



Moving On

Job application and interview skills
for young people

Module 3: Putting it all together

- Student worksheets

www.bt.com/movingon



How would you describe how you work with others?

Um, yeah, I'm OK with it. You want to have a bit of fun as well, don't you? Bit of a laugh. I like to think I'm the life of the party. You know, crack a few jokes and that. Gets boring otherwise, doesn't it?

I do as I'm asked, but I try and think about things for myself as well. I'm a good listener. I remember what I've got to do. I try to help other people when they need it. I play football every Saturday. You've also got to make your own decisions but always do what's right for the team.

How do you respond to criticism?

I don't like it, really. We're all different, aren't we? So people should be allowed to do things their own way. That's what I think. Live and let live. No one likes being nagged.

Well, we get a lot of that after the Saturday game sometimes. It can help you get better. I don't always like hearing it, though. You've got to think, 'Well, next time I need to do this better.' I don't get cross or anything.

Tell me how you use your initiative.

I don't like waiting for things to happen. In my Saturday job, I've come up with some display ideas for the window and told the manager about them. She liked them so she let me try them out and they worked - we sold more stuff.

My what? I don't know what that means. I'm good with numbers, I think, like working with money.

What motivates you?

Well, once you get something done you can have a bit of a rest, can't you? So I like doing things quickly. Get it all out the way.

Doing things well makes me feel good about myself. I also like the things that happen when you do a good job, like I got a pay rise and more responsibility. And I like winning.

Tell me more about your hobbies and interests.

Well like I said, I play football on a Saturday. It's the local league. I like the competition. It's helped me deal better with criticism and you learn lots about being in a team and working together. I'm doing my Duke of Edinburgh's Silver Award. I like it because I've learned some new things.

I like meeting up with my mates and having a laugh, know what I mean? Like watching telly, or playing on my mate's X-box. I like the shooting games best. You can work off a bit of anger, can't you? Like when you're all wound up because of someone at work.

Why should I choose you?

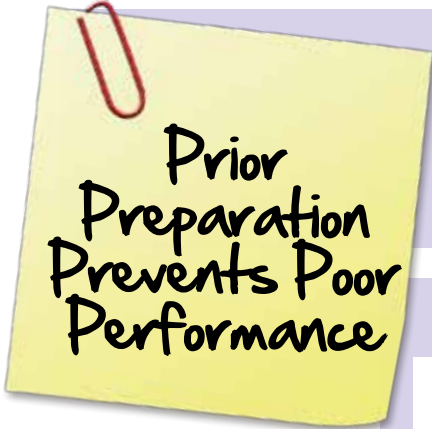
I try my best at things. I've learned to be a good team person but I can also work on my own. And I don't like to give up. I've enjoyed taking on challenges and I think this job is the same. I'd like to work hard at it so it becomes a real career.

I really need the money. I owe this bloke quite a lot of money and should have paid it back last week.

Module **3**

Worksheet

Getting ready for interview



If you want to shine in a real job interview, then make sure you're ready for it.

Remember the five Ps:

Prior **P**reparation **P**revents **P**oor **P**erformance

Before the day

General things I can plan or prepare, ready for any interview

Specific things I should research and plan for a specific interview



What I'll wear

Make sure you're clean and smart. Keep it simple and business-like. **Write down what you'll wear:**

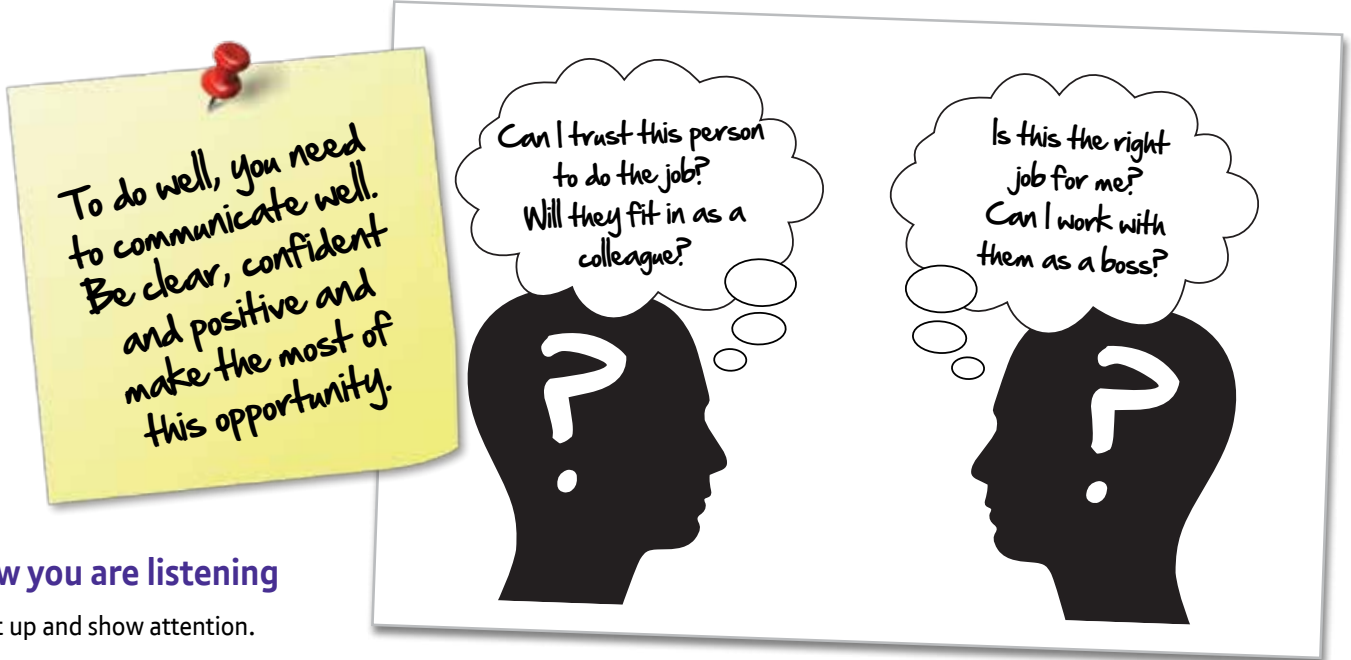
Interview day action plan

Keep this plan handy! Use it before and on the day of your real interviews.

Plan what you'll do on the morning of your interview, right up to when you go in:



Your interview is a two-way process:



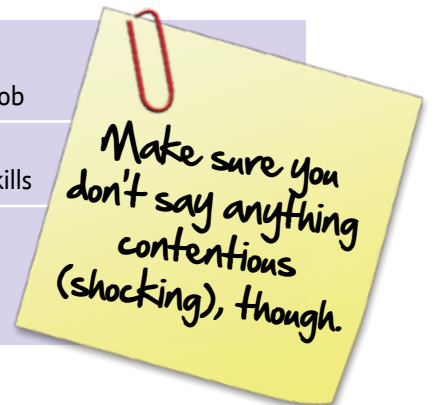
Show you are listening

- Sit up and show attention.
- Maintain good eye contact with the person who is talking.
- Nod to show you understand.
- Don't butt in, change the subject or do something else at the same time.

Give good responses with PRE: Point, Reason, Example

Prove you're the best person for the job. Use points, reasons and examples to show you've got the right skills and qualities:

Point	Make your point , make it clear, say what you think. E.g. I'm the right person for the Shift Supervisor's job
Reason	Give the reason why you think this. E.g. I'm very organised and I've got good people skills
Example	Give examples that show what you mean. E.g. I'm captain of my Rugby team and plan the league fixtures each year.



Find out more with ALC: Ask, Listen, Check

Ask questions to show you're interested and enthusiastic. Make sure it's the right job for you:

Ask	Think of questions to ask that show you're interested in the company and the job, and help you decide if it's right for you.
Listen	Pay attention. Use the tips above to show that you're listening .
Check	Repeat back what they said (using different words) or ask a new question to check that you understood.

Mock interview guide

Start the interview

Shake hands.

“ Hello, my name is (say your name) and I’ll be interviewing today. You’ll see me taking notes throughout the interview, so try not to be put off by that, I am listening. If you have any questions, please leave them to the end, however, if you are unsure of a question that I’ve asked you, please stop me. Are you comfortable? OK, you are (say their name), and you’re a student at (say school/college name). Great, let’s make a start. ”

General questions

- Why do you want to work in this particular industry / area? (Use the student’s career aspirations, or their specific job application).
- What do you think are your key skills / qualities?
- What are your key strengths?
- What are your weaknesses (or development areas)?
- What would be the benefits of employing you?
- What have you done that you are most proud of?
- Tell me about any work experience you have had, or any part-time jobs.

Job-specific questions

Use the questions for the right job below, or use different questions to suit another job application.

Marketing manager

- What’s the best way to motivate people?
- How creative are you? Give me some examples.
- Tell me about how you work with numbers or manage money well.
- How do you cope with pressure when there’s lots to do but not much time?

Staff Nurse – Day Surgery (Ear, nose and throat)

- Can you give me an example of where you have listened carefully to make the right decision?
- Would you say you’re an organised person?
- We want people who are committed to doing their best, all the time. Is this you?
- What have you done recently to develop your skills?

Electrical engineering apprenticeships

- Sometimes the work is physically demanding. How will you cope with this?
- Engineers can’t afford to make mistakes. Tell me about your attention to detail.
- Are you good with your hands?
- Give me an example of where you’ve followed instructions carefully.

Anytown Bank – Customer Service

- Think about the applicants’ confidence and politeness during your interview.
- Would you say that you are a good listener?
- Can you give me an example of where you’ve carefully followed instructions or rules?
- We set sales goals for all staff. Tell me about a goal that you’ve set for yourself and achieved.
- Do you prefer an environment that’s quite and peaceful, or somewhere that’s busy and energetic? Tell me why.

Final questions

- What part of your studies do you enjoy most? Why?
- How do you spend time out of college?
- Where do you see yourself in 5 years’ time?
- Who do you admire the most and why?
- Why should I choose you?
- What are your ambitions?
- What will your referees say about you?
- What would your friends say about you?
- How do you respond to criticism?
- How would you describe how you work with others?
- Can you work under pressure?
- Tell me how you use your initiative.
- What motivates you?
- Tell me more about your hobbies and interests.

Close the interview

“ Thank you, we’ve come to the end of the interview, is there anything you’d like to ask? ”
Give verbal feedback to the student and optionally complete the feedback sheet for them, now or later. Make this constructive and highlight what they did well, to boost their confidence and help them develop and improve.

“ Thank you for coming today. ”
Shake hands and see out.

Module 3

Worksheet

Using the phone

When you phone an employer you leave an impression. You might not talk to the person who will interview you. But employers often ask 'What did they sound like on the phone?' when choosing who to interview.

You probably use your phone all the time. But talking to a mate is different to talking to a potential employer. Use these tips to make sure you leave a good impression.

Plan what you need to say or ask (you could even practise if you want).

Make the call yourself - don't get someone else to do it.

Have your information to hand, and a pad and pen to write down notes.

Get in a good mood and try to smile when you talk. Be polite, friendly and confident.

Sit at a table when you call, so you can make and read notes.

Read your notes before you finish the call. Confirm what you find out or think you understand.

Go somewhere quiet.

Don't eat, drink or chew gum.

Turn off the TV or radio.

Use ALC and PRE to communicate well.

Don't be distracted by other things.

Remember to say thanks.



Module 3

Worksheet

Practice makes perfect

Remember the five Ps:

Prior **P**reparation **P**revents **P**oor **P**erformance



When you apply	Before the interview	During the interview	After the interview
<ul style="list-style-type: none"> • Choose the right job for you • Keep it tidy • Be honest and positive • Give it your full attention • Keep your CV and personal statement up to date 	<ul style="list-style-type: none"> • Plan your journey and take a practise run to the location • Let your school or employer know if you need time off • Ensure you have read the letter/email, and prepared as necessary • Research the company - explore its website • Think about what the interviewer will look for • Think of questions they might ask • Practise some answers • Plan how you'll demonstrate each of your skills or qualities • Turn off your phone and get rid of gum • Take deep breaths to get composed • Think of a question to ask at the end • Get a good night's sleep 	<ul style="list-style-type: none"> • Dress smartly and appropriately • Smile and be positive • Introduce yourself and shake hands • Look interested, use positive body language and good eye contact • Listen carefully • Answer by showing the right skills and qualities: • Make your point • Explain reasons • Give examples • Ask questions and check • Make the most of your opportunity 	<ul style="list-style-type: none"> • Say 'thank you' and shake hands • Calm down • Think about what went well and what you would improve

Module 3

Worksheet

Mock interview feedback sheet

Name of candidate:

Date:

Name of interviewer:

	YES	NO
Was the interviewee punctual?		
Were they dressed smartly and appropriately?		
Did they greet you with warmth and courtesy and with a firm handshake?		
Did they make good eye contact?		
Was their voice calm, clear and confident?		
Did they sit comfortably and use positive body language?		

Interview skill	They did this well (include comments)	They could improve this (include comments)
Making a good impression	Eg shook hands well	Eg neat knot in tie
Listening	Eg good eye contact	Eg check your understanding
Making a point	Eg were confident	Eg Mind you don't sound arrogant
Giving reasons	Eg could link reasons to points in most cases	Eg pause before answering, to think of a reason every time
Giving examples	Eg could demonstrate being organised	Eg don't give a reason that you can't back up with examples – be honest
Asking questions	Eg showed interest in training opportunities	Eg didn't seem to understand what we do

Any other comments?

Module 3

Worksheet

Mock interview feedback sheet

Name of candidate:

Date:

Name of interviewer:

YES

NO

Was your mock interview helpful to you?

Do you feel better prepared for your next interview?

Interview skill

They did this well (include comments)

They could improve this (include comments)

Making a good impression

Listening

Making a point

Giving reasons

Giving examples

Asking questions

Any other comments?

Use this worksheet as a reminder of the main areas to focus on when you are preparing for an interview.

10) Find the right job	You'll stand the best chance if you're realistic and find jobs that are a good match for your personality and skills. And that means knowing what those are.
9) Write a strong CV or application form	Use the info in the advert to tailor your CV for each job, and make the right things stand out. But always be honest.
8) Use your phone skills	First impressions aren't just made when you arrive for interview. Make a great first impression when you phone to confirm that you'll be coming for interview.
7) Ask the right questions	Interviews are two-way things so this is your chance to find out if the job is also right for you. Do your research first, so you can show you know something about them.
6) Have the answers ready	Think about the questions you might be asked about your CV and your suitability for the job. Rehearse what you'll say when you're asked about your strengths and weaknesses.
5) Be clean, smart and tidy	Dress right for the role. Smart is always safe, and that means clean, well-fitting and business-like.
4) Get there early	Plan your travel so you get there a little early. It shows you're organised and you've got time to get calm and focused.
3) First impressions count	Be friendly, confident and positive. Use the right body language.
2) Show you're interested	Listen to the interviewer and make sure you answer the question. Ask questions of your own. Use body language and express your interest.
1) Sell yourself	Understand what they're looking for. Use every answer to show why you're the right person for the job. Match what's on your CV to the demands of the role.