



Interview Guide | User Experience Research

Welcome

Thank you for your continued interest in the Chan Zuckerberg Initiative (CZI)! This document provides you with a guide on the types of interviews you'll experience during your design interview loop with us. We appreciate the time you've invested in our interview process and are excited to have you meet the team!

Please review our [Candidate Journey](#) to learn more about CZI, our culture, and [how to prepare for a Zoom interview](#). If you require additional accommodations, have questions, or need support on the day of your interviews, please contact your recruiter or a member of the hiring experience team. Someone from the team will ensure you are taken care of and that you have a smooth experience with us! .



Presentation

During the 45-minute presentation, please respond to the prompt provided to you by your recruiter. Your audience will be a group of cross-functional team members, some of whom you will later meet separately.



1:1 Interviews

You will meet with 4–5 of our interviewers for 45 minutes each. Your interviewers will be a mix of Product Managers, Designers, Researchers, Engineers, and your Hiring Manager. Each interviewer will want to learn more about you and your experiences as well as how your skills can fit the needs of the team. Key themes of collaboration, leadership and critical thinking will be weaved in throughout your 1:1 interviews.



AMA

If schedules permit, there will also be a 30-minute “ask me anything” non-evaluative meeting, where a member from the team will meet with you to answer any questions you might have, and give you the opportunity to learn about us and our work.



Lunch and Breaks

Breaks will be scheduled after 2–3 interviews, and if you're interviewing with us during the hours of 11:30 through 1:30 pm local time, we will schedule a lunch break. This will be your opportunity to take a mental break, stretch, use the bathroom, grab a snack, etc.



You are likely to encounter the following interview types:

1. Presentation
2. Case Study Interview
3. Cross-Functional Interview(s)
4. Career and Competencies Interview

Presentation

Your audience will be a group of cross-functional team members, some of whom you will later meet individually. They will be familiar with UX research methods and will be interested in your plan, rationale, and how your learnings and recommendations might impact the product.

Your recruiter will share the presentation prompt and directions with you directly. Once completed, please share your slides (e.g. email file, share link) with your recruiter before your presentation.

Tips:

- Be mindful of time. Rehearse your presentation beforehand to ensure you have enough time to go through your presentation without feeling rushed.
- Leave 10 minutes for questions at the end of your presentation.
- While your research study and findings are most important, this is also a chance for you to highlight your communication and presentation skills to a cross-functional team.

Case Study Interview

The purpose of the Case Study interview is to have an interactive whiteboard session to understand how you approach working with a product team to conduct research. Your case study interview will be conducted by another UX researcher at CZI. You'll receive a prompt at the start of the session and you'll be asked to design a research plan, providing your rationale along the way.

For the session, we'll be using the virtual whiteboard tool Miro or Mural. If you prefer to use Google Slides, please let us know. If you haven't used one of these tools before, don't panic! Only the substance of your work will be evaluated, not your performance or familiarity with the tool.

There aren't any "right" answers - we're curious to learn more about how you approach questions, think through challenges, and compose research plans.

Cross-Functional Interviews

Collaboration is one of CZI's key values, and we would like to know your approach to working with other members of your team. You will likely encounter two cross-functional interviews during your interview loop with CZI. For example, you may meet with a product manager, product designer, data scientist, or engineer.

The purpose of these interviews is to learn about your experience collaborating with cross-functional team members. We believe that teams composed of people with diverse experiences will allow us to create better solutions and relationships with the communities which we serve and help us to advance our goals.

Come ready with real examples that highlight how you have collaborated previously, worked through challenges, and fostered healthy working relationships.

Career and Competencies Interview

Our Career and Competencies interview allows candidates to highlight their experiences and perspectives through behavioral style interviewing.

Questions during this interview will focus on your career, examples of leadership, collaboration and how you handle situations. Remember to draw upon your professional and personal experiences to answer these questions. The use of real-life examples makes it easier for the interviewer to ask for more details and get a stronger signal. Don't be worried about sharing your failures as well. Learning through failures is a valuable skill that we look for in a candidate.

This interview will focus on role fit, leadership, and mission alignment. Additionally, the hiring manager will explore your career goals to understand whether those align with the opportunities available in the role. This is also a great time for you to ask any questions you may have about the role, team or CZI!