

# Interview & Assessment Tactics For ADHD Job Hunters

**Cassie Colton  
& Ben Hawkes**

**ADHD 2024**  
Anaheim, California

# Resources

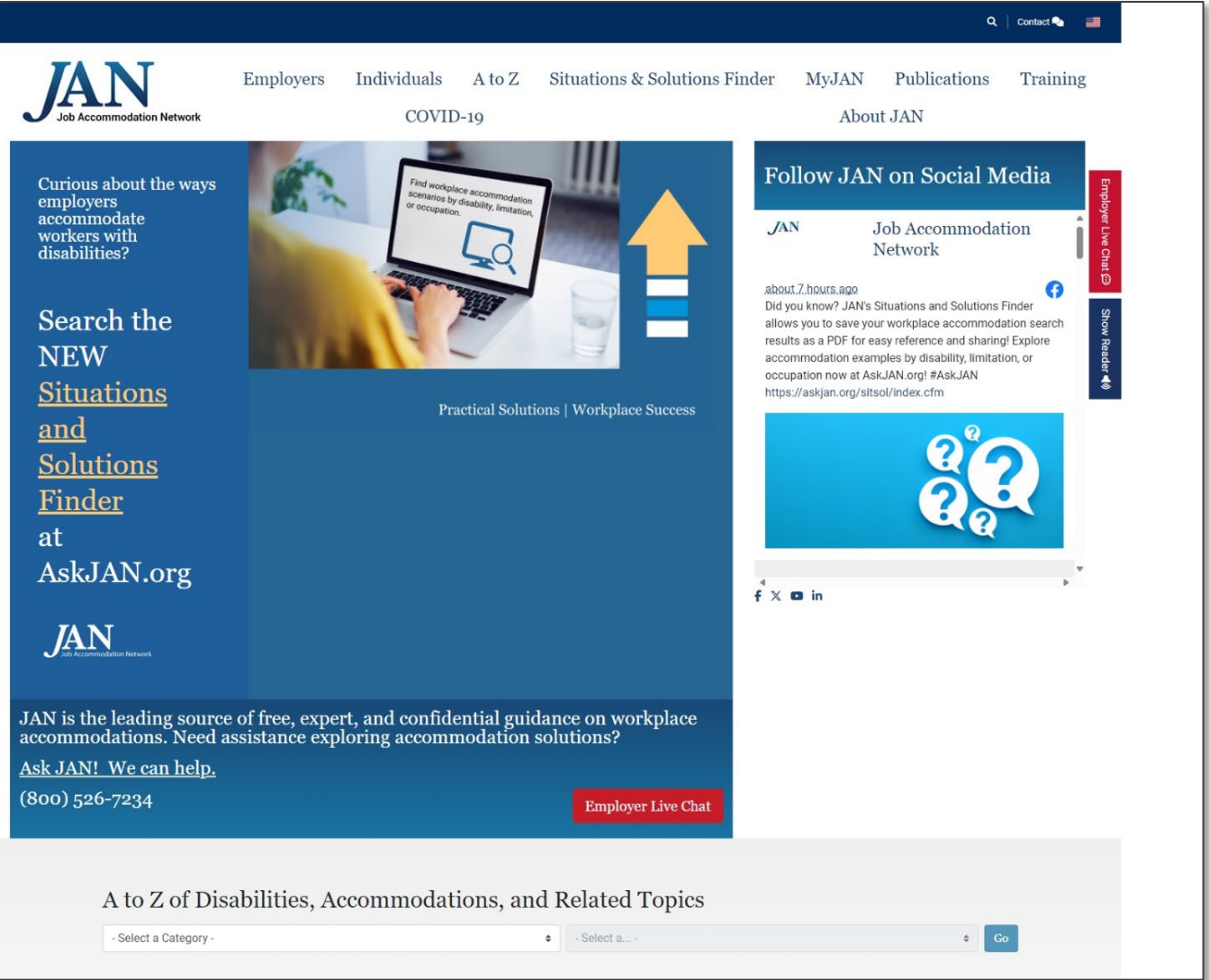
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# Where to find information about accommodations and the ADA.

[AskJAN: The Job Accommodation Network](#)



[Job Applicants and the ADA](#)

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## Sources of free practice test questions.

**AON** [Link](#)

**SHL** [Link](#)

 **Saville**  
assessment [Link](#)

 **KORN FERRY**  
BE MORE THAN [Link](#)

 **TALOGY**  
PREVIOUSLY CUBIX, PSI [Link](#)

**SOVA** [Link](#)

 **TestGorilla** [Link](#)

 **Pearson | TalentLens** [Link](#)



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## Try Cabot, our AI assistant for ADHD job-seekers.

“Help me prepare for an interview.”

“Suggest some interview questions.”

“Help me practice being interviewed.”

<https://tad.zapier.app>

Help me prepare for an interview

Cabot

5:31pm

Absolutely, Ben! Preparing for an interview can be a bit daunting, but I'm here to help make it easier. Here are some ways I can assist you:

1. **Structuring Your Answers:** I can show you techniques like the STAR method (Situation, Task, Action, Result) to answer behavioral questions.

2. **Highlighting Your Strengths:** We can brainstorm your unique strengths and skills, especially in problem-solving.

3. **Staying Calm and Focused:** I can suggest techniques for an interview, like deep breathing techniques to help you gather your thoughts.

4. **Practicing Common Questions:** We can go through common interview questions together, so you feel more confident.

Let me know which area you'd like to focus on first, and I'll be happy to help!

Let's practice common questions - I'm applying to work in Customer Service.

Cabot

5:51pm

Great choice, Ben! Here are some common customer service interview questions we can practice, along with tips on how to answer them effectively:

1. "Can you tell me about a time you dealt with a difficult customer?"

- **Tip:** Use the STAR method to structure your response. Describe the situation, your task, the actions you took, and the result. Emphasize your problem-solving skills and ability to remain calm under pressure.

2. "How do you prioritize your tasks when managing multiple customer requests?"

- **Tip:** Discuss your organizational strategies, such as creating a to-do list or using a prioritization matrix. Highlight your ability to stay focused and manage time effectively.

3. "Why do you want to work in customer service?"

- **Tip:** Share your passion for helping others and any relevant experiences that drive your interest. Connect your values to the company's mission.

4. "How do you handle constructive criticism?"

Let's practice common questions based on this job description:

Position Title: Customer Service Representative

Location: [Company Headquarters or Remote]

Department: Customer Support

Reports to: Customer Support Manager

Job Overview:

We're looking for a dedicated Customer Service Representative to join our team! As a key member of our support team, you'll provide exceptional service to our customers, resolving inquiries, addressing concerns, and ensuring a positive experience. The ideal candidate will have excellent communication skills, patience, and a passion for helping people.