



# Job Hunter

## Workshop Series

Interviewing



## Facilitator Guide

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# Job Hunter Interviewing

Slides 1 & 2: Introduction/Roadmap

**PM: 3 - 4**

**Table of Contents & Workshop Overview**

**Overview** This workshop will teach you the latest interviewing techniques.

This workshop covers:

- What's involved in an interview – including the employer's perspective
- Verbal and non-verbal communication
- Stages and types of interviews
- How to prepare for the interview
- And taking the stage – the day of *and* the time immediately following your meeting with the employer
- The guide is organized by slide presentation order that compliments the Participant's Handbook.
- All trainer dialogue points and questions are for your reference only. They do not need to be quoted verbatim.
- As the local labor market experts for your area, you are welcome to add talking points that relate to your job seeking population

**Instructions**

- Welcome participants to the Job Hunter Interviewing Workshop.
- Introduce yourself then ask participants to introduce themselves, and what type of job they are looking for.
- Discuss housekeeping: parking, bathrooms, job log contact credit, emergency exit procedures and office protocol.
- Ground rules - Universal Ground Rules or you can create your own list.
- Parking lot - Chart paper labeled "Parking Lot" should be hanging on the wall before class begins.
- Introduce materials - Have participants put their name and date on their participant manual.
- Go over what will be covered in this workshop.
- Evaluations - It is highly recommended that you hand out evaluations at the beginning of the training. Encourage participants to fill out the evaluation throughout the training.
- Expectations Activity. (See Activity sheet)

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**Lecture:**

**Ground Rules-Examples include:**

- There is never a bad question and there is never a bad time to ask it.
- Respect Others
- Limit sidebars
- Agree to disagree
- Give everyone a chance to participate.
- Hang the Ground Rules on the wall and you can revisit if needed

**Parking Lot-** “Parking Lot” serves two purposes:

- If participants bring up issues that will be covered later in the training, or when the issue is far off current topic of discussion, a parking lot should be used to capture the information.
- The parking lot list will be revisited throughout the workshop; I will check off topics that have been addressed and review the parking lot again at the end of the workshop; if any issues remain unsolved, I will follow-up and get information to you after the workshop has ended.

**Evaluations**

- I will collect evaluations at the end of class. I will not be reviewing them as they are handed in (to keep the process anonymous for learners).

**Expectations: (See attached activity sheet)**

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**Helpful Tips:**

- Make sure and arrive at least 10 minutes before your class.
- Ensure all electronics are working properly.
- Have a book and name tent for each participant.
- Extra pens and markers should be on each table

## Activity Sheet- Expectations

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<b>Materials:</b>	<ul style="list-style-type: none"><li>• Participant manual and pen/pencil.</li></ul>
<b>Purpose:</b>	<ul style="list-style-type: none"><li>• Participants will be able to see how this training relates to their needs in the interviewing process.</li><li>• Lets you know what participant's needs are and how much time you should spend on each subject based on those needs.</li></ul>
<b>Instructions:</b>	<ul style="list-style-type: none"><li>• Have participants review the table of contents and learning objectives on page 3 and 4.</li><li>• Have participants place a * next to each topic that they feel they need additional information on in the Table of Contents.</li><li>• Chart class expectations and hang on wall</li><li>• At the end of class review expectations to ensure all expectations were covered.</li><li>• If you know that their expectation will not be covered. Explain why and provide a resource. (E.g. I want to be able to complete my resume).<ul style="list-style-type: none"><li>○ Tell participants that the information in the job hunter workshops will prepare them the tools they need to succeed.</li><li>○ Give times and dates of the other workshops and website resources.</li></ul></li></ul>
<b>Debrief Questions:</b>	<ul style="list-style-type: none"><li>• What are your expectations of this class?</li><li>• What do you hope to take away with you today to make you more successful in the interview process?</li></ul>

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# ▶ Job Hunter Interviewing

Slide 3: It's not magic; It's just good business

**PM: 5 - 6**

**Section one: Behind the scenes of an interview**

## **Overview**

Section one covers:

- The employer's perspective
- Your four interviewing tasks from the employer's perspective
- Communication (verbal and non-verbal) and how it impacts an employer's impression of you
- Stages of an interview (what you can commonly expect during your meeting)
- Types of interviews (traditional and modern approaches to screening candidates).

## **Instructions**

- Slide 3 is animated and will work on its own. Wait for the animation to finish then briefly discuss the topics that will be covered in this section.
- Introduce the section using the discussion information below. Then move into the employer perspective piece.
- Introduce the employer's perspective piece by asking: What is meant by the employer's perspective?

## **Lecture**

- There is nothing secretive about the interviewing process; it's all about the employer's bottom line – hiring the right person that will be an asset to their organization.
- The interview answers the biggest of all application process questions – **“why should I hire this candidate?”**
- According to Entrepreneur magazine, the average cost of recruiting and hiring a new employee is close to \$4,000 (source: <http://www.entrepreneur.com/article/83774>)

**Ask:** What is meant by the employer's perspective?

**Answer:** The skills, knowledge, abilities and characteristics that the employer believes candidate needs to be successful in the position.

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**Helpful Tips:**

- Make sure you let the animation work before clicking or you will move to the next slide.
  - Corresponding participant manual page numbers are at the bottom right of each screen.
-



# ▶ Job Hunter Interviewing

Slide 4: What is the hiring manager looking for?

PM: 5 - 6

## Introduction to interviewing techniques

### Overview

- The employer's perspective
- What the hiring manager is looking for
- How an employer screens candidates during an interview

### Instructions

- Ask: "What's the hiring manager looking for?"
- Discuss briefly using the information below.
- **Ask participants to read** "*The employer's perspective*" section on pages 5 and 6. When done, briefly discuss using the questions below.

### Lecture

- Interviewers are looking for a specific mixture of qualities, knowledge, and abilities during the screening process.
- The job description that you reviewed when you applied for the position included a long list of tasks, responsibilities, knowledge, and other characteristics the ideal candidate will possess.
- Questions asked during the interview are geared toward discovering if you have screenable characteristics that are highly regarded by employers.
- The bottom line in any hiring decision is whether or not you are the best fit for the job *and* if you add value to the organization.

### Questions

- What does the job listing have to do with what the hiring manager is looking for in the ideal candidate?
- How important is being a team player in their decision process?
- What role does your knowledge, skills and abilities play in their decision?
- Can you describe your skills and abilities to an employer?

### Helpful tips

- Allow one to two minutes for participants to read the section then move to discussion. Time may vary depending on your class size.
- The questions were developed from the information found on pages 5 and 6.



# Job Hunter Interviewing

Slide 5: Your four tasks as the job seeker

PM : 5 - 6

## The employer's perspective

### Overview

- A job seeker's four interviewing tasks
- Screenable characteristics
- Qualities used to eliminate candidates

### Instructions

- Introduce the four tasks listed on slide 5.
- Give participants a few minutes to come up with answers to the questions for each of the four tasks in the question section below.
- Ask for a few volunteers to share their answers.
- Wrap up by discussing the information in the discussion section.
- Before moving on, briefly go over the bullets on the bottom of page 6. "qualities that the employer uses to eliminate you as a candidate"

### Lecture

The employer expects that you are invested in the interview process with them. Your four tasks during the interview are to:

1. **Convince** the employer that you are the right candidate for the job – through your actions and words. Every part of verbal and non-verbal communication comes into play here. From your initial greeting through the time you leave the building, everything you say and do counts and matters – the employer will know quickly from these actions how committed you are to working for their company.
2. **Demonstrate** your excitement for the job through thoughtful responses to the employer's questions. Again, think about the ultimate question "why should they hire me?" Think about the skills, knowledge, abilities and attitude that will make you the right person for the job from the employer's perspective. Answers to questions should be concise and provide important information about your abilities to be successful in their vacant position.
3. **Show your enthusiasm** for the organization through research and questions that you direct to the employer. No need to be a cheerleader with pompoms shouting the employer's praises. Be professional, show that you understand the needs of the company based upon what they do, and provide the employer with great

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questions that allow them to give further detailed information about their business needs and vision.

4. **Determine** if this employer is the right fit for your career path. They want to make sure that you are not just securing a paycheck until something better comes along. With the amount of time, money and effort devoted to every hiring process, the employer would rather hear “no” from you than a noncommittal “yes.” This step is really about saving yourself – and the employer – efforts to replace you. During the interview process you should be gathering information on if this is where you want to work. Do they have career advancement, does the job meet your skills and abilities, do you feel that your personality and work ethics would be a good fit are some examples of things to consider.

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**Questions**

- What makes the employer’s perspective the most important thing to focus on during the interview process?
- How do you **convince** the employer you want the job?
- What critiques can you use to help **demonstrate** to the employer you are the best candidate?
- How do you **show enthusiasm** during a job interview?
- How do you **determine** if the job is a good fit?

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**Helpful Tips:**

- Ask for a different volunteer for each question. This will allow more participants to share.
  - Participants read the information on page 5 and 6 during the last section so you do not need to spend time going over the information again.
  - Follow-up with the bullets on the bottom of page 6.
-



# Job Hunter Interviewing

Slide 6: Verbal Communication

**PM: 7**

## Verbal and non-verbal communication in an interview

### Overview

This section covers:

- How to present yourself in the best light to the employer.
- Verbal communication skills including: pronunciation, tone of voice, use of correct grammar, the correct volume and how fast or slow to speak.

### Instructions

**Ask:** How does the employer interpret your actions?

- Answer the question by discussing the information below.
- Demonstrate- a bad and good example for the class for each of the points.

### Lecture

The employer can be turned off by a job seeker who uses poor grammar, mumbles or rambles. They may wonder if they will be able to use you in a position that interacts with others and requires the ability to pronounce words correctly and use proper grammar. Remember how you say something is just as important as what you say.

- **Point #1: Pronunciation-** Speak clearly. Avoid slurring or using slang.
- **Point #2: Tone-** Should be pleasant, confident and professional.
- **Point #3: Grammar-** This is the biggest downfall of all interviewees – stay focused on your professionalism and presenting a well thought out response. If you make a large grammar error (example: I kepted on askin' for folks to pitch in and pull them reports), correct yourself as soon as possible.
- **Point #4: Volume-** Make yourself heard. Speak clearly and loud enough to for the interviewer to easily hear you. If the employer can't hear you, they won't remember your responses. Make an impact and be heard (without screaming).
- **Point #5: Speed-** Keep a steady pace. It's natural to speak quickly due to the excitement or anxiety over the interview. Breathe deeply to add stability to your voice and slow down if you feel you are speaking too quickly.

### Discussion Questions

- What are some of your best practices to overcome verbal communication problems?

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**Helpful Tips**

- Use personal examples when possible.
  - **Additional Option:** Ask for volunteers to demonstrate each point instead.
-



# Job Hunter Interviewing

Slide 7: Non-verbal Communication

**PM : 7 - 8**

## Verbal and non-verbal communication in an interview

### Overview

- How to present yourself in the best light to the employer.
- Non-verbal communication skills including: eye contact, facial expression, posture, mannerisms, attitude and handshakes.

### Instructions

- Ask participants “What is the first thing you notice about person’s non-verbal communication skills?”
- Have participants quickly turn to the person next to them and pretend they are meeting with a potential employer. Have them demonstrate poor eye contact.
- Ask the first question below and briefly discuss.
- Have them repeat using good eye contact.
- Ask the remaining questions below and briefly discuss.
- Have participants read the information on pages 7 and 8.
- Wrap up using discussion below.

### Lecture

- Be aware of your non verbal communication at all times during the interview process.
- Remember all eyes are looking at you for both positive and negative visual cues.

### Questions

- What was your impression when the person made poor eye contact?
- How did you feel when they made good eye contact?
- Who would you hire based on eye contact alone? Why or why not?
- How does the employer interpret your actions?

### Helpful Tips

- If short on time or larger group of participants, have a volunteer come up to the front and demonstrate examples of eye contact with you or you can go stand next to someone in the class and demonstrate.
- Don’t spend a lot of time on the discussion. The important information is listed on pages 7-8.



# Job Hunter Interviewing

Slide 8: Stages of an interview

## PM: 8

### Interviewing: Stages and types

#### Overview

- The four interview stages - opening, exchange, conclusion and testing.

#### Instructions

- Introduce the four stages using the information below.
- Ask for volunteers to read out loud each stage listed on page 8.
- Discuss each stage after it is read.
- To wrap up, briefly discuss the section using the questions below.

#### Lecture

Now that we know about the employer's perspective, verbal and non-verbal communication it is time to look at the stages and types of an interview.

Interviews have a natural order or flow. Understanding how interviews work can help you keep track of where you are in the discussion process and prepare for what comes next.

#### Questions

- Are there any stages you struggle with in the interview process?
  - **Opening, Information Exchange, Conclusion, Testing**
- Has anyone in the class had to complete testing as part of their pre-employment screening?
  - Were you notified that you would have to complete the testing at your interview?
  - How did the employer notify you?
  - How did you feel about taking the tests? Nervous? Confident? Scared? How did you overcome some of these?

#### Helpful Tips

None



# Job Hunter Interviewing

Slides 9 & 10: Traditional and Modern interview styles

## PM: 9 - 10

### Traditional and Modern interview styles

#### Overview

- Typical screening techniques employers use based upon profession, company culture, and human resource (HR) standards.
- Two types of interview styles – traditional and modern.

#### Instructions

- Introduce the two types of interview styles using the information below.
- Ask for volunteers to read out loud the examples of traditional interviews listed on page 9.
- Discuss each example after it is read.
- Click to next slide and repeat process for Modern styles listed on page 10.
- To wrap up, briefly discuss the section using the questions below.

#### Lecture

Now that we've become familiar with the basic stages of an interview, it is important to understand the various types of interviews that commonly occur in the workforce selection process.

- **Traditional** interview styles have been used for decades by employers – they are tried and proven and are the most common interviews you can expect to experience during your job search.
- **Modern** interview styles are newer to human resources and are continually evolving to accurately test today's job seekers for specific strengths and weaknesses.

Let's look at each style.

#### Questions

- What interview type would be the most difficult?
- Is there another type of interview we have not covered?
- How many different types of interviews have you been on?
- Do you have a favorite type and why?

#### Helpful Tips

- Give participants time to share personal experiences.



# Job Hunter Interviewing

Slide 11: Preparing for the interview

**PM: 11**

## Section two: Preparing for the interview

### Overview

Section two covers:

- Preparing for the interview
- Comparing job postings with your qualifications
- Researching the company
- Preparing and practicing for common interview questions
- Translating military experience to civilian interviews
- Addressing offender history
- Illegal interview questions
- Questions for the employer

It's impossible to fake your way through an interview. Employers know when a job seeker has – or hasn't – prepared for their interview.

### Instructions

- Introduce the Preparing for the interview section using the information below.
- Have participants review list on page 11 and put a \* by the ones they need additional information on or are an opportunity for growth.
- Debrief using the questions below.

### Lecture

The interview is the most important part of job search. Preparation is the key to your success. Everything, from what you say to how you dress will have an impact on your success.

It's impossible to fake your way through an interview. Employers know when a job seeker has – or hasn't – prepared for their interview.

### Questions

- Is there anything else you do to prepare for an interview?
- Do you have any best practices to share with the group?
- How do you reduce nervousness?
- Does anyone want to share their opportunity for growth?

### Helpful Tips

Tips for reducing nervousness can be found on the Training Academy website under the Job Hunter Workshop Tab in the Trainer's Toolbox.



# Job Hunter Interviewing

Slide 12: Comparing qualifications

**PM: 12 - 15**

## Comparing the employer's job posting with your history

### Overview

- Identify the employer's top qualifications in a job listing
- Matching the job requirements with your knowledge, skills and abilities
- Tools to identify job seeker knowledge, skills and abilities
- Using T charts to compare job posting with job seeker history
- How to identify the employer's ideal candidate.

### Instructions

- Introduce slide 12 using the information below.
- Use the attached activity sheet to introduce T-charts and complete the activity on page 14 and 15.
- Debrief using the activity sheet questions.

### Lecture

We've talked about communication, employer perspective, and interview types and stages. Next, let's look at how to review a job posting to determine if your knowledge, skills and abilities match the employer's requirements. This is essential for a successful interview and to convince the employer you're the best candidate for job.

On the screen, you'll see a job posting on the right and a tool on the left to compare a job seeker's qualifications to the employer's requirements.

To understand what the employer really wants and begin preparing responses for the interview:

**Review** the job posting for important key words, phrases and experience requirements. These are the skills and abilities the employer needs. Focus on phrases and sentences that speak to the actual qualifications the employer is seeking not generic traits such as team player, organized, etc.

**Select and list** the employer's requirements and your knowledge, skills and abilities on a T-chart.

**Compare** your knowledge, skills and abilities to the employer's top qualifications/requirements.

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Let's practice (see activity sheet) reviewing a job posting to identify the employer's top qualifications and compare your knowledge, skills and abilities to see if they match the employer's requirements. These are the ones to focus on during your interview.

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**Questions**

- What are some challenges you've had reviewing job listings?
- What's the advantage of completing a T chart?
- How can a T chart help you prepare for an interview?

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**Helpful Tips**

Bring hand outs of a sample job posting.

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## Activity Sheet Worksheet A

- 
- Materials:**
- Participant manual and pen/pencil
  - Sample Job posting hand out (if available)
- 
- Purpose:**
- Participants will be able to review a job posting to determine if they meet the job requirements, identify the employer's top qualifications and develop responses and examples for possible interview questions.
- 
- Instructions:**
- Introduce the T-chart activity on page 14 in the participant manual and review the example together.
  - Give participants the following directions:
    - On the left side of the chart, list the employer's top three qualifications/requirements for the job.
    - In the skills section on the right side of the chart, list your knowledge, skills, accomplishments and abilities that match the employer's needs.
    - In the experience section, provide a specific example of how you used the proficiencies in the workplace.
  - Allow five minutes to complete the activity.
  - Have participants share with their neighbor (about 2 minutes).
- 
- Questions:**
- What are some challenges you have when reviewing a job listing?
  - What are some characteristics you look for when reviewing a job listing?
  - How can a T chart help prepare you for an interview?

---

**Helpful Tip** Trainer should bring hand outs of a sample job posting.



# Job Hunter Interviewing

Slide 13: Research the company

## PM: 16 - 17

### Researching the company

#### Overview

- How to research companies
- Use company research to prepare for interviews
- Using research to determine if the company is a good fit for you

#### Instructions

- Slide 13 is animated and will work on its own. Wait for the animation to finish then ask “Why would you want to research a company before an interview?”
- Discuss briefly using the information below
- Use the attached activity sheet to introduce and complete the activity on Page 17.
- Debrief using the activity sheet questions.

#### Lecture

The more you know about a company, the better prepared you'll be to answer (and ask) questions with a targeted and knowledgeable focus. Research can also help you to determine whether the company is a good fit for your employment goals, work environment preference and values.

There are many sources you can use to research a company. On the screen there are examples of both traditional resources (E.g. newspaper) and modern (E.g. LinkedIn) ones that have evolved in the last ten years.

Let's practice (see activity sheet) to research a company for a job interview.

#### Questions

- What is your favorite website to use in job search?
- Have you used any of the sources listed on the screen?

#### Helpful Tips

Practice researching a company prior to training session

## Activity Sheet Worksheet B

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<b>Materials:</b>	<ul style="list-style-type: none"><li>• Participant manual and pen/pencil</li></ul>
<b>Purpose:</b>	<ul style="list-style-type: none"><li>• Participants will be able to conduct targeted employer research and demonstrate in an interview that they are knowledgeable about the company's business, markets and products.</li><li>• Participants will be able to determine if the company's work environment and values are a good match for their employment goals.</li></ul>
<b>Instructions:</b>	<ul style="list-style-type: none"><li>• Introduce the activity on page 17 in the participant manual.</li><li>• Log onto a company website and use the worksheet to research the company.<ul style="list-style-type: none"><li>○ Have a different participant answer each question by directing you where to look on the website for the information to answer the question.</li><li>○ If a participant does not know where to find the answer to one of the questions, ask the class for ideas.</li></ul></li><li>• Allow 10 minutes to complete the activity.</li><li>• Have participants share a favorite information source for researching employers (about 2 minutes).</li><li>• Let participants know that they should try to answer all of the questions on page 17 before going on an interview.</li></ul>
<b>Questions:</b>	<ul style="list-style-type: none"><li>• What challenges do you experience when trying to research a company before an interview?</li><li>• Are there other information sources we haven't talked about?</li></ul>
<b>Helpful Tip</b>	Select a company website prior to the training and practice navigating the site to find the responses to the activity questions.

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# Job Hunter Interviewing

Slide 14: Prepare your responses

**PM: 18 - 19**

## Prepare for common interview questions

### Overview

- Common interview questions
- Prepare response for common interview questions
- Identify key experiences and accomplishments
- Increase participant's comfort and interview performance

### Instructions

- Introduce slide 14 using the information below.
- Use the attached activity sheet to introduce and complete the activity page 18 and 19.
- Debrief using the activity sheet questions.

### Lecture

Interviewing requires strategy and planning. Preparing answers for commonly asked interview questions before the interview eases nerves and reduces stress. Developing responses that highlight key experiences and accomplishments enhances your ability to answer questions comfortably and thoroughly during the interview. Employers see the best you!

Preparing your answers in advance serves other purposes too, it:

- Builds confidence in your knowledge, skills, abilities, and accomplishments.
- Gives you the opportunity to practice your responses out loud.
- Replaces feelings of panic and surprise with anticipation and vision.
- Allows you to provide concrete examples that demonstrate what you can do for the employer, why you'll be successful and that you are a good fit for the company.

### Questions

- What makes it difficult for many of us to talk about ourselves in an interview?

### Helpful Tips

- Prepare an example of a response for one of the common interview questions to share with the class when you introduce the activity.

## Activity Sheet Worksheet C

- 
- Materials:**
- Participant manual and pen/pencil
- 
- Purpose:**
- Participants will be able to demonstrate how to answer common interview questions and provide concrete examples of their work for each response.
- 
- Instructions:**
- Introduce the activity on page 18 and 19 in the participant manual.
  - Explain to participants that before they go on an interview they should prepare responses with examples for each of the activity questions.
  - Divide the class into 2-4 groups depending on class size and assign 2-3 activity questions to each group.
  - Each group will complete its assigned questions and elect a spokesperson to share the group's responses with the larger group.
  - Allow 8 minutes to complete the activity.
  - Share best practices below.
- 
- Questions:**
- Did you find this exercise difficult? Why?
  - How could you use a T-chart to help you answer these questions?
  - What is one thing you learned about preparing for common interview questions?
- 
- Best Practices**
- Google your occupation for sample interview questions and responses
  - Every time you leave an interview – write down all the questions you remember and use them to prepare for your next interview.
  - Take the rest of the Essential Workshops
  - Practice, practice, practice
-



# Job Hunter Interviewing

Slide 15: STAR method

PM: 20 - 23

## Interviewing STAR method

### Overview

- Behavioral interview questions
- STAR Method: **S**ituation, **T**ask, **A**ction, **R**esult
- Prepare responses for behavioral interview questions
- Identify key experiences and accomplishments

### Instructions

- Slide 15 is animated and will work on its own. Wait for the animation to finish then ask “Think of a time when you had to think on your feet to overcome a difficult situation.”
- Select a volunteer to share their experience. As you listen, jot down the situation, task, action and result. Use the volunteer’s response and discussion below to introduce the STAR method.
- Use the attached activity sheet to complete the activity on page 21.
- Debrief using the activity sheet questions.

### Lecture

Behavioral interview questions are designed to learn how an applicant reacts in certain situations. This type of interview question is based on the premise that how you performed in the past is a good indicator of your future performance and help employers determine if your skills fit the position the company is seeking to fill.

The STAR method is a tool used to map your course through behavioral interview questions by focusing on the situation, task, action and result of a particular experience. A STAR response is detailed, measurable response that describes how you handled a work or life experience, and how it relates to the position for which you are applying.

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**Questions**

- How many of you have been asked a behavioral interview question during an interview?
- How did you respond?

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**Helpful Tips**

None

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## Activity Sheet Worksheet D

- 
- Materials:**
- Participant manual and pen/pencil
- 
- Purpose:**
- Participants will be able to develop some possible scenarios for behavioral interview questions based on the job posting and their company research.
  - Participants will be able to use the STAR method to respond to behavioral interview questions.
- 
- Instructions:**
- Introduce the STAR activity on page 21 in the participant manual.
  - Give participants the following directions:
    - Read page 20 - 23.
    - Ask participants to complete the exercise on page 21 using the following question:  
*“Describe a time when someone in your workgroup wasn’t pulling his or her weight.”*
    - Remind participants to provide responses that answer what, who, where, when, how and why. Include data, statistics or numbers to support responses whenever possible.
  - Allow eight minutes to complete the activity.
  - Select a couple of participants to share their responses.
- 
- Questions:**
- Name a key characteristic of the STAR Method?
  - How important is it to include data, statistics or numbers in your responses?
  - Give an example of how using a T-Chart and employer research would develop responses for behavioral interview questions?
- 

**Helpful Tip** None



# Job Hunter Interviewing

Slide 16 & 17: Asking the employer questions

**PM: 25**

**Questions for the employer**

## Overview

- Questions to ask an employer
- Show your interest and highlight your interview preparation
- Determine if the job and company are a good fit for your skills and career goals.

## Instructions

- Introduce the *Questions for the employer* section by asking: “Why do hiring managers ask if you have any questions at the end of an interview?”
- Discuss briefly using the information below.

## Lecture

The questions you ask an employer show:

- How interested you are in the job
- What you know about the company
- How much thought you gave to the interview

Asking questions lets you clarify key points covered during an interview, determine if the job is the right fit for you and the employer is a good match for your career goals.

Whenever possible, link your questions to topics talked about during the interview. For example: “Earlier we discussed my short and long-term goals. How do those fit in with the goals of your organization?”

## Questions

- Which question(s) do you like best?
- Do you have a question not on the list that has worked well for you in an interview?

**Helpful Tips** None



# Job Hunter Interviewing

Slides 18 - 23: What to avoid asking

## PM: 26 - 28

### Questions for the employer

#### Overview

- Interview questions to avoid
- Maintaining a positive impression
- Eliminate red flags

#### Instructions

- Slides 18-23 are animated. Click once to advance the slide. Click again to make the answer appear.
- Ask “Are there questions you should not ask an employer?”
- Discuss using the slide questions and discussion information below how certain employer questions raise red flags and may undo positive interview impressions.
- Use the attached activity sheet to complete the activity on page 28.
- Debrief using the activity questions.

#### Lecture

We talked about what types of questions you should ask an employer and in a few moments we'll practice developing employer questions. Before we do that, let's talk about questions you shouldn't ask an employer?

Thoughtful and insightful interview questions distinguish you from other job candidates, however, a single unprofessional question can completely unravel positive impressions you made during the interview.

There are questions that are deemed unprofessional by employers and immediately raise red flags (**warning signs**) when asked. Let's look at a few examples and see if you can identify the red flags.

#### Questions

- Use questions on slides 18-23.
- Make it fun! Click once on the slide to show the question, have participants shout out answers and then click a second time to show the answer. Attached is an optional question discussion sheet for your use that provides additional question review discussion.
- How can you avoid red flag questions? Do your research!

## **Additional Question Discussion Sheet (Optional)**

### **Slide 18: How much does it pay?**

This question gives the impression that all you care about is the money. Check the pay range on the job listing or use ESD EEI website or salary.com to research salary ranges.

### **Slide 19: When will my benefits start?**

What kind of benefits do you have? These questions give the impression that you are more concerned with the fringe benefits than the position itself. Employers may also be concerned that you or a family member has medical issues and will need to take time off work.

Look at the job description or company website to see what benefits are offered or if secured through a WorkSource WA posting, ask your WorkSource representative what benefits the employer listed.

### **Slide 20: Do you have childcare?**

Do you offer financial assistance with childcare? These questions raise red flags that you have childcare issues and may have a high rate of absenteeism from your new job. They also open up and provide an answer to a question that is **not legal** for employers to ask, "Do you have children?" Research the company and see if childcare benefits are offered.

### **Slide 21: Will I have to work overtime?**

This question makes an employer think the candidate is not committed to seeing the company be successful and is unwilling to put in extra time when needed. It can also convey inflexibility and lack enthusiasm for the work. Check the job description to see if the job is exempt (salaried) or non-exempt (hourly) for clues to overtime expectations.

### **Slide 22: What does the company do?**

Asking this question shows the candidate is completely unprepared and obviously didn't research the company. The employer may also think you have no real desire to work for the company or just need money in your pocket. If what you learn in an interview contradicts your research, state the points that weren't matching up and ask for further clarification.

### **Slide 23: If I get the job, how soon can I take vacation?**

This question gives the employer the impression that the candidate is a slacker and obviously doesn't have a strong work ethic. It appears you are more concerned about time off than about learning the job. Employers expect you to be there and committed to learning your new work responsibilities before taking time off.

***The following questions offer additional examples of unprofessional questions.***

**Can I change my work schedule if I get the job?    Red Flag:** Inflexible.

This question makes the candidate appear inflexible and unable to meet the employers scheduling needs.

**Did I get the job? When do I start?    Red Flag:** Impatient, desperate or aggressive.

This question can make the candidate appear impatient, desperate or even aggressive. Ask instead, "When I can expect to hear from you?"

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## Activity Sheet    Worksheet E

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**Materials:**                      • Participant manual and pen/pencil

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**Purpose:**                         • Participants will be able to use employer research to develop employer interview questions.

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**Instructions:**

- Introduce the activity on page 28 in the participant manual.
- Explain to participants that before they go on an interview they should prepare questions for the employer using their research.
- Divide the class into 2-4 groups depending on class size and have each group develop 2-3 employer questions using the activity worksheet.
- Each group will elect a spokesperson to share the group's responses with the larger group.
- Allow 8 minutes to complete the activity.
- Share best practices below.

---

**Questions:**

- How would you use your company research to develop questions for an employer?
- What else can you use to develop employer questions?
- What is one thing you learned about employer questions?

---

### Helpful Tip



# Job Hunter Interviewing

Slide 24: Illegal questions – Should I answer?

**PM: 29**

## Illegal interview questions

### Overview

- Illegal interview questions
- Ice breakers or illegal questions?
- Diplomatic responses

### Instructions

- Introduce illegal interview questions and the three options a candidate has for responding to them.
- Have participants read page 29 in their manuals.
- Discuss briefly using the information below.

### Lecture

Most illegal questions asked during a job interview are not intentional. Some employers may inadvertently ask an illegal question to break the ice at the beginning of an interview. Others may ask an illegal question because they are unfamiliar with the laws prohibiting certain interview questions.

When you prepare for your interview, think about how you might respond to inappropriate questions. (Review the 3 options on the slide)

The most important thing to remember when faced with an illegal question is to be diplomatic. Practicing potential responses will help you to remain calm and respond appropriately without jeopardizing your chances of getting the job.

### Questions

- Have you ever been asked an illegal question? How did you handle the situation?
- Do you have any best practices for responding to an illegal question?

### Helpful Tips

- Use the optional question discussion sheet to share the pros and cons of using each of the methods described on the slide.
- Direct participants attention to the helpful hint on the right hand side of page 29 regarding their rights and the law.

## **Additional Question Discussion Sheet (Optional)**

### **Option #1: Answer the question.**

**Pros:**

You've given the employer the information they are seeking.

**Cons:**

Answering illegal questions can harm your candidacy by providing information for the employer to not hire you (E.g., you have young children, etc.). Because you chose to answer the question, you also waived your legal protections under federal and state laws.

### **Option #2: Refuse to answer the question on the grounds that it is illegal.**

**Pros:** By law you can refuse to answer an illegal question. To take action, file a complaint with the Washington State Human Rights commission.

**Cons:** Refusing to answer an illegal question may make you appear confrontational, offend the interviewer, and/or end your chances of being hired.

The best thing to do if you choose not to answer an illegal question is to politely ask the how the question relates to your ability to be the best candidate for the job. Whatever you do here, do not 'fly off the handle.' Remain poised and professional.

### **Option #3: Examine the question for its intent and base your answer on the requirements of the job and your ability to perform the work.**

For example, if you are asked "What an unusual last name – what is your nationality?" You can answer 'I have family roots worldwide' or 'It is a very long story that I would be happy to share with you after I begin working with your company' works well to avoid giving a response that may hurt your chances of being hired.

**Pros:** You are providing relevant information. When possible, try to direct your response back to your qualifications for the position. In some cases (like the one we've just discussed) that may not be possible. Use your best judgment.

**Cons:** The interviewer may press you for the desired answer or look upon you less favorably for not directly answering the question. Stay focused on finding a way to tie the question back to your knowledge, skills, abilities, and accomplishments.



# ▶ Job Hunter Interviewing

Slide 25: Take the stage

## PM:

### Section three: Preparing for the interview

#### Overview

Section three covers:

- Professional Image
- Checking in with references
- Preparing for an interview – what to take with you
- Interview arrival planning
- Entering the inter view
- After the interview: Next steps
- Following up with the employer after the interview

#### Instructions

- Introduce the Take the Stage section using the information below.
- Introduce the professional image piece by asking: “What should you wear to an interview?”

#### Lecture

You’ve done the work. You’ve researched the company, compared your qualifications to the job requirements, and developed responses for potential interview questions. Now it’s time to show the employer why they should hire you - It’s time to take the stage!

The interview is the most important part of job search. Preparation is the key to your success. Everything, from what you say to how you dress will impact your success.

#### Questions

- How much do first impressions count in an interview?
- What are your first impressions of the candidate on the slide?
- How important is it to “dress up” for an interview?
- 

#### Helpful Tips

None



# Job Hunter Interviewing

Slide 26: Professional imaging

**PM: 30 - 32**

## Professional image

### Overview

- Interview attire
- Personal grooming
- Confidence
- Day of the interview

### Instructions

- Introduce the Professional image section using the discussion information below. Ask: “What does the term ‘professional image’ mean?”
- Complete the activities on pages 30-32 using the attached activity sheet and debrief using the activity questions

### Lecture

First impressions can make or break an interview. However, most candidates save attire, grooming and confidence building preparations until the day before an interview.

Your professional image tells the employer why they should hire you instead of another candidate. To ensure you make a great first impression and to reduce interview stress, prepare for your interview 3-5 days before you walk through the employer’s front door.

Let’s look at some professional image basics:

1. Dress appropriately for the interview. It shows respect.
2. Your interview outfit and grooming should be professional and reflect the company’s dress code.
3. Occupations that are in a production, industrial or construction environment do not require a suit, but do require you to be clean and well groomed. Business casual (khakis and a polo shirt) is the best attire for these interviews.
4. Don’t let inappropriate attire or poor grooming overshadow your enthusiasm, professionalism, and confidence.

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<b>Questions</b>	See attached activity questions
<b>Helpful Tips</b>	None

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## Activity Sheet Professional Image

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<b>Materials:</b>	<ul style="list-style-type: none"><li>• Participant manual and pen/pencil</li></ul>
<b>Purpose:</b>	<ul style="list-style-type: none"><li>• Participants will be list 10 things they need to do before the interview.</li></ul>
<b>Instructions:</b>	<ul style="list-style-type: none"><li>• Introduce the checklists on pages 30-32.</li><li>• Turn to page 30 – 32 and complete the following checklists:<ul style="list-style-type: none"><li>○ Preparing your interview attire - page 30</li><li>○ Personal grooming - page 31</li><li>○ Build confidence - page 31</li><li>○ Day of the interview – page 32 (ask participants to think back to their last interview when completing this checklist)</li></ul></li><li>• Allow five minutes to complete the activity.</li><li>• Debrief using the questions below.</li></ul>
<b>Questions:</b>	<p><b>Preparing for the interview questions page 30</b></p> <ul style="list-style-type: none"><li>• Can anyone think of a situation where a business suit may not be appropriate for an interview?</li><li>• What is appropriate attire for men and women in an environment where suits or professional outfits are not worn?</li><li>• Did you know that most employers do look at your shoes to see if they are polished?</li></ul> <p><b>Personal Grooming questions page 31</b></p> <ul style="list-style-type: none"><li>• What would you add to the list?</li><li>• What are some best practices for covering up tattoos or removing body jewelry?</li></ul> <p><b>Building confidence page 31</b></p> <ul style="list-style-type: none"><li>• How do you memorize your skills and abilities that the employer needs and still sound natural?</li><li>• Any best practices for monitoring body language?</li><li>• How do you to keep track of the applications and resumes you have submitted?</li></ul> <p><b>Day of the interview page 32</b></p> <ul style="list-style-type: none"><li>• Is there anything else you would add to the list?</li></ul>

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**Helpful Tip** None



# ▶ Job Hunter Interviewing

Slide 27 & 28: Take it with you; Concluding & following up

## PM: 33-39

### Overview

- Checking in with references
- Preparing for the interview
- Interview arrival planning
- Entering the interview

### Instructions

- Introduce the remaining sections with the discussion information below. Ask: “Are your interview preparations complete?”
- Have participants read pages 33 -37 and complete the activities using the attached activity sheet.
- Debrief using the activity sheet questions.

### Lecture

You’ve assembled your outfit and planned your appearance. But before you head out the door, there’s one more set of tasks to complete. Now you need to plan:

- What to take with you
- How to get to the interview
- What to do when you arrive at the interview location

### Questions

See activity sheet questions

### Helpful Tip

During Group 1 report-out to the larger group, display slide 27.  
During Group 2 report-out, display slide 28.

## Activity Sheet Checking References & Preparing for an Interview

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<b>Materials:</b>	<ul style="list-style-type: none"><li>• Participant manual and pen/pencil</li></ul>
<b>Purpose:</b>	<ul style="list-style-type: none"><li>• Participants will be able to explain their obligations to references.</li><li>• Participants will be able to list the preparation steps needed prior to an interview and steps to take following an interview.</li></ul>
<b>Instructions:</b>	<ul style="list-style-type: none"><li>• Have class read pages 33 and complete the reference worksheet on 34.</li><li>• Next, have class read top of page 35. Have participants think back to their last interview and complete the checklist at the bottom of the page.</li><li>• Debrief using questions below under the Checking references and Preparing for the interview section.</li><li>• Now divide the class into 2 groups<ul style="list-style-type: none"><li><b>Group 1:</b> Read pages 36 – 37. Identify three key points for each section:<ul style="list-style-type: none"><li>○ Interview arrival planning</li><li>○ Entering the interview</li></ul></li><li><b>Group 2:</b> Read page 37 -38. Identify three key points for each section:<ul style="list-style-type: none"><li>○ After the interview: Next steps</li><li>○ Following up with the employer after the interview</li></ul></li></ul></li><li>• Allow 8 minutes to complete the activity, select a spokesperson and report out to the larger group.</li><li>• Debrief using the questions below for each group.</li></ul>
<b>Questions:</b>	<p><b>Checking references and Preparing for the interview</b></p> <ul style="list-style-type: none"><li>• What are three reasons to contact a person before listing them as a reference for a job interview?</li><li>• How many of you have sent a copy of the job announcement and resume to your references?</li><li>• What type of tracking system do you use to keep track of your applications, resumes, cover letters, etc?</li><li>• How many of you have created a portfolio?</li></ul> <p><b>Group 1: Interview arrival planning and Entering the interview</b></p> <ul style="list-style-type: none"><li>• Why is it important to take the interviewer’s contact information with you?</li><li>• How many of you have a back-up plan in case your car breaks down?</li><li>• Is it OK to take a bottle of water to the interview?</li></ul>

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**Group 2: After the interview: Next steps and Following Up**

- How important is a thank you note?
- Do you prefer to do e-mail or hand written thank you notes after the interview? Why?
- What is a reasonable amount of time to check the status of how you did on the job interview?

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**Helpful Tip**

During Group 1 report out to larger group, display slide 27.  
During Group 2 report-out, display slide 28.



# Job Hunter Interviewing

Slide 29: Thank you for participating

## PM:

### Overview

- Wrap up
- Collect evaluations
- Additional resources

### Instructions

- This slide allows you to wrap up the workshop with a few points choice.
- Answer questions not addressed during the workshop.
- Review the list of expectations to ensure participant's needs were met.
- Collect evaluations if handed out at the beginning of class.
- Hand out or direct class to schedule of other workshops offered.
- Thank class for their participation and let them know WorkSource us always here for them.

## Slide 30

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# ▶ Job Hunter Interviewing

Slide 31 and 32: Military experience and the civilian interview

**PM: 23**

## Translating military experience to a civilian interview

### Overview

- Relaying military experience to civilian employers
- Finding the right words, descriptions and examples
- My Next Move For Veterans

### Instructions

- Introduce section by having participants read page 23 and discuss using the information below.
- This slide has an embedded feature. After introducing the slide, click on the My Next Move logo. This will take you to the website.
- Provide a quick overview of the tools available on the website. Have a participant volunteer his/her title and display on screen to demonstrate site features.
- Debrief with questions below.

### Lecture

Translating military experience for a civilian employer can be daunting. Approach a new employment opportunity as you would a modified Basic Training - without the pushups of course. Let's look at some tips to ensure success:

- Avoid military jargon. Starting with your resume, use civilian terminology to showcase your skills, knowledge and abilities.
- Focus on technical skills. Don't be afraid to talk about your accomplishments, but word them and provide sufficient context so the employer understands both the process and the outcome.
- Be proud of your service, team, and abilities. You have a lot to offer!

### Questions

- What are some of the skills you used in the service?
- Which of those skills can be used in the civilian workplace?
- How do you find the equivalent civilian job title and skills for the title and skill set you used in the military?

**Helpful Tip** None



# Job Hunter Interviewing

Slide 33 & 34: Discussing offender history

**PM: 23**

## Discussing offender history at an interview

### Overview

- Re-entering the workforce with a criminal record
- Incarceration speech and additional tools
- Understand your rights

### Instructions

- Introduce section by having participants read page 24 and discuss using the information below.
- Review key points on slides 33 and 34
- Debrief with questions below.
- Point out the link in the participant manual to ex-offender resources and rights:  
[www.bop.gov/inmate\\_programs/itb\\_references.jsp](http://www.bop.gov/inmate_programs/itb_references.jsp).

### Lecture

It can be difficult with a criminal record to convince an employer you have the right attitude, abilities and work experience. While it can be challenging to overcome this obstacle it is not impossible.

It will take time, support, and dedication to put together an incarceration speech and acquire additional tools (bonding, tax credits, etc.) to increase your chances for a successful interview.

Post incarceration, keep in mind that you are going to have to build or rebuild your career. Though your first job may not be your ideal job, it is a stepping stone to better future career opportunities. Rebuilding a successful career post incarceration, takes time and considerable effort. Focus on where you want to go *and* the steps needed to get you there.

### Questions

- What are some obstacles you've faced looking for work with a offender history?
- How do sell your skills and abilities to the employer?
- What are some best practices?

### Helpful Tip

None