

**Newcomer Youth
Employment Toolkit**



Preparing For and Attending Interviews

Module 3 Workbook

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This workbook is included in Module 3 of the Newcomer Youth Employment Toolkit and accompanies the Module 3 workshop, Preparing For and Attending Interviews. Use this Workbook through the Workshop and review the following checklists and information when preparing for interviews in the future.

Interview preparation checklist

Research

- Location
- Company values
- Employee experience
- Job ad (duties and responsibilities)
- Travel: If you are not familiar with the neighborhood where the interview will take place, practice trying to get there at least once prior to the interview.
- _____
- _____
- _____

Organize

- Clothes (clean, organized and ready)
- Notebook and pen
- Documents (resume, references)
- Schedule: You can prepare your schedule in advance by using Google Maps, choose the option 'arrive by' and see the different options available for the day of the interview
- Transportation
- _____
- _____
- _____

List

- Questions you want to ask
- Availability
- References
- _____
- _____
- _____

Practice

For the interview:

- Introducing yourself
- Answering questions that may be asked at the interview
- Asking for clarification or for them to repeat the question if you forgot it or do not understand it
- Handling unexpected questions
- Asking the questions you have prepared – usually at the end they will ask if you have any questions
- Thanking them for their time

Preparing and throughout your job search

- Positive Self-talk
- Visualization
- Note: The more questions you practice with different people, the better chances you have of feeling comfortable during your interview
- _____
- _____

Practice interview questions

The following are common interview questions you may be asked. Think about your answers specific to the job you are interviewing for. Use the following questions for practice, come up with your answers, write them down and practice saying them: to yourself in the mirror, recording them, or saying them to a friend or relative.

***Use the STAR method for situational questions (Situation, Task, Action, Result)**



Example of answering a question using the STAR method:

Question: Can you tell me about a time you were under a lot of pressure and how you handled it?

S – Exam period

T – Study for different classes

A – Made a study plan to manage my time

R – I was able to stay organized and get through all the study materials for exams

Answer: During my last exam period, I had to juggle studying for multiple classes. I felt a lot of pressure to do well and I was feeling stressed. I knew I had to get through all the study materials for my classes, so I took the time to make a plan. I used my agenda to break down what I should be studying and when. I set specific daily goals to get through my classwork. By following this plan, I was able to study for each of my classes' exams which helped me feel prepared and confident.

Now practice the following questions:

Q is Question at the interview

A is How to prepare to answer the question

For example: is a sample answer

Q Tell me about yourself

A Give a brief overview that covers where you grew up, where you go to school, any experience you have and why you're applying for this job. Here you want to say some things that are interesting and positive such as where you go to school, something you like to do and your home.

For example: I am from Egypt and moved to Canada with my family three years ago, I am in grade 11 in High School, I like art and spending time with my friends. I am applying for this job because I want to save money for college and I know someone that works here that said it is a good place to work.

Q Why are you interested in working at (insert company)?

A Identify what stands out about the company and how that is something that you agree with or care about.

For example: I want to work here at McDonalds because I know a lot of young people work here and that it is a good employer for youth, the job will fit my schedule and the company has a good reputation.

Q What are your long-term career goals? Where do you see yourself in five to ten years?

A Are you hoping to go to college/university after high school or get into the trades, what is your dream job, what are your interests you're hoping to be exploring

For example: I like fixing things and am good with cars so I think I would like to study auto mechanics.

Q What experience do you have related to this job?

A Remember your education, work, volunteering, recreational activities and life experiences

For example: In my resume I have listed my experience and what relates to this job is my volunteering at a community event, because I had to talk with a lot of different people and be friendly and outgoing.

Q What are your favourite classes? Why?

A If applicable, connect the class to how it helps you with your future goals

For example: I really like Math. I enjoy solving problems and Math is a good subject to apply to life when I am building something or working at the cash register.

Q What are your least favourite classes? Why?

A Try to attach a positive to it, for example, maybe your least favourite class is Physical Education (Phys Ed) because you have to run in the rain.

For example: My least favourite class is Phys Ed because we have to run in the rain and are wet and cold for our afternoon classes, but I must admit I have more energy and feel better every day so I see the benefits and I bring a sweatshirt.

Q Describe when you disagreed with a co-worker or teammate on an issue or project. How did you handle it?

A Consider examples from class, work, volunteering, sports, clubs, etc. and choose the example that best demonstrates your abilities to handle conflict

***Use the STAR method to design your answer.**

S – When I was playing soccer I got a penalty because I tripped someone

T – I had to calm down and focus on the game

A – I ran around and took some deep breathes

R – I was able to continue the game and I got a goal

Q What are your top strengths?

A What are your favourite skills or competencies about yourself? Bonus if they are related to the job you are applying for.

For example: I am a positive person, even in difficult situations. I am outgoing and I can maintain a positive work environment. I appreciate a welcoming workplace and I can make sure to be friendly with my co-workers and customers.

Q What do you think are your weaknesses?

A When speaking to a topic perceived as “negative,” include a positive. This is your opportunity to demonstrate your own self-awareness and desire for personal development. Try to identify something that isn’t critical to the role, and frame your answer in the positive.

For example: Well I am young and I do not have a lot of work experience yet but I know I am a hard worker and I am looking forward to the training from your company.

Q How would others describe you? What is something they like about you and something you could work on or change?

A Others would say that I am very talkative and energetic. Sometimes, I could listen more to others and make sure I appreciate what they are saying too.

For example: My teachers really appreciate that I help the members of my team when they are struggling with a project. Last month we had a science experiment I have done before go wrong so we went through step by step to see where the mistake was together. No one was blamed when we figured out what happened and we worked through it as a team.

Q Tell me about when you received feedback on your work; how did that go?

A Sometimes it can be hard to hear feedback. Include an example of when you received feedback on your work or performance and what you did to use that feedback to improve.

***Use STAR method to design your answer.**

S – I studied really hard for a chemistry test but I did not do very well on it

T – I had to review the test and see where I made the mistakes

A – I found out when extra help was and went and listened carefully

R – I did better on the next test

Q What do you do or like to do in your spare time?

A Be positive and brief when you give some examples.

For example: I like to listen to music and to go skating.

Q What is your availability?

A What days/hours can you regularly work per week, and what is coming up that may affect that schedule temporarily ex., sports games or exams

For example: The best days for me to work are Saturdays and Tuesdays after school.

Q What are your pay expectations?

A If they don't tell you what the job pays, you don't need to provide a number. You can say you're expecting fair pay for the position in relation to your skills and experience.

For example: In the job posting it mentioned an hourly rate.

Q Have you done a Criminal Record and a Vulnerable Sector Check?

A These two checks may be required for some jobs you are applying for. Usually, these two are done when an employer asks you for them.

For example: A good answer to this question could be...

If you don't have one: I do not have one, but I am aware that they can be obtained by the local police department. I can get one if I am required to.

If you have it: I do have it, it was done on the (date), and I can provide you with those if you need them.

Other potential questions:

Q How do you stay organized?

A You can talk about using an agenda, calendar, journal, sticky notes, or apps to stay on top of things

Q What is your greatest accomplishment?

A Talk about something that you feel proud of accomplishing!

Q Share a time you set a goal and achieved it.

For example: I got my certificate. I do some babysitting for my neighbours, the kids and I get along well.

Q What makes you a good fit for this position? Or why should we choose you for this position?

A Talk about your previous related experiences, your strengths, your interest in the job/company, and how all of this makes you a great candidate

Q Do you have any questions?

A Have one or two questions prepared to show that you are truly interested in the job

For example: What does a typical day include for someone working here

Preparing your own questions

Always have 2-3 questions prepared to ask in an interview. List the questions you would like to ask during an interview below, and why you want to know the answer. The “why” will help clarify and confirm the importance of the questions to you.

Question1

Why is this answer important to you?

Question 2

Why is this answer important to you?

Question 3

Why is this answer important to you?

Question 4

Why is this answer important to you?

Positive Thinking!

An affirmation is a positive phrase to offer emotional support and encouragement. The following are some affirmations, and there is some space to write your own. Choose one each day or each week and say it to yourself in front of a mirror. Tell yourself an affirmation when you wake up in the morning and before you go to bed. As you practice this, you may notice the way you think about yourself changing and experiencing more positivity around you.

**I can perform
challenging tasks**

I am funny

I work hard

I am a good person

**I can make a difference in
the world**

I am smart

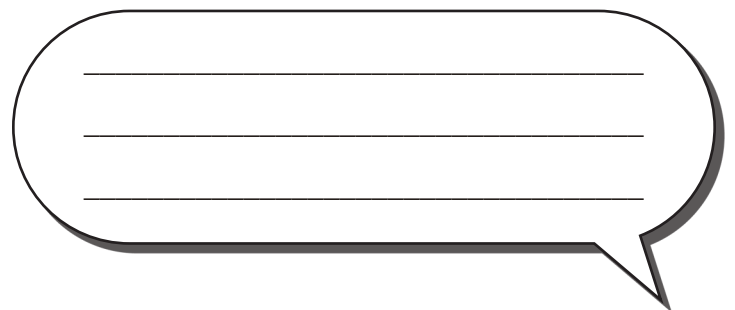
**I deserve to reach
my goals**

I like myself

I care about people

I am loved

**What are some affirmations you
could say to yourself before going
to an interview?**



Positive Visualisation

Before an interview (or life event), or even in bed before you go to sleep, close your eyes and think about the positive outcome of what you are going to do. We will use getting a job as an example.

Close your eyes and take deep breaths and visualize things like:

- How happy will you be when they call and offer you the job
- How this job is a great stepping stone to your future career goals
- How nice it will be to meet new people and work with them
- Something you look forward to doing with your first paycheck

Tips and Reminders

Preparing

In addition to the checklist at the beginning of your workbook, here are some additional tips for prepping for an interview:

- If possible, travel to the location before the interview so you know what to expect during travel
- Memorize something from the website, so if they ask anything to test whether you have researched the company, you can show you have
- When preparing questions and answers, think of different scenarios and experiences you can use on the spot for any unexpected behavioural questions
 - » **Behavioural questions:** questioning how you acted in a specific situation

The interview start in the next page?

A few things to remember when you are interviewing, use the empty spaces in the list to add to it as you learn new tips or things you want to remember.

- Arrive 10-15 minutes early but plan for potential delays
- Be confident and humble
- Listen

- Be positive
- Ask for clarification or a question to be repeated to understand
- Be comfortable in silence
- Be aware of non-verbal communication (body language)
- There may be a protocol due to Covid19 for sanitizing hands, avoiding handshakes, etc. If the hiring Manager initiates a handshake, be ready to shake hands.

Coping with feelings

When you are reflecting on the interview and how it went, use these tips to cope with the feelings that come up.

- Think about what is causing them
- Ask yourself, what can you learn from them
- Practice positive self-talk

Note: There is more information about coping with feelings in the Module 3 workshop

Following up

Here are some tips and reminders for following up on a job you have interviewed for:

- If appropriate and if you have the contact information - send a thank you (ex. via email) 24-48 hours after the interview.
- 7-10 days after an interview, follow up to check on the status of their hiring process and your candidacy.
- If you don't hear from them after a month, you most likely aren't getting the job; focus on the next one.
- If they inform you that you were not selected:
 - » **Thank them for getting back to you:** Thank-you for telling me, I am sorry to hear I was not selected but please keep my resume in case something else comes up.
 - » **Ask for feedback:** Would it be possible to get some feedback from you so I can improve myself for the next time?

