We are happy you agreed to interview for a new career opportunity with General Motors, and are interested in helping lead the change that will make our world better, safer and more equitable for all.

Whether you are a current employee or new to General Motors, this toolkit provides helpful information to use when preparing for your interview. GM’s Values, Behaviors, and Competencies offer insight about the company. You might also find the additional information about the interview process useful. Please check out the GM Resources links for even more information about General Motors.

Please contact your recruiter if you have any questions before the interview. Also talk to your recruiter if you need special accommodation for the interview or send an email to Careers.Accommodations@GM.com.
GM Values, Behaviors and Competencies

These are the leadership factors that define success and are used to evaluate talent at General Motors. The questions asked in your interview help us to understand how you uphold these values, behaviors and competencies.

**GM Values**
We put the customer at the center of everything we do. We listen intently to our customers’ needs. Each interaction matters. Safety and quality are foundational commitments, never compromised.

**Excellence**
We act with integrity. We are driven by ingenuity and innovation. We have the courage to do and say what’s difficult. Each of us takes accountability for results, drives for continued efficiencies and has the tenacity to win.

**Relationships**
Our success depends on our relationships inside and outside the company. We encourage diverse thinking and collaboration from the world to create great customer experiences.

**Seek Truth**
We pursue facts, respectfully challenge assumptions, and clearly define objectives. When we disagree, we provide additional context and consider multiple perspectives.

**GM Behaviors**

- **Think Customer**
  - I consider the customers’ needs in all that I do

- **Be Bold**
  - I respectfully speak up, exchange feedback and boldly share ideas without fear

- **Innovate Now**
  - I see things not as they are, but as they could be

- **One Team**
  - I collaborate cross-functionally to achieve enterprise-wide results

- **Look Ahead**
  - I make decisions now with the long-term view in mind and I anticipate what lies ahead

- **Win With Integrity**
  - I have a relentless desire to win and do it with integrity

- **It’s On Me**
  - I take accountability for safety and my own actions, behaviors and results

- **Be Inclusive**
  - I create moments that value backgrounds, opinions and ideas different than my own

**GM Competencies**
- Customer Focus
- Safety Conscious
- Innovates
- Champions Change
- Connects the Group to the Outside World
- Develops Strategic Perspective
- Establishes Stretch Goals
- Practices Self-Development
- Develops Others
- Collaboration and Teamwork
- Builds Relationships
- Inspires and Motivates Others to High Performance
- Communicates Powerfully and Prolifically
- Takes Initiative
- Technical & Professional Expertise
- Solves Problems and Analyzes Issues
- Displays High Integrity and Honesty
- Drives for Results
BEFORE

• If your interview is in-person, someone from the GM team will meet you when you arrive at General Motors to help escort you to the first interview and answer any questions you may have.
• If interviewing virtually, test your internet connection beforehand and log in early to ensure everything is working properly.
• Each interview is typically scheduled for 2 HOURS, but may run shorter or longer. Be sure to ask ALL of your questions before the interview is concluded.

DURING

• Interview questions ARE BASED ON GLOBAL COMPETENCIES validated for each position.
• The interview is structured around behavioral questions that determine how you regularly APPLY YOUR TECHNICAL AND LEADERSHIP skills to situations and tasks.
• EX: “Tell me about a time when the actions you took were resisted or blocked and how you managed the situation.”
• Use the STAR format.

AFTER

• THANK YOU for your time!
• After your interviews, if you have further questions, be sure to ASK YOUR RECRUITER. Your recruiter will contact you once a hiring decision has been made.
The STAR Interview Structure

SITUATION or TASK

Briefly describe a specific SITUATION when you were responsible for completing a defined TASK. Do not generalize the description. Provide the interviewer enough detail to create the context for the situation or event. You can use an example from your current job, a previous job, a volunteer experience, or any relevant situation.

ACTION You Took

Talk about the key ACTION you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did – not the efforts of the team. How did you approach the situation or task? What did you do to solve it? Give specific action steps. Explain your thought process. Why did you select a certain approach? Be sure to explain your rationale and any alternatives you considered.

RESULTS You Achieved

A strong interview always concludes with your RESULTS.

• What happened?
• How did the event end?
• What did you accomplish?
• What was the impact?
Interview Tips

1. **KNOW THE JOB**
   Understand the job description and where the job fits in the organization

2. **PREP FOR THE CONVERSATION**
   Review STAR format, anticipate questions, and prepare questions for the team

3. **REFLECT ON YOUR RESPONSES**
   Current strengths and skills, career goals, why you are a great fit, and know your résumé!

4. **PRACTICE!**
   Ask a peer, friend, or family member to rehearse with you and provide feedback
Best Practices for Your Interview

**We encourage you to:**

- Evaluate yourself and practice ahead of time
- Be alert, friendly, courteous, honest and confident
- Be yourself and upbeat
- Send a “Thank You” email (within 24 hours)
- Be patient when waiting for a hiring decision to be made
- If interviewing virtually, ensure you have a stable internet connection and quiet space

**Please don’t:**

- Arrive unprepared
- Slouch in the chair
- Chew gum
- Complain about previous roles or former co-workers
- Talk about salary or level

*Interviewing for Skilled Trades?* Wear clean clothes like nice jeans, a pressed shirt and dress shoes.

*Interviewing elsewhere?* Business professional attire is recommended.
Helpful GM Resources

Leadership

Autonomous

Sustainability

Inclusion

Electrification

Community

Click on any of the categories to explore additional resources!
Good luck!