



PROFESSIONALISM MODULE 2

INTERVIEWS



TIPS & TRICKS FOR APPLYING IN PERSON

- INTRODUCE YOURSELF WITH A SMILE AND A HANDSHAKE*, AND MAKE GOOD EYE CONTACT
- ASK TO SPEAK WITH A SUPERVISOR OR HIRING MANAGER ABOUT JOB OPENINGS
- BRING RÉSUMÉS IN FOLDER / PORTFOLIO
- WEAR NEAT AND CLEAN CLOTHES (AVOID JEANS, HOODIES, LEGGINGS, AND ITEMS WITH HOLES OR RIPS IF POSSIBLE)
- BE PREPARED FOR AN INTERVIEW ON THE SPOT

*See “Alternatives to Handshakes” slide.

ALTERNATIVES TO A HANDSHAKE

The time-honored handshake spreads goodwill in the workplace but also spreads germs. During the Coronavirus pandemic, handshakes have given way to other greetings that eliminate hand-to-hand contact.

- **Offer a Wave and a Smile**
 - A small wave as a greeting indicates you acknowledge the other person and will not shake hands.
- **Offer a Nod and a Smile**
 - To sidestep fears about the coronavirus, a head nod accompanied by a "genuine" smile as a way to acknowledge and welcome somebody while maintaining a safe physical distance. A hand over your heart is a good way to keep your hand engaged to show you will not be shaking hands.
- **Take a 'Dip'**
 - It's essentially a more subtle version of a head nod. It would be the same knowing head nod you do with friends across a room to acknowledgement you saw each other. As a greeting, it's an alternative in both business and personal settings and less awkward than a close-proximity wave.
- **Take a Bow**
 - This is already used in many parts of the world as a handshake alternative. It's subtle and understood.
- **Fist Bump/Elbow Tap/Foot Tap**
 - Only do this if the person you are meeting greets you this way. Do not initiate this in a professional setting.

How To Answer: “Tell Me About Yourself”

Definitely Include:

- Name, grade, and school

Maybe Mention:

- Athletic or club involvement
- Volunteering or paid work experience
- Transferable skills
 - Example: *I’m a quick learner.*
 - Example: *I work well on a team.*
- Work interest (related to the job!)
 - Example: *I enjoy working on computers.*
 - Example: *I’m friendly and approachable.*



Introducing Yourself In 3 Easy Steps

Answer the question, “What can I offer employers?”

I am... [Name]

My skills are... [Skills, Experience, or Training Relevant to Your Industry]

I am looking for... [Type of Work You’re Seeking + What You Can Offer]

Introducing Yourself In 3 Easy Steps

I am...

Hi, my name is Ruby Smith, and I saw that you are hiring a childcare worker for your after school program.

My skills are...

I have been helping care for my younger siblings for years and I work in my church's daycare each week. Last year I took a couple of courses through the Red Cross to learn CPR and first aid, and I also earned an Advanced Child Care certification.

I am looking for...

I think I would be a great fit here. Are you accepting résumés or is there an application I can fill out?

Introducing Yourself In 3 Easy Steps

I am...

Hello, my name is Alex Hernandez.

I am looking for...

I saw that you have an opening for a server.

My skills are...

My teachers say that I would make a great salesman, because I can strike up a conversation with anyone very easily. I would use my communication skills as a server by making every customer feel welcome, and by being attentive to their needs. I do my best work in a fast-paced environment like this busy restaurant, and I really enjoy working as a part of a team. Can you please tell me a little bit more about the position?



PREPARING FOR AN INTERVIEW

- REVIEW MATERIALS THAT YOU WERE SENT FOR THE INTERVIEW
- RESEARCH THE COMPANY AND/OR POSITION
- IDENTIFY HOW YOUR SKILLS MATCH WITH THE POSITION OR OPPORTUNITY – LOOK FOR KEY WORDS THAT ALIGN WITH YOUR STRENGTHS



BEFOREHAND...

- REVIEW COMMON INTERVIEW QUESTIONS
- PREPARE A FEW QUESTIONS FOR INTERVIEWERS
- BRING COPIES OF YOUR RESUME IF POSSIBLE
- MAKE SURE YOUR OUTFIT IS NEAT AND WRINKLE-FREE
- THINK ABOUT YOUR STRENGTHS AND WEAKNESSES

What Are Your Skills?

Qualities, training, and characteristics you can offer...such as...

- Enthusiasm
- People Skills
- Integrity / Honesty
- Resilience
- Teamwork
- Creativity
- Technology Skills
- Responsibility
- Teachability (Quick Learner)
- Spoken Communication Skills
- Written Communication Skills
- Dependability / Timeliness
- Adaptability
- Leadership
- Listening
- Research Skills
- Problem Solving
- Self-management

Industry-Specific Skill Examples

Retail

- Customer Service
- Lifting 25-50 pounds
- Ability to operate point-of-sale systems/phones/registers
- Detailed knowledge about products sold there

Hospitality

- Event planning and set-up
- Technology knowledge
- Communication and customer service
- Handling cash/credit transactions

Talking About Your Skills Without Experience

How has life, school, or past jobs prepared you to be successful in this experience?

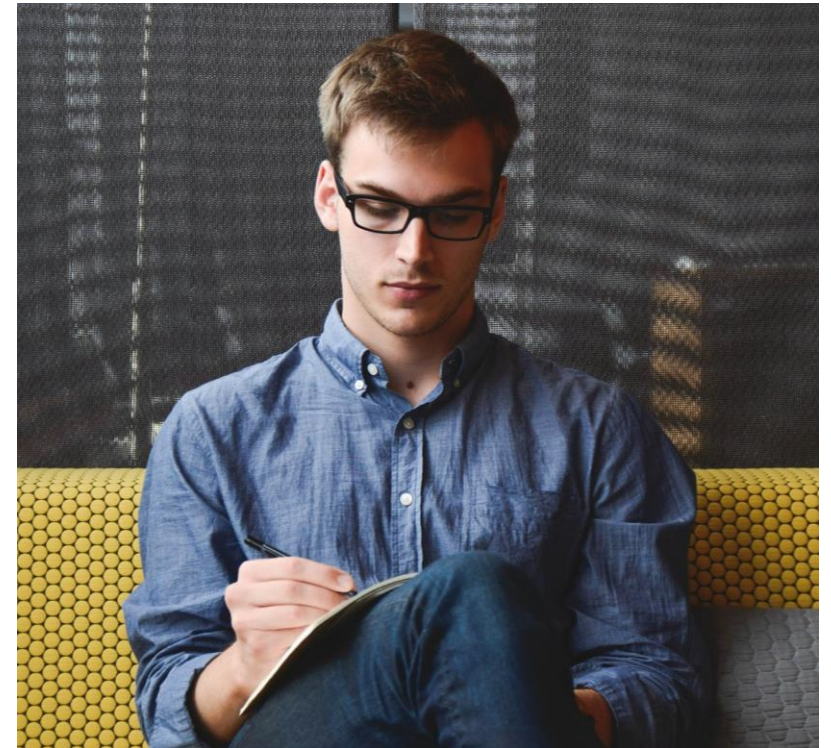


“I have been an athlete since I was very young, so I’ve been a part of many sports teams. Those experiences have helped me understand what it means to be a part of something bigger than myself. I learned how to work with a group to accomplish a shared goal, and I put those skills to use in my current job all the time.”

Talking About Your Skills With Experience

Share an example from your work history that showcases your capabilities.

“Good teamwork is an essential part of working back-of-house in a restaurant. Although I am primarily an assistant, I realize that at any point I may be called upon to cover other responsibilities – be it stepping up when someone is absent, expediting orders, or even washing dishes when we’re understaffed. This experience would help me jump right in to the job here.”



ON SITE...

- PLAN ROUTE / CHECK IN 10-15 MINUTES EARLY
- SILENCE PHONE AND SMARTWATCH
- BE POLITE & COURTEOUS TO EVERYBODY
- KNOW YOUR AVAILABILITY
- CALM YOUR MIND - YOU'VE GOT THIS!



Interview Questions* And How To Answer Them

- Tell me about yourself.

Examples of skills / experience relevant to the job

- What is it about *this* job that interests you?

Does it match your training / experience / industry knowledge?

Explain what you hope to learn and how you can contribute if possible.

- Are you involved in any extra-curricular activities?

How will these help you perform well at that job? Examples:

Athletics → teamwork, working under pressure, leadership, etc.

Theater → spoken communication, commitment, time management, etc.

*Be sure to check out “Sample Interview Questions” in Student Resources

Interview Questions* And How To Answer Them

- How do you handle mistakes?

Example of past scenario from school or work. Employers want people who can admit mistakes and move forward to fix the problem.

- How would your teachers/coaches describe you?

Highlight your skills like communication, teamwork, time management, etc.

Tip: ask your teachers / coaches now to get this information.

*Be sure to check out “Sample Interview Questions” in Student Resources

Interview Questions* And How To Answer Them

- Why should I hire you?

Summarize your biggest qualifications, like education / experiences / skills that are relevant. What can you offer them?

- How do you deal with stressful situations?

Example of successfully managing such a situation at school or work. What was your strategy and how did you respond?

*Be sure to check out “Sample Interview Questions” in Student Resources

What Are Behavioral Interview Questions?

Questions about specific situations from your job or school history.

- Tell me about a time when you demonstrated being a good team player.
- Share a time when you used good communication skills.
- Tell me about a time when you had to adjust to changes you had no control over?
- How have you dealt with conflict or demonstrated problem-solving in the past?

Do You Have Any Questions For Us?

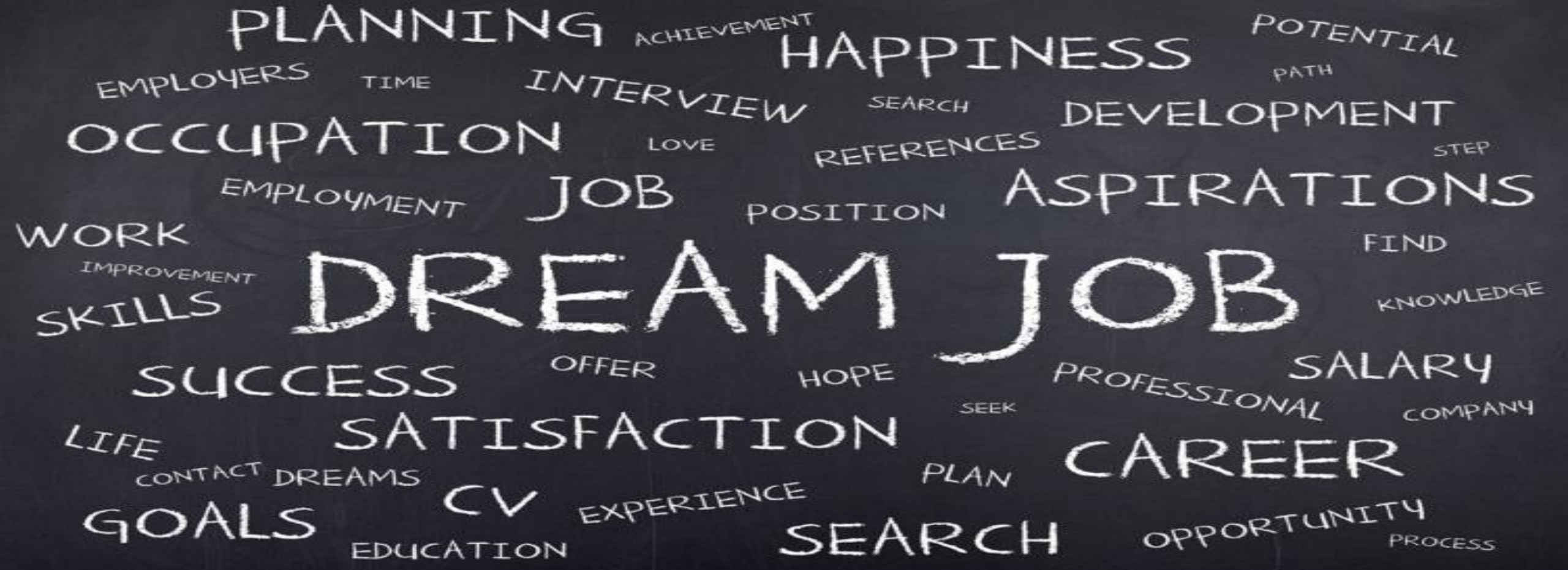
Helps you decide if the experience is a good fit for you.

- What do employees like about working here?
- What careers do you employ?
- What would a typical day be like for me?
- What is the next step in the internship (or hiring) process?
- What's something that would surprise me about this internship (or job)?

AFTERWARDS...

- THANK INTERVIEWERS FOR THEIR TIME BEFORE LEAVING
- SEND A PERSONALIZED THANK YOU NOTE
- SEND A PERSONALIZED EMAIL IF YOU HAVE BEEN COMMUNICATING THAT WAY OR IF YOU NEED TO ACT IN A TIMELY MANNER
- REVIEW YOUR INTERVIEW: WHAT DID YOU DO WELL? WHAT COULD YOU IMPROVE UPON?





Workplace Learning Connection

Introducing today's students to tomorrow's careers.