



Teach For All
A Global Network



GOTEACH

INTERVIEW SKILLS WORKSHOP

FACILITATOR NOTES

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About this Module

Objectives

By the end of this Module, the participants will be able to:

- Prepare for a job interview

Target Audience

The target participants for this module are young people from vulnerable communities who are transitioning from school to the world of work. The organizations SOS Children's Villages International and Teach for All Network will nominate the participants that would benefit from this intervention.

If the participants would most likely start their own business in the future, an entrepreneurship type workshop might be better suitable for them.

Number of participants

Recommendation 6 to 12 participants.

Method of delivery

Classroom – face to face

Number of facilitators

The advice is to facilitate this workshop with 2 or 3 facilitators.

Having experience as a recruiter is beneficial.

Session Descriptions and Timing

Please note that facilitators are encouraged to use the materials to implement the interventions at their discretion. Modifications to the delivery of the sessions can be made as long as the learning objectives are met - please do take into consideration the timing of the workshop, the age group of their participants, and the interest of the young people attending the module.

Total estimated Module run time: **3 hours and 5 minutes (incl. 15 minute break)**

Module Introduction	25 min.
Welcome, trainer introduction	5 minutes
DHL introduction	2 minutes
Course objectives	1 minutes
Learning journey	1 minutes
Ground rules	1 minutes
Warmup activity (The worst thing that can happen)	15 minutes
Session 1: Interview Skills	140 min.
Dos or Don'ts?	10 minutes
Interview question types	5 minutes
How do I answer with STAR?	5 minutes
Activity: Answer with STAR	25 minutes
<i>Break</i>	<i>15 minutes</i>
Activity: Prepare for behavioral based questions	35 minutes
Activity: Practice interview	45 minutes
Module Closure	20 min.
Summary	3 minutes
Your main takeaway	5 minutes
Congratulations	10 minutes
Thank you	2 minute

Facilitator Information

Workshop Requirements






In order to run this Module, the following items should be available / arranged:

- **Room**
 - 1 Room with table groups of 4 participants
 - 1 Breakout room (if the group is above 10 attendees)
- **IT and software:**
 - Beamer, laptop, speaker-set, projection screen
- **Materials**
 - Facilitator notes (printed)
 - Slide deck
 - List of Participants (LoP)
 - Markers, post it notes
 - Pins, magnets, tape to stick flipcharts to the wall.
 - Pens for the participants
 - Evaluation forms (optional)
- **To print**
 - Workbooks (1 per participant)
 - Certificates of attendance (optional)
- **Prior to running the Module:**
 - It is advisable to run the CV writing module before this module.
 - Create an introduction slide for each trainer (slide 2) feel free to add a picture.
 - There are 3 slides at the back of the deck hidden. (34-36) if these slides are applicable in your country feel free to add them to Activity Do's and Don'ts. Slide 11-17
- **Post to running the Module:**
 - If applicable provide an evaluation form.

About these Facilitator Notes

The notes are designed to assist facilitators in guiding participants through the Module. It is important that facilitators study this document prior to starting workshop in order to make sure the structure, process and activities are clearly understood.

The text in these notes is marked up in a number of colors and each has a different meaning – so always print the Facilitator Notes in color.






	Red	Interactive question for you to ask to enhance participation
	Blue	Expected answer from the participants to an interactive question
	Green	Activity
	Orange	Indicates a slide that needs to be displayed
	Black	Facilitator note or ‘Tell’ section (background information of things to be mentioned, explained or told)



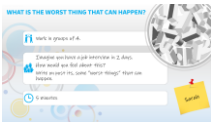
Classroom tips


To get the most out of the session, we have collated and shared some hints and tips from our teachers:

- **Active listening:** when posing questions, create a dialogue by asking clarifying questions, asking the participants to expand on their answers, and relating the answers back to your own experience.
- **Praise and feedback:** be sure to comment on any insightful comments and link these to success in the workplace.
- **No ‘hand-choosing’:** choose participants randomly and not just those who put their hands up. Explain this approach to participants at the start of the lesson, as it is not always common practice in schools – give the participants a fair warning that you expect them to be listening.
- **Walk around the classroom:** no need to stand at the front.
- **Communicating with young people:** allow extra time for the young people to talk – they may be shy at first but leave some silence hanging and someone will always speak up.



Module Introduction


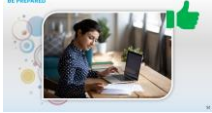




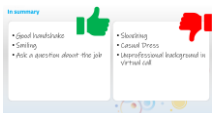

Action	Slide #	Content	Slide
SLIDE	1	CV WRITING & INTERVIEW SKILLS	
FACILITATOR NOTE		Welcome everyone	
SLIDE	2	WHO ARE WE?	
FACILITATOR NOTE		Briefly introduce yourselves	
SLIDE	3	WHO HAS HEARD OF DHL?	
FACILITATOR NOTE		If this slide was already used in the CV writing workshop and you conduct this workshop straight after the CV writing workshop, you can skip this slide.	
ASK		Who has heard of DHL before?	
ANSWER		Await answers from the participants	
ASK		What does a logistics company do?	
ANSWER		We move goods. We make sure that the right items are in the right place at the right time. We do this for companies, but also for individual customers like you.	
TELL		DHL Group employs approximately 600,000 people in over 220 countries and territories worldwide.	
SLIDE	4	LEARNING OBJECTIVES	
FACILITATOR NOTE		By the end of the session today you will be able to: <ul style="list-style-type: none"> • Prepare for a job interview. 	
TELL		Of course, in order to get there, we will dive into what a CV is, what elements should be on a CV. We will also practice with answering job interview questions.	
SLIDE	5	TODAYS LEARNING JOURNEY	

Action	Slide #	Content	Slide
FACILITATOR NOTE		<p>Walk through the learning journey.</p> <ol style="list-style-type: none"> 1. We are currently covering the first section “Session introduction” 2. Next, we will cover the interview skills topic. <ul style="list-style-type: none"> • We will identify dos and don'ts in an interview in a fun activity • We will practice a technique on how to answer interview questions • And eventually you will have the opportunity to practice being interviewed. 3. After that it is time to celebrate the completion of this workshop. 	
SLIDE	6	GROUND RULES	
FACILITATOR NOTE		<ul style="list-style-type: none"> • Please switch off mobile phones in order to be able to focus better • Keep your eyes and ears open and pay attention during the session. • Collaborate with each other where needed. Respect each other. Any confidential items that will be discussed today, cannot be shared outside of this session. • Make notes if you wish, you have a workbook at your disposal • Feel free to ask questions • Have fun! 	
SLIDE	7	ACTIVITY: THE WORST THING THAT CAN HAPPEN	
TELL		Many people are a bit nervous for a job interview. There is nothing wrong with being nervous, but it helps if you can put things into perspective. An interview is maybe not as scary as it seems to some of you.	
FACILITATOR NOTE		The purpose of the next activity is to let the participants get to know each other, create an open atmosphere where insecurities are shared, while at the same time introducing them to today's topic.	
SLIDE	8	WHAT IS THE WORST THING THAT CAN HAPPEN?	
ACTIVITY TIMING		<p>Briefing: 5 min</p> <p>Activity: 5 min</p> <p>Debrief: 5 min</p>	




Action	Slide #	Content	Slide
ACTIVITY PREPARATION		<p>Create groups. Give each participants a number from 1 to 3. Then group them. (Numbers 1 together, numbers 2 together, numbers 3 together) With 12 participants, you now have groups of 4.</p> <p>Handout post it's to each table group.</p>	
ACTIVITY BRIEFING		Write down 1 to 3 worst things that could possibly happen when being interviewed.	
ACTIVITY		Walk around to support the participants where needed.	
ACTIVITY DEBRIEF		<p>Ask for a few volunteers in each group to share 1 biggest thing that can go wrong. Ask the others how they would react to it.</p> <p>Examples could be:</p> <ul style="list-style-type: none"> • I struggle to find the interview location • I spill coffee over my clothes • I fall down the stairs • I don't know how to reply to certain questions • I don't get the job <p>If the groups could not identify something, then it is a good sign: they are not nervous or worried. Tell them that good preparation can help boost your confidence and make a good impression.</p> <p>If the group comes up with things that can go wrong ask the other groups how they would react to it.</p>	
SLIDE	9	REMEMBER	
TELL		<p>In the worst case you do not get the job. If that is the case, realize that there are other opportunities and you have had the opportunity to practice your interview skills.</p> <p>The good thing is that you can prepare for your interview. In this workshop we will help you to understand how you can prepare.</p>	

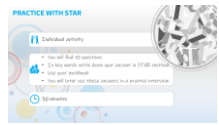



Session 1: Interview Skills

Action	Slide #	Content	Slide
SLIDE	10	INTERVIEW SKILLS	
FACILITATOR NOTE		Summarize the course steps so far by asking questions:	
ASK		So, imagine you already wrote a CV (and a maybe cover letter), you applied for the job. Who will review your CV?	
ANSWER		In bigger companies it will be someone in the Human Resource department. (The department that deals with hiring new employees) Most often the future manager will also be part of the conversation. In smaller companies it could be a conversation with the owner of the company.	
ASK		In case the company is not interested in inviting you for an interview what happens?	
ANSWER		You might receive an email informing you that you are not considered a suitable candidate. In some cases, you don't receive a message at all.	
ASK		What can you do if you don't receive a reply?	
ANSWER		Call the company to check if they have received your CV. This will also clarify to the company that you are serious about your application.	
ASK		Now imagine you are invited for an interview. Congratulations! What happens next?	
ANSWER		You can start preparing for the interview!	
ASK		How are interviews done?	
ANSWER		Face to face, but also virtually via phone or conference call.	
TELL		Sometimes when there are multiple candidates there can be multiple rounds of interviews. In some case there are assessments that you are asked to do. Beware that if you state that you have a certain level of talking a foreign language, that might be tested during your interview! Let's look into some of the dos and don'ts during interviews to get you prepared.	
SLIDE	11	ACTIVITY: DO'S OR DON'TS	
TELL		Congratulations! What are the things to do and not to do during an interview? Let's take a closer look at the Interview dos and don'ts and see if you can recognize them.	


Action	Slide #	Content	Slide
SLIDE	12	RUN TO THE RIGHT PLACE!	
ACTIVITY TIMING		Briefing: 1 minute Activity: 6 minutes Debrief: 3 minutes	
ACTIVITY PREPARATION		No preparation needed	
ACTIVITY BRIEFING		Everyone gathers at the front of the room. A situation will be shown on the slide. The facilitator read what is on the slide. After a “Go” from the facilitator the participants can run. If the participants think the situation shown on the slide is a DO, they run to the LEFT side of the room. If they think it is a DON’T they run to the RIGHT side of the room.	
SLIDE	13	BE PREPARED – DO!	
SLIDE	14	BE DISTRACTED – DON'T!	
SLIDE	15	SMILING – DO!	
SLIDE	16	ASKING THE INTERVIEWER A QUESTION ABOUT THE JOB – DO!	
SLIDE	17	UNPROFESSIONAL BACKGROUND ON ZOOM CALL – DON'T!	
SLIDE	18	IN SUMMARY	
ACTIVITY DEBRIEF		Summarize the activity by providing the top 5 do's and don'ts.	
SLIDE	19	WHICH OTHER DO'S AND DON'TS CAN YOU THINK OF?	
ASK		Well done! What other dos and don'ts can you come up with?	

Action	Slide #	Content	Slide
ANSWER		<ul style="list-style-type: none"> Do your homework Make a good first impression Listen and respond accordingly Prepare smart, open-ended questions to ask the interviewer Sell your strengths and expertise Don't speak poorly about your present or former employers Don't falsify information Don't speak over the interviewer <p>Source: https://www.robertwalters.com.au/insights/career-advice/blog/top-five-interview-dos-and-donts.html</p>	
SLIDE	20	INTERVIEW QUESTION TYPES	
TELL		<p>You know what to do and not to do during an interview, but what questions will be asked and how to prepare for them?</p> <p>Some companies ask conventional questions. These are more informal interviews.</p> <p>Bigger companies may ask situational or behavioral questions. They would like to check your behavior by asking about your past experiences.</p> <p>On this slide you find examples of conventional questions and behavioral-based questions.</p> <p>In your workbook you find a list of behavioral based questions. The good thing is you can prepare for those!</p> <p>There is a technique that helps you answer behavioral-based questions. Let's take a look at that technique.</p> <p>Source: https://www.prospects.ac.uk/careers-advice/interview-tips/competency-based-interviews</p>	
SLIDE	21	HOW DO I ANSWER WITH STAR?	
FACILITATOR NOTE		<p>The STAR method is a structured manner of responding to a behavioral-based interview question by discussing the specific situation, task, action, and result of the situation you are describing.</p> <p>Go through the example.</p>	
SLIDE	22	ACTIVITY: ANSWER WITH STAR	

Action	Slide #	Content	Slide
TELL		Let's now practice with this STAR technique.	
SLIDE	23	PRACTICE WITH STAR (PART 1)	
ACTIVITY TIMING		Briefing: 2 minutes Activity: 20 minutes Debrief: 3 minutes	
ACTIVITY PREPARATION		No preparation	
ACTIVITY BRIEFING		You find 2 interview questions in your workbook. Please write down the answers according to the STAR method.	
ACTIVITY		Walk round the room to check if all participants are doing well or if they have any questions.	
ACTIVITY DEBRIEF		Ask if everybody managed to write it down and if there were any challenges.	
SLIDE	24	TRY IT YOURSELF!	
FACILITATOR NOTE		Invite 2 participants (ask for volunteers) to the front of the room. One person is the interviewer and the other one the interviewee. First one person is the interviewer asking the first question. Then the roles swap and the second question is asked.	
ASK		How do you experience this as the interviewer? How do you experience this as an interviewee?	
ANSWER		As an interviewer you get a good understanding about someone's behavior. As an interviewee you get a clear structure on how to answer. The questions might need quite some reflection time before you are able to answer, so a proper preparation will certainly help.	
SLIDE	25	ACTIVITY: PREPARE FOR BEHAVIORAL BASED QUESTIONS	
TELL		Now that we have an idea what behavioral based questions are and how you can answer them, let's try some more questions.	

Action	Slide #	Content	Slide
SLIDE	26	PRACTICE WITH STAR (PART 2)	
ACTIVITY TIMING		Briefing: 1 minute Activity: 30 minutes Debrief: 4 minutes	
ACTIVITY PREPARATION		No preparation	
ACTIVITY BRIEFING		You will find 8 more questions in your workbook. Write down your answers to the questions in the STAR method. (Keywords) so you prepare yourself for the practice interview. Feel free to collaborate with your neighbor if you wish.	
ACTIVITY		Walk around the room to check how the participants are doing and if they need support.	
ACTIVITY DEBRIEF		The questions and answers are not debriefed as part of this activity but will be used in the next activity.	
SLIDE	27	NOTE YOUR STAR ANSWERS TO THE QUESTIONS BELOW	
TELL		These questions will be visible in your workbook as well.	
SLIDE	28	ACTIVITY: PRACTICE INTERVIEW	
TELL		Now you have given it a thought and had some time to reflect on these (sometimes not so easy) questions. Let's use them in a practice interview.	
SLIDE	29	PRACTICE INTERVIEW	
ACTIVITY TIMING		Briefing: 5 minutes Activity (including debrief): 40 minutes	
ACTIVITY PREPARATION		Use the list of questions listed at "Activity".	
ACTIVITY BRIEFING		Each of you will be asked a behavioral question (from the questions you have been preparing in the previous activity). Please reply by using the STAR technique. Do not look into your workbook and try to answer as naturally as possible.	

Action	Slide #	Content	Slide
		<ol style="list-style-type: none"> 1. The interviewer will randomly pick an ‘interviewee’ to answer a question. 2. The interviewee uses the STAR technique to answer 3. Feedback will be provided by the group/ interviewer. <p>(Was the answer clear, would you as an interviewer be happy with the answer?)</p> <p>Before we start, we would like to align on some ground rules:</p> <ul style="list-style-type: none"> • There is no right or wrong, we do this activity to practice with these types of questions and to make you experience how this is in a safe environment. • Your answers might be very personal and revealing some of your life experiences, so we urge you to all to respect and support each other throughout this activity. • Please provide the answers that you would give in a real interview as well, to get as close to the real experience as we can get. • Answering these questions can be challenging, so be understanding and patient with each other. • Anything that is discussed in this room will remain confidential and will not be shared with others. We expect that commitment from everyone in the room. <p>After a question is answered, the group is asked to provide feedback (debrief the answer). Was the answer clear, was the STAR method followed?</p> <p>For each participant there are 5 minutes (including asking the questions, answering, and providing feedback)</p> <p>(If the group is above 10 participants it is advisable to split the group in smaller breakout groups) Each group should have at least 1 volunteer to facilitate. If the group can be split, it will reduce the time for the activity.</p>	
ACTIVITY		<ol style="list-style-type: none"> 1. Tell me about a big decision you've made recently. How did you go about it? 2. What has been your biggest achievement to date? 3. Tell me about a time when your communication skills improved a situation. 4. How do you influence people in a situation with conflicting agendas? 5. Give an example of a situation where you solved a problem in a creative way. 6. Tell me about a time that you decided on something and then changed your mind. 7. Describe a situation where you were asked to do something that you'd never attempted previously. 	

FACILITATOR NOTE		<p>Go through the items on the slide to summarize what was covered in the session today:</p> <ul style="list-style-type: none"> • Do's and Don'ts in an interview • Answering behavioral based questions with STAR • Practicing being interviewed 	
Action	Slide #	Content	Slide
		8. Tell me about a time when you achieved success even when the odds were stacked against you.	
ACTIVITY DEBRIEF		Each question is debriefed with the group directly.	
SLIDE	30	SUMMARY	

Module Closure

Action	Slide #	Content	Slide
SLIDE	40	YOUR MAIN TAKEAWAY	
FACILITATOR NOTE		Ask random participants what their main takeaway of today's workshop is and why.	
SLIDE	41	CONGRATULATIONS	
FACILITATOR NOTE		Hand out certificates of attendance (optional). It can be nice to take a picture with the group. (optional)	
SLIDE	42	THANK YOU FOR YOUR TIME	
TELL		Thank you all!	

