autonomously and when it is better to team?

Coaching / Support

- Describe a circumstance where you demonstrated how you were coachable.
- From what professional mistake have you learned the most from?
- Have you ever worked for a difficult client / manager? If so, what made this person difficult and how did play out?
- How do you provide value?
- What stresses you out?

Leadership / Management

- Describe a situation where you performed some effective coaching to address a problem.
- As a leader, what would your team members tell me they like the most and the least about you?
- What type of leaders is best for your style? Who has been an inspirational leader and why?
- Who have you admired and what was it about that person?
- Describe how you handled a situation where you had to perform under stress.
- Describe a situation where you weren't as prepared as you should have been.
- Tell me about an experience where you jumped into the middle of a situation.

Relationship Builder

- How do you like to go about building relationships with team members?
- How do you like to go about building relationships with client stakeholders?

Thought Leaders / Solution Crafting

- Can you give me an example of a time when you provided thought leadership or helped devise a new solution?