Section 4: Interviewing

Job interviewing is challenging, even for those who have been on several interviews. Constantly meeting new people, marketing one's skills, and answering many questions while staying enthusiastic can be tiresome. There are ways to make a job interview much less stressful, however, such as investing a little preparation time prior to the interview. Clients are taught in this section that the keys to effective interviewing are to project confidence, stay positive, and be able to share examples of workplace skills that coincide with the job qualifications. Practice
can reduce the anxiety many feel about job interviewing. An effective strategy for getting clients more comfortable is to invite volunteers to ask questions and help clients practice interviewing.

Clients favor interview workshops because the workshops are interactive and practical. This section provides opportunities to practice English and learn the physical and spoken requirements of job interviews in the U.S. Teaching appropriate body language, clothing, and hygiene is as important as teaching clients how to answer interview questions.

Instructors should work with job developers to create a bank of common interview questions that employer partners may use. When working with the Renaissance Hotel in North Carolina, for example, the HR Manager always asked these five questions:

1. What country are you from?
2. What jobs have you previously held?
3. What experience do you have with hotels?
4. What hours and days are you hoping to work?
5. Where do you see yourself in five years?

Add these questions to the “Common Interview Questions” activity to personalize it to specific employer partners.

Learning Objectives
After completing the activities in Section 4: Interviewing, participants will be able to:

- Identify positive interview behaviors, including what time to arrive, what to bring, and how to dress.
- Model professional body language appropriate for job interviews and work in the U.S.
- Successfully answer common interview questions.
- Tell stories that reflect their experience and their character when answering behavioral interview questions.

Key Vocabulary

**Interview**: conversation to learn if someone is a good match for the job

**Body language**: how we communicate nonverbally through our gestures and movements

**Hygiene**: maintenance of health and cleanliness
Section 4: Interviewing

Included Activities:

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*Indicates either that the activity works well for a wide range of English levels or that a beginner English level extension option is included. Non-asterisked activities are appropriate for participants with intermediate to advanced English levels.
4.1 What is an Interview?

Activity Overview
This activity provides a broad overview of the interview experience. Participants watch a video of a good interview. If necessary technology is not available, recruit volunteers to “perform” the good interview example using the transcript (4.1A) from the Higher Online Learning Institute.

Materials Needed
- Computer, projector and screen, or TV
- Access to Higher’s Online Learning Institute
- Christine’s Interview Story Worksheets (4.1A)
- Pens or pencils

Procedures
1. Start by asking participants, “Have you ever been to a job interview? When will you have a job interview in the U.S.?” Clarify the difference between an informational interview (a key term from Section 3: Professional Networking) and a formal job interview. Include definition of informational interview, while formal job interviews are conversations in which an employer asks questions to find the best person for a job opening. Review the U.S. job search steps as needed.

2. Watch the Higher Online Learning Institute’s “Good Interview” video (located on Higher’s Online Learning Institute, under “Courses.” Look for “Refugee Interview Behavior Videos” and then click “Interview Behavior Video – Good Example.”

3. Ask participants what they noticed about the interview. Did anything surprise them? What did Christine do well? Some examples include:

- Turns off cell phone
- Great posture
- Clean, neat, professional appearance
- No heavy jewelry, tight or inappropriate clothing
- Strong handshake
- Eye contact
- Greeting
- Clean, neat resume
- Uses interviewer’s name (Ms. Jones)
- Continued eye contact and concentration
- Agree to clean and do all of the job
Section 4: Interviewing

- Asked a great question showing curiosity and understanding of the job
- Asked about next steps
- Closed with, “Thank you”

4. Pass out Christine’s Interview Story Worksheets (4.1A) and explain that this is the text of the video they just watched. Give participants time to read it on their own, circling any new words that need explanation.

5. Have participants take turns reading the transcript aloud, noting where questions and answers come up in the conversation. Talk through the discussion questions as a group.

6. Discussion question:
   - What do you want to learn about job interviews?
Read the interview story you just watched and answer the questions below.

**Interviewer:** Hello, are you Christine Negizimana?

**Candidate:** Yes, very close. It is pronounced like that, Nuh-gee-zeez-man-a.

**Interviewer:** Nuh-gee-zeez-man-a.

**Candidate:** Uh-huh.

**Interviewer:** It’s wonderful to meet you. My name is Mary Jones, and I will be interviewing you today.

**Candidate:** Oh, nice to meet you too.

**Interviewer:** Please come in.

**Candidate:** Thank you.

**Interviewer:** Thank you. Now, Christine, you’ve applied for a customer service position, correct?

**Candidate:** Yes, Miss Jones. I like to help customers and to practice my English.

**Interviewer:** Your English is very good and you seem like a very friendly person.

**Candidate:** Thank you, Miss Jones.

**Interviewer:** Now, let me tell you about the requirements for the position. We are looking for a friendly team player who enjoys working with people. Although you would mostly be doing customer service, sometimes you would need to mop the floor or even clean the bathrooms. It’s important that when it gets busy, everybody pitches in. Does this sound like this position would be a good fit for you?

**Candidate:** Yes, Miss Jones. I am excited with this job. I like to help people and I can also help cleaning.

**Interviewer:** Great! What did you do before you came to the U.S.?

**Candidate:** Before I came in United States, I was working in a market selling yams.

**Interviewer:** Great. Ok, let’s move on to the next question. Can you tell me about a time when you had a disagreement with your supervisor and how you handled it?
Candidate: In my country, I did not have a supervisor. I was my own boss. In this situation it was important for me to be strong, but good when customers argue.

Interviewer: Why is customer service important?

Candidate: It is good to make customers happy. When customers are happy, they buy things. When they buy things, it makes me happy and I am happy when my pocket has money inside. It is happy, too.

Interviewer: We like happy pockets too!

Interviewer: Before we end the interview, Christine, do you have any questions for me?

Candidate: Yes, Miss Jones. How will I learn what things we are selling?

Interviewer: Great question. You will have two days of orientation with me in Human Resources. Then, you will work with a member of your team for one week. Slowly, you will learn more and work more on your own. Each month, you will have a meeting to learn about the new items in our store and how to sell them. Does that answer your question?

Candidate: Yes, Miss Jones. I am really excited about this job. What are the next steps?

Interviewer: I will call you next week if the Customer Service Manager wants to talk to you for a second interview. I will recommend you to him. It’s been wonderful meeting you. Thank you so much for coming in.

Candidate: Thank you Miss Jones. I am so happy to learn about your company.

Interviewer: It’s been a pleasure. I’ll walk you out.

Discussion Questions

1. What position did Christine apply for?

2. How will Christine learn the job responsibilities if she is hired?

3. What are Christine’s strengths?

4. How did the interview end?

5. Do you think Christine is a good fit for this job? Why or why not?
Kasambí Ciza
234 Cliftee Dr. Apt. B · Seattle, WA 12345
(555) 654-9876
Kasambi.ciza@email.com

WORK HISTORY

Chipotle, Seattle, Washington 2017 – Present
Cook
• Quickly prepare meats and vegetables in commercial kitchen
• Follow all food safety guidelines and requirements

Royal Hotel, Nairobi, Kenya 2010 – 2016
Housekeeping Manager
• Supervised 23 housekeeping staff and created weekly work schedules
• Implemented quality standards for cleaning and provided regular feedback to staff
• Provided friendly customer service to hotel guests

EDUCATION

General Secondary School, Khartoum, Sudan 2006
High School Diploma

SKILLS AND LANGUAGES

• Arabic and English
• Customer service
• Basic computer knowledge, including Microsoft Word and Excel

REFERENCES

Jim Smith  Romanthie McNeill  Janie DeSoto
Case Manager  Job Developer  Job Readiness Teacher
5 W. Maple Street, Suite 1  5 W. Maple Street, Suite 1  5 W. Maple Street, Suite 1
Seattle, WA 12345  Seattle, WA 12345  Seattle, WA 12345
555-555-0072, ext. 4002  555-555-0072, ext. 4004  555-555-0072, ext. 4001
jsmith@agency.org  rmcneill@agency.org  jdesoto@agency.org
4.2 What to Bring

Activity Overview
There are several things to remember when preparing for a job interview. This activity prompts participants to think through what they need to bring with them to a job interview.

Materials Needed
- Kasambi’s Sample Resume (4.2B)
- What to Bring Photo Cards (4.2C)
- A pen
- A notepad
- Breath mint
- Folder
- Backpack
- Cell phone
- Lotion
- Sunglasses
- Hat
- What to Bring to an Interview Worksheet (4.2D)

Procedures
1. Collect the items listed under “Materials Needed” (except for the What to Bring to an Interview Worksheet). Group items on a table in the classroom. A photograph will work, if needed.

2. Ask participants to work together to decide which items they should bring to an interview and which items they should leave at home. Give them several minutes to discuss their decisions, and then ask participants to explain which items they believe are important to bring to an interview.

3. Pass out the What to Bring to an Interview Worksheet (4.2D). Discuss how and why each item might be useful during a job interview.
Hilton Hotel, 1234 Main St.
Manager name: Hilda Waterton
Phone number: (202) 122-1200

Directions: Bus Line L to Main St./4th Ave. exit. Go into main door and ask reception for Hilda.
Are there opportunities to be promoted?

What do you like about working here?

What are the next steps?
What to Bring to an Interview

Here are several items that you should bring to a job interview. Why do you need to take each item? How might it be used at an interview?

1. Resume
   __________________________________________________________
   __________________________________________________________

2. Notepad and pen
   __________________________________________________________
   __________________________________________________________

3. Questions for the employer
   __________________________________________________________
   __________________________________________________________

4. Directions to the company and contact information
   __________________________________________________________
   __________________________________________________________

5. A breath mint
   __________________________________________________________
   __________________________________________________________

6. Folder
   __________________________________________________________
   __________________________________________________________

7. ID card
   __________________________________________________________
   __________________________________________________________
4.3 What to Wear

Activity Overview
Participants consider what to wear for a job interview and what good hygiene in the U.S. entails. If donated clothing is available for clients, ask participants if they need an item to complete their outfit for an interview.

Materials Needed
- What to Wear and What Not to Wear Graphics (4.3E) from Tarleton State University
- Interview Photo Cards (4.3F)
- Miscellaneous clothing items for extension option
- Hygiene items: shampoo, soap, toothbrush, toothpaste, deodorant, comb/brush, razor

Procedures
1. Tell participants to think about what to wear for a job interview. Show participants the “What to wear?” and “What not to wear?” graphics (4.3E) to start discussing what type of attire is acceptable or not acceptable for different interviews. Here are key talking points as you look at the graphics together:

- Clothing or jewelry should not be the focus of the interview. The manager should be focused on the candidate’s conversation and body language.
- Fingernails should look neat and clean, but should not be painted in bright colors.
- Do not wear clothing with any holes.
- Wear close-toed, flat shoes. Avoid sandals, flip flops, or high heels.
- T-shirts are not acceptable for a job interview.
- Do not wear sunglasses or a hat.
- Keep jewelry to a minimum.
- Clothing should be clean and not wrinkled.

2. Show participants the “thumbs up” and a “thumbs down” gestures and ask what each means (“good” and “bad”). Have them practice using the hand gestures. Show them several photos of people and have them show a thumbs up if the person’s outfit looks good for an interview or a thumbs down if the person’s outfit is not appropriate for a job interview.
3. Discussion questions:
   - Why should you wear good clothing for an interview?
   - Does professional clothing in the U.S. look the same or different from professional clothing in your country?

4. Ask if anyone knows what “hygiene” means. Good hygiene means having clean and neat clothing and bodies. Hygiene can be different across countries but in the U.S., good hygiene means showering daily with soap, using shampoo for hair, putting on deodorant daily, brushing teeth after eating, being clean shaven, having clean hands and fingernails, and wearing clean clothing. Tell participants that good hygiene is also important for an interview and when working in the U.S. Note that clothing should be washed after wearing it once to work, particularly in industries like food service. Remind participants they should smell clean for an interview or at work, but they should not use perfume or cologne.

5. Hold up each hygiene item (shampoo, soap, toothbrush, toothpaste, deodorant, comb/brush, razor) and review each item name and purpose with participants. If this is new vocabulary for participants, review the hygiene items’ names by having participants take turns standing by the hygiene items and identifying the correct one as each name is said.

Extension Options

- **Choose an interview outfit:** Gather miscellaneous clothing, including some that would be good for an interview and some that would not. Have participants work together to choose an outfit that is appropriate for a job interview. Alternatively, give each participant a clothing article and take turns reviewing the name of that clothing item and asking them to explain whether or not that item is a good option for an interview outfit.

- **Interview hygiene bags:** Ask a partnering organization to create interview hygiene bags that could be passed out to class participants in conjunction with this activity. Bags can include travel-sized toiletries and a note of encouragement for participants in their job search.
What NOT to wear.

Have you ever made any of these non-professional fashion "flops?"
Use this guide to find out what's NOT appropriate to wear in any professional setting.
Don't be embarrassed by making any of these mistakes at your next Job Fair or interview.

From Tarleton State University Career Service's website
Section 4: Interviewing
Section 4: Interviewing
Section 4: Interviewing
4.4 Body Language

Activity Overview
Body language makes a big impression during a job interview and doesn’t require any English language. This interactive activity works well with participants who speak a variety of English language levels.

Materials Needed
- Whiteboard and markers

Procedures
1. Ask participants to watch the instructor’s face. Make a sad face and ask them how the instructor is feeling. Make a happy face and ask them how the instructor is feeling. Yawn and stretch, and ask them how he instructor is feeling. Explain that the way people move their bodies and faces tells others things about them. This is called “body language,” and it is an important part of the job interview.

2. Ask participants if they know what body language is good for a job interview. Write answers on the board, prompting participants as needed until your list includes the following:
   - Make eye contact
   - Smile
   - Give a firm handshake (This is a good opportunity to ask participants if anyone is not comfortable shaking hands with someone of the opposite sex. Let them know that is perfectly all right, but they should be prepared to smile and say something like, “I am excited to meet you, but I cannot shake hands because of my faith.”)
   - Do not slouch. Stand or sit up straight
   - Do not wiggle (move around too much)

3. To practice professional body language, ask participants to stand in a circle. Call out actions from the list above and make sure everyone follows each action as it is called. Do several rounds of this to ensure understanding, and then ask for participants to take turns calling out body language commands.
4.5 Common Interview Questions

Activity Overview
Participants will develop and practice personal answers to five of the most common interview questions. Spend extra time coaching and reviewing questions and answers. After all, practice makes perfect!

Materials Needed
- Common Interview Questions Worksheet (4.5G)
- Stress ball or soft item for tossing

Procedures
1. Explain that every manager uses different interview questions, but it is possible to predict some questions they might ask. Participants should develop answers to these questions and practice them until they can use them naturally.

2. Pass out copies of the Common Interview Questions Worksheet (4.5G). Ask participants to take turns reading the questions. Go over the following talking points for each question:

   - General advice for answering every question. Remind participants to speak slowly and loud enough for the interviewer to hear easily. Participants should know how to ask for clarification if they don’t understand a question. Practice phrases such as, “Can you repeat the question?” or “Can you explain that?” Let participants know it is a bad idea to answer any question they don’t fully understand.

   - “Can you tell me about yourself?” Remember to be positive. Focus on the good things about you. Show the boss that you are confident. This gives him or her confidence that you are the right person for the job. Example answer: I am new in this country, but I am a hard worker and a fast learner. You need a hard worker; I am the person you need.

   - “Do you have any experience with this job?” Example answer: No, but I have the skills to do the job. I can (name your skills). I am (name your positive personal qualities).

   - “Why should I hire you?” (Or, “What are your greatest assets?” Or, “What are your greatest strengths?”) Say positive things about yourself, but do not be arrogant.
Repeat some compliments that other people have said about you, then show your enthusiastic attitude. Example answer: *My former boss told me I was the best employee s/he ever had. S/he said I was reliable, cooperative, motivated, honest, and hard-working. As for myself, I would like to tell you that I enjoy a challenge and I like to put 100% into my work.*

- “What are your weaknesses?” Point out that it is not believable for participants to answer that they don’t have any weaknesses. This is one of the hardest interview questions for everyone, but they must mention a weakness. It’s possible to mention one that is really a strength. Example answer: *I get so involved with my work that I forget what time it is.* You can mention a weakness that doesn’t relate to the job. Example answer: *I am a poor speller, so I keep a dictionary handy.* You can mention a weakness that you once had and say how you overcame it.

- “Do you have any questions for me?” You should always have at least one question. It shows an active and inquiring mind and that you are interested in the job and the company. An interview is a two-way process for you to find out about the job as well as for the employer to find out about you. Example answer: *Yes, I would like a long career in the hotel industry in the future. Is there an opportunity for advancement in your hotel?* This shows that you are interested in staying with the company and are already looking for a way to advance.

3. Give participants 20 minutes to write their own answers to these common interview questions. Ask them to work with a partner, taking turns to ask and answer the questions. Encourage them to continue practicing at home.

4. Offer participants the opportunity to practice even more by having them form a circle. Gently toss the stress ball to one participant, and ask that participant one of the common interview questions. Then invite them to toss the ball to another participant and select another common interview question to ask. Repeat this process until everyone has had a chance to answer and ask at least one question.

**Extension Option**

- **Interview Question Basket:** Print out the common interview questions on the next page, plus any that are frequently asked by the agency’s employer partners. Cut the questions in strips, fold them, and place them in a bowl or a basket. Invite participants to draw a question one at a time, read it aloud, and practice answering it.
Common Interview Questions

Write answers for these common interview questions. Then, practice, practice, practice!

1. Can you tell me about yourself?

2. Do you have any experience with this job?

3. Why should I hire you? (What are your greatest assets? What are your greatest strengths?)

4. What are your weaknesses?

5. Do you have any questions for me?
4.6 Behavioral Interview Questions

Activity Overview
A Behavioral Interview Question is another type of question that is frequently used in interviews. This activity, which is designed for advanced English speakers, prompts participants to practice their storytelling techniques and give specific examples of their past experience using the STAR approach. This activity is adapted from Higher’s Online Learning Institute.

Materials Needed
- Characteristics Cards (4.6H)
- Tips for Behavioral Interview Questions Worksheet (4.6I)
- Behavioral Interview Questions Worksheet (4.6J)
- Pens or pencils

Procedures
1. Tell participants that some interview questions might require them to give examples from their past experience. Employers are looking for specific characteristics and want to hear how job candidates have shown these qualities in the past. “Characteristics” are things that affect how we act. An honest person, for example, always tells the truth. Honesty is the characteristic that guides a person to tell the truth.

2. Mix up the Characteristics Cards (4.6H) on a large table and ask participants to work together to correctly match the name of each characteristic with the correct definition. Discuss their choices as a group and make corrections as needed.

3. Pass out copies of the Tips for Behavioral Interview Questions worksheet (4.6G). Go through the following talking points, giving time for participants to take notes for each tip.
   - **Read the job description carefully.** Look for skills and characteristics. If they are in the job descriptions, the employer thinks they are important.
   - **Identify two or three examples from your past.** Read your resume again. Spend some time remembering what you have done in the past that could make a good story to tell when answering a behavioral interview question.
   - **Select two or three sample questions.** You might not know the exact question you will be asked in advance, but practicing sample questions will help you be ready.
• **Identify the characteristic.** Be sure you understand which characteristic the employer wants to hear in your answer.

• **Use the STAR Method.** Remember the four steps in the STAR Method as a way to tell your answer.

  **Situation:** Tell a story about when you had to solve a problem. It doesn’t have to be something that happened at work; think of examples that happened during team activities, while caring for your family, or from travel or volunteer experiences.

  **Task:** Describe what you had to do to be successful. Describe what emotions, actions, and thoughts helped you to overcome the problem.

  **Approach:** Give details about the actions you took to complete the task. Be specific, but don’t talk too much. Be sure your story has a clear beginning, middle, and end.

  **Results:** Explain how the situation changed because of your actions. What did you learn from the problem? How would you handle it differently in the future?

• **Say your answers aloud; don’t just think them.** When you are nervous in an interview, it is much easier to say a good answer if you have said it aloud before. You might feel silly talking to yourself and saying the same thing several times. It will help you get a job offer by doing well in an interview, so it’s worth doing!

4. Pass out copies of the *Behavioral Interview Questions* worksheet (4.6J). Point out that each question is connected to one of the characteristics discussed earlier. Ask participants to write out their answers for the questions and take turns asking questions and answering, coaching participants as needed.
<table>
<thead>
<tr>
<th><strong>Accepts Supervision</strong></th>
<th>Ready to hear what your boss says you need to do, even if it’s different from what you think. You learn from what your boss said and do not feel angry or offended.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Creative</strong></td>
<td>A way of thinking that is original or imaginative.</td>
</tr>
<tr>
<td><strong>Customer Service</strong></td>
<td>Make customers feel happy to spend their money with YOUR employer and not somewhere else. This includes smiling, saying “hello” and “thank you.”</td>
</tr>
<tr>
<td><strong>Enthusiastic</strong></td>
<td>Eager or motivated. This shows that you are not just doing your job to get a paycheck, but feel happy to do the work.</td>
</tr>
<tr>
<td><strong>Flexible</strong></td>
<td>Able to change and feel comfortable with new ideas and tasks.</td>
</tr>
<tr>
<td><strong>Problem Solving</strong></td>
<td>Having ideas about what you can do to fix something or make it better. When something is not easy, you do not think it is impossible. You can find a way to make it work.</td>
</tr>
<tr>
<td><strong>Productive</strong></td>
<td>Fast work without too many mistakes. You might have more than one specific task to do, but you can do all of them on time and correctly.</td>
</tr>
<tr>
<td><strong>Responsible</strong></td>
<td>Do what is needed to finish a job. If someone thinks you will do something, you do it. This means that you can be trusted to do a good job.</td>
</tr>
<tr>
<td><strong>Team Player</strong></td>
<td>Getting along anyone in any situation. It does not matter if they are strangers, if they are different than you or if they are not friendly. You want everyone to do well and be successful.</td>
</tr>
</tbody>
</table>
Tips for Behavioral Interview Questions

1. Read the job description carefully. What skills or characteristics does the employer think are important?

2. Identify two or three examples of the characteristics or skills (from question 1) you have used or demonstrated in your past experience.

3. Select two or three sample questions.

4. Identify the characteristic.

5. Use the STAR Method.

   **Situation:** Tell a story about when you had to solve a problem. It doesn’t have to be something that happened at work; think of examples that happened during team activities, while caring for your family, or from travel or volunteer experiences.

   **Task:** Describe what you had to do to be successful. Describe what emotions, actions, and thoughts helped you overcome the problem.

   **Approach:** Give details about the actions you took to complete the task. Be specific, but don’t talk too much. Be sure your story has a clear beginning, middle, and ending.

   **Results:** Explain how the situation changed because of your actions. What did you learn from the problem? How would you handle it differently in the future?

6. Say your answers aloud; don’t just think them.
Behavioral Interview Questions

Behavioral Interview Questions require you to tell stories from your past. Write out answers to the questions below and practice sharing them verbally.

Accepts Supervision
1. Describe a time when you did not agree with your boss. What did you do and what was the result?

Creative
2. Think about a time when you came up with a new and better way to do something. Describe the situation, the result, and why you decided to try something new.

Customer Service-Oriented
3. Think about a time when you provided excellent customer service. Describe what you did and the effect on the customer.

4. Describe a time when you had to speak with a customer who was very angry.

Energetic
5. Give an example of how you complete your work correctly and on time when you are tired and time is short.
Flexible
6. Give an example of a time when an unplanned emergency required you to change your planned work and help respond to the emergency quickly.

Problem Solving
7. Give an example of a problem you faced. What was it? How did you solve it? What was the result?

Productive
8. Give an example of a time when you felt pressure to do too many things at the same time. How did you decide what to do first and still finish everything on time?

Responsible
9. Think about a time when you made a mistake. What happened and how did you take responsibility for fixing the problem?

Team Player
10. Tell an example of how you helped a member of your team finish work on time when the team member was having trouble doing it alone.
4.7 Interview Practice

Activity Overview
It’s time for participants to put together everything they’ve learned about job interviews. Participants will review interview dos and don’ts and have the chance to critique mock interviews in this activity.

Materials Needed
- Whiteboard and markers
- Computer, projector and screen, or TV
- Access to Higher’s Online Learning Institute
- Interview Checklist Worksheet (4.7K)
- Pens or pencils
- Video recorder or phone with recording capabilities

Procedures
1. Ask participants to work with a partner to identify five tips they would give a friend going to a job interview. What have they learned through the interview activities in this section? After giving partners time to talk, write their answers on the board.

2. Pass out copies of the Interview Checklist Worksheet (4.7K). Review each guideline as a class and check for comprehension.

3. Ask participants to use the checklist while watching the next interview example. They should think about which interview rules are followed and place checkmarks next to those. They should think about which interview rules are broken and place an X next to any guideline that was not followed.

4. Show the “Bad Interview” video (located on Higher’s Online Learning Institute, under “Courses.” Look for “Refugee Interview Behavior Videos” and then click on “Interview Behavior Video – Bad Example.”)

5. Discuss what went wrong with the video interview. Examples include:
   - Eating
   - Didn’t ask for interviewers name
   - Assumed he got the job and asked for a start date
   - Resume wrinkled
   - Presents I-94 in interview
• Not turning off phone. Answering/talking on the phone in an interview
• Yawning, looking away, fidgeting.
• Slouching, bad posture
• Asking about a higher level or different position than applying for
• Refusing to clean the toilets
• Not answering a behavioral interview question; saying “no problem” shows low emotional intelligence
• Cutting short the interview and not asking appropriate follow-up questions
• Asking about money in the initial interview
• Arguing about position, hours and salary
• No final handshake or thank you

6. Pass out another Interview Checklist worksheet (4.7K). Watch Higher Online Learning Institute’s “Good Interview” video again (located on Higher’s Online Learning Institute, under “Courses.”) Look for “Refugee Interview Behavior Videos” and then click on “Interview Behavior Video – Good Example”), asking participants to use the checklist to identify what was good and bad about the interview.

7. Tell participants it is their turn to practice an interview. Acknowledge that they may feel nervous, but this is a safe place to practice. The instructor or a volunteer should act as the interviewer. Ask a participant or volunteer to help record each interview. Use the common interview questions, behavioral interview questions, and other questions you have discussed previously, depending on the participant’s English language level and the type of job he or she is seeking, if known.

8. After everyone has had the opportunity to go through a mock interview, pass out copies of the Interview Checklist worksheet (4.7K). Watch the interview recordings, inviting participants to provide constructive criticism. If time allows, ask for participants who would like to record a second mock interview.

9. Discussion questions:
   • How did you feel going through a practice interview?
   • What did you do well in the practice interview? What do you need to work on?
   • What will be different when you go into a real job interview?

Extension Options

• Employer Interviews: Invite employer partners to serve as volunteer interviewers and give them an office, if possible, where they can meet with participants one-on-one. Give them a copy of the interview checklist to make notes on where improvements can be made.
# Interview Checklist

Watch the interview. Then, read each interview guideline below. Check (✓) the box where the interview guideline was followed or put an “X” by any interview tips that need work.

<table>
<thead>
<tr>
<th>What to Bring</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. A resume that is clean and not wrinkled</td>
<td></td>
</tr>
<tr>
<td>2. A notepad and pen</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What to Wear</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Professional, clean clothing without any holes</td>
<td></td>
</tr>
<tr>
<td>4. Close-toed shoes</td>
<td></td>
</tr>
<tr>
<td>5. Not too much jewelry</td>
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<tr>
<td>6. Hair is fixed, face is clean-shaven</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Body Language</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>7. Good eye contact</td>
<td></td>
</tr>
<tr>
<td>8. Smile</td>
<td></td>
</tr>
<tr>
<td>9. Firm handshake at the beginning and end of the interview</td>
<td></td>
</tr>
<tr>
<td>10. Sits/stands straight</td>
<td></td>
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<tr>
<td>11. Does not wiggle (move too much)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Questions and Answers</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>12. Spoke clearly and loud enough</td>
<td></td>
</tr>
<tr>
<td>13. Introduced themselves</td>
<td></td>
</tr>
<tr>
<td>14. Asked the employer one or two questions at the end</td>
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<tr>
<td>15. Gave specific answers that matched the question</td>
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<tr>
<td>16. Thanked the interviewer for his or her time</td>
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</tbody>
</table>
4.8 Additional Resources

Higher resources include:
- Higher’s Interview Behavior Videos
- 21 Best Tips for a Successful Job Interview infographic
- Interview Preparation infographic
- Job Interviews 101: Basic Components and Key Skills for All Clients
- Three New Ways to Improve Non-Verbal Interview Skills
- Your Top 10 Interview Prep Best Practices
- Behavioral Interview Questions: Examples from Target Interviews
- 100 Interview Questions
- Robert Bukenya Explains Selling Yourself in a Job Interview
- Interview Statistics Infographic
- Interview: The Employer Perspective on Interviewing
- 5 Creative Ways to Help Clients Master Job Interview Skills
- Technique to Help Clients Answer “Give Me an Example” Interview Questions

CareerOneStop’s interview resources include:
- Get interview ready
- Types of interviews
- Interview tips
- Common interview questions
- Thank-you notes
- Negotiate your salary
- Is this offer right?

Refugee Center Online offers tips for a successful job interview.

Resume Valley has a “Dos and Don’ts of Body Language During Job Interviews” infographic.