

Using PARLA to frame your Interview Answers

PARLA: A method that can be used to answer behavioral questions during an interview. PARLA is an acronym for:

Problem (P) – What was the situation or the problem? Frame the situation.

Action (A) – What did you do in the situation? What action did you take?

Results (R) – Based on the problem and what did you do? What happened?

Learned (L) – What did you gain or learn from the experience?

Application (A) - How does this example apply to the organization?

Example Question: Tell me about a time that you solved a problem on a tight timescale.

One time in my sociology class I had to work with five other individuals to complete a group presentation and provide handouts. Together we worked collaboratively, but one of our group members who had key information for our assignment was unresponsive. The action I took was to reach out to this team member by phone and follow up through email, but they remained unresponsive. The result I took was to discuss with the rest of my group members the approach we would take with our group member. Together we created a plan which included talking to them during our next scheduled class and if they remained unwilling to participate we would bring this to the attention of our professor. From this experience I learned the importance of delegating jobs clearly and how to effectively confront people. This applies to your company because I know how to be a team player and work collaboratively, but also how to make key decisions when necessary.



El Camino College

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