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Conducting an Interview

CTAE-FS-10 Career Development: Learners plan and manage academic-career plans and employment relations. Used with permission of Career Solutions Publishing

Understanding and Goals

Unit Understandings, Themes, and Concepts:

Enduring Understandings:

Students will learn how to conduct an interview. Students should be able to recognize the job skills needed for the position and learn proper types of questioning.

Primary Learning Goals:

Essential Questions:

- What type of questions should you ask during a job interview?
- Why is asking the right questions important during a job interview?

Students with disabilities:

For students with disabilities, each instructor should refer to the student's IEP to be sure that the accommodations specified in the IEP are being provided within the classroom setting. Instructors should also familiarize themselves with the provisions of Behavior Intervention Plans that may be part of a student's IEP. Frequent consultation with a student's special education instructor will be beneficial in providing appropriate differentiation within any given instructional activity or requirement.

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CSP Mini-Lesson 1, Spring 2008

Mini-Lesson Standards: (1) Analyze an employee's role and responsibilities in a business in relation to personal characteristics. (2) Demonstrate effective communication skills for securing employment. (3) Respond to questioning with relevant information in support of the particular objective.

Mini-Lesson Correlations: Practical Reasoning, Career Exploration, Interviewing, Work Readiness

Apples, Oranges, and Employees

As the new manager of Apex Grocery, you are responsible for running the store. This means that you: (1) order stock; (2) interview, hire, and train new employees; (3) prepare work schedules for employees; (4) manage all departments; and (5) answer customers' questions and resolve their complaints. Your days are busy, interesting, and challenging.

What skills and personal qualities do you believe you will need in order to be a successful grocery store manager?

Skills needed by a grocery store manager:

Personal characteristics needed by a grocery store manager:

Apples, Oranges, and Employees (Continued)

Now, you are ready to interview your first job applicant—a person who has answered a classified ad for a check-out cashier. First, before the interview, you need to clearly identify the skills and personal characteristics you want a checkout cashier to possess. List these below.

Skills needed by a check-out cashier:

Personal characteristics needed by a check-out cashier:

In the spaces below, write three questions that you would want to ask the applicant. Your questions should require more than “yes” or “no” answers, so that you can obtain concrete information about the person.

1. _____
_____?

2. _____
_____?

3. _____
_____?

Apples, Oranges, and Employees (Continued)

Now, team up with a classmate and conduct an interview using the questions you wrote—one student will act as the manager and the other as the prospective employee. To keep the interview moving interactively, the student playing the prospective employee should ask questions as well. Here are a few examples: What are the hours? What are the responsibilities? What are the growth opportunities?

After the interview, write a few comments about how you think your classmate communicated as an interviewer or applicant. Typical comments might include: "seemed cynical," "did not make eye contact," "appeared nervous," "great communication skills," "looked professional," or "good answers".

Comments about interviewer's communication skills:

Comments about prospective employee's communication skills:

Interviewer's Name: _____

Prospective Employee's Name: _____

Instructor's Guide

Providing an outstanding resume to a prospective employer can land an interview for an applicant. But the most important part of a job search is the interview, for it is at this point that the applicant leaves a lasting impression—good or bad. To expand this activity, ask your students to discuss what an applicant can do to make a good lasting impression. Here are a few suggestions: Dress conservatively, avoid excessive makeup, remove body jewelry, show self-confidence, refrain from fidgeting, sit up straight (avoid slumping), answer questions clearly and honestly, act like a professional.

To further expand the activity, ask students to describe good communication. Here are some suggestions: Make eye contact, use good grammar, avoid, “Uhhs” and “Hmms,” smile at appropriate times, focus on the speaker, ask good questions, avoid using excessive “I” comments, show an interest in the employing company, shake hands on arrival and departure.

Related Web site

The website below provides an additional perspective about job interview preparation. Ten essential tips for preparing for a successful interview are given.

<http://www.allbusiness.com/human-resources/careers-job-interview/11120-1.html>

Related Materials

This week's Mini-Lesson is similar to the 960 lessons found in *Career Launcher*. For more information about this, or other CSP Products, please visit our website where you can request free sample products be mailed to your office.

Solutions to Activities

Skills and characteristics of a grocery store manager

Must know how to please customers and supervise employees—not an easy task. They must constantly keep a balance between customer satisfaction, employee happiness, and pressures from above (profit goals, efficiency measures, etc.)

Sales, accounting and business experience are very helpful in such a dynamic job. Previous experience in a grocery store (as a stock clerk or cashier) is helpful, as is the completion of a 2-year business program for an associate's degree. A typical grocery store manager will earn between \$20,000 and \$75,000 per year.

Suggested skills and personal characteristics needed by a check-out cashier

The ability to pay close attention, friendly manner, efficiency, ability to count money, willingness to bag when needed, cooperative, good grammar skills, customer-service orientation, ability to handle pressure, neat appearance.

Solutions to Activities (Continued)

Examples of acceptable interviewing Questions:

1. What experience have you had working in a grocery store?
2. What is your educational background?
3. Why do you think you would be good for the job?

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Workplace Readiness - Career/Academic Integration

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