**September 5, 2023**

1. Welcome
2. This Week’s Schedule - Job Interview, Business Meetings
3. Legal Aid Workshop - 10:00 to 12:30
4. Tell Me About Yourself - Merve, Zineb, Ani
5. Job Interview

**Today - Legal Aid / Workers Rights Workshop**

**Job Interview Review**

* Before the interview
* During the interview

**Mock Interview**

* Sep 13 & 15

**What is your salary expectation?**<https://hbr.org/2023/02/how-to-answer-what-are-your-salary-expectations>  
- give a range? - maybe $5,000 range; know that you are comfortable with the low end of the range

* Survey the market/ you are knowledgeable about the market average
* Opportunity/experience is more important
* Expect to negotiate - would salary be reviewed at the end of probation?

Salary / compensation / money / income / wages

Benefits / extended health plan / vacation / stock option / pension / RRSP matching / disability insurance / life insurance

Signing bonus

I am expecting/looking to make around $60 - $65,000/$65K/$65 grand based on my qualifications and experience. I believe this is also the industry average for this type of position (with my level of experience).

Compensation isn’t the only thing that matters to me. I am also looking at this opportunity/project/job/position/company/company culture…All of these are very important to me.

I could be a bit flexible with the salary.

$100,000 = annual salary

$18,000 = RRSP account

$82,000 = subject to income tax

**10 Common Interview Questions (non-behavioural)**

<https://ca.indeed.com/career-advice/interviewing/types-of-interview-questions>

**What do you do when you feel stuck or don’t know the answer to a job interview question?**

5 Ways to Respond to a Job Interview Question (When You Don’t Know the Answer)<https://www.youtube.com/watch?v=2cXmvZRtG0s>  
1. Buy yourself some time - e.g. That’s a great question. I haven’t thought about it. Let me think about it for a moment…I believe….  
- Well,....

2. Clarify the questions  
- repeat/rephrase/clarify/what do you mean/explain/elaborate

- I’m not sure I understood the question fully. Could you explain/elaborate on it again?

- I’d like to make sure I understood the question correctly. You are asking….

- I’m so sorry I’m not sure what you mean by that. Could you repeat….

3. Think out loud  
- use transitional /signposting words - First, second, next, then, after that, finally  
  
4. Focus on what you do know; look for similarities  
- I haven’t used this xxx program before, but I am proficient in yyy which is very similar to xxx. Given their similarities, I am very confident that I will be able to pick up xxx in a short time. .   
  
5. Follow up (in an email)

**September 6, 2023**

1. Remaining topics - business meetings; presentations; telephone English
2. Midterm evaluation
3. Transition/Signposting language review
4. Common interview questions
5. After the interview

**Video: Deliver Your Answers Effectively**

(Source: <https://www.oxfordonlineenglish.com/english-job-interview>)

**Using Signposting Language**

**E.g. however, consequently, hence/therefore, firstly/secondly/finally, by the way, in addition/also, for example, etc.**

1. What are your strengths and weaknesses?  
     
   Well, I’m very good at working with other people. For example, in my last job, I always tried to encourage my colleagues and create a good atmosphere. On the other hand/However, I suppose I can be a little bit careless sometimes. Nevertheless, I’m not the kind of person who focuses on details. Going back to my strengths, I’m very calm, and I can keep a cool head even in very stressful situations. / Although I’m not the kind of person who focuses on details, I’m very calm, and I can keep a cool head even in very stressful situations.
2. What is your leadership style?  
     
   Well, to begin, I’m quite a hands-off manager. For example, if one of my team has a project, I’ll keep an eye on things, but I don’t need to be involved in every detail. I’m also very approachable. For instance, I make sure my team knows they can come to me with problems or questions at any time. In addition, I like to lead from the front. With that I mean If everyone’s working late to meet a deadline, I make sure I’m there with them.  
     
   Firstly, I’m quite a hands-off manager. For example, if one of my team has a project, I’ll keep an eye on things, but I don’t need to be involved in every detail. Secondly, I’m very approachable. I make sure my team knows they can come to me with problems or questions at any time. Finally, I like to lead from the front. In the event if everyone’s working late to meet a deadline, I make sure I’m there with them.

**Mirror the words of the interviewer**

1. **What is your leadership style?  
     
   Well, I have three main leadership styles. Firstly, ….**

**Techniques used when you feel stuck during an interview**

* Buy some time by saying “it’s a good question; let me think about it for a second”
* Clarify the question - I’m not sure I understand your meaning. Do you mean…; Could you clarify the meaning of ….
* Signposting language - firstly, secondly, finally
* Use/mirror the interviewer’s words / terms in your answer
* Well, …. - don’t rush into any answers; keep it at a steady/slow pace

**Common Interview Questions (see Google Doc for examples)**<https://docs.google.com/document/d/1Lz4mJC_oxzJ9PH3VGj8jfyo_SQWE4GSjWXXuCkoExCI/edit?usp=sharing>

**Similar types of questions**

<https://ca.indeed.com/career-advice/interviewing/types-of-interview-questions>

**End of Interview**

**Do you have any questions for us???**

* You should always ask a question - to show interest
* Do Not Ask - Salary/Compensation/Benefits
* Good questions - ones that would help you learn more about the role/company
* “Can you tell me how many people are working on your Android team?”
* “Can you please tell me about your team structure?”
* “What are the biggest challenge/priorities that the employees are facing currently at your company?”
* “If I am the successful candidate, what do you see as my first priority on the job?”
* “Is this a newly created position? Or is it replacing another person of an existing position?”
* Turn the table - “Can you tell me more about your role? How long have you been working here? What do you enjoy most about your job that keeps you motivated everyday? What is the best part of working for the company?”
* What would the next step be? Will there be a second interview? When will you be making a decision?

**Thank you email**

* Who do you send your email to? - everyone on the panel; remember to take some time to write down everyone’s names
* Ask for a business card
* When to send - ASAP/same day; within 24 hours
* What to include - thank them for their time; enjoy the meeting; learn more job/company
  + Reiterate your interest in the job; repeat why you are the best person for the job
  + Thank them again/look forward/contact me if need more any documents/info
  + Send by email; use body of email

**References**

* What is it - professional contact who could speak about your past work/performance
* Usually 3 references - at least 2 professional references, including at least 1 direct supervisor; third reference can be a personal reference
* Canadian reference is important; international ref should be able to communicate (speak/write) in English
* Contact your references BEFORE your job interview; prepare them for the call/email
* What to include
* When to send

**Example**

| **References**  **Karen Dolan**  Human Resources Manager  XYZ Company  Address  City, Province  Phone  Email  **Georgette Browning**  Administrative Manager  BDL Company  Address  City, Province  Phone  Email  **John Dunning**  Personnel Administrator  123 Company  Address  City, Province  Phone  Email |
| --- |

**Follow-up**

* Send follow-up email - “I am writing to follow-up with you about xxx position”
* - reiterate your interest in the job
* - offer to help / provide more information / thank you
* Time to follow-up - a week/2 weeks
* Bad news call
  + Ask for feedback - is it possible to give me some feedback on my interview? What could I do better next time?

**September 8, 2023**

1. Job interview review
2. Business meetings

**THE INTERVIEW**

**FIRST IMPRESSIONS:**

● Greeting

● Introductions

● Small talk

● Transition to formal interview

**QUESTION 1:**

Tell us now; what motivates you to work for our company?

**QUESTION 2:**

And what interests you in this position as a Senior Project Team Leader in our Environmental Services? How does it align with your career goals?

**QUESTION 3:**

Describe a time recently where you motivated your team members to complete a project on time and on budget? What approach did you use?

**QUESTION 4:**

Now will you give us an example of a recent time when you managed a conflict between team members? What did you do? What was the outcome?

**QUESTION 5:**

Could you tell us what makes you a good candidate for this position?

**QUESTION 6:**

We’ve asked you a lot of questions. What question do you have for us?

**FINAL IMPRESSIONS:**

● Closing the interview

● Departing

**Candidate 1**

<https://www.youtube.com/watch?v=I_J8-4StlvU&t=103s>

**Candidate 2**

<https://www.youtube.com/watch?v=C_fRdQN1thY>

**Candidate 3**

<https://www.youtube.com/watch?v=9MO_nh8WqCM>

**Candidate 4**

<https://www.youtube.com/watch?v=epsoh1vZMio>

**Interview Panel Debriefing: Navigating the Interview**

<https://www.youtube.com/watch?v=U-5yywxrtOU>

**Job Interview - Final Review**

* Before the interview
  + Maintain a log of your job applications
  + Keep a copy of job descriptions
  + What to wear
  + Prepare for online interview
  + Get directions
  + Who interviewers are/contact information
  + Research of company/interviewers
* During the interview
  + Behavioural questions - STAR
  + Common questions
  + Challenging questions
  + Strategies used when you feel stuck/don’t have an answer
  + Being concise - use signposting/transitional words; use questions in your answer
  + Clarify the questions
  + Body language
  + Small talk
* After the interview
  + Ask questions about company / job / interviewers / next steps
  + Thank you email
  + References
  + Follow up

**Mock Interviews - next Wed/Fri**

**Business Meetings in Canada**

In many organizations, meetings are an important way of passing on information, brainstorming ideas, planning work tasks, making decisions and solving problems. Meetings can be face-to-face, on the phone (such as conference calls) or held electronically (such as video conferencing). Here are some common expectations in meetings:

* Everyone arrives on time and is prepared.
* Everyone participates in the discussions.
* One person speaks at a time – it is considered rude to interrupt when someone else is speaking.
* Confidential information discussed in a meeting is not shared with others who were not present.

**What aspects of meetings are you interested in studying in this class?**

* Sharing opinions - agreeing and disagreeing
* Explaining concepts
* Preparing an agenda
* Listening skills
* Asking questions
* Presentation skills
* Presenting objectives of meeting

**What topics will we cover in this class?**

* Focus on work group / team meetings
* Chairing a meeting - prepare an agenda; facilitate discussion; ask for opinions; give introductions; summarize/conclude; keep conversation on track
* Participating in a meeting - sharing opinions; agreeing and disagreeing; interrupting politely
* Taking minutes

**Meeting Agenda (page 254)**

**The Minutes (page 255) - Note taking**

**Health & Safety Committee Meeting - Minute Taking (Audio 6.7)**

<http://www.moresettlement.org/LINC5-7Activities/Chapter_6/Audio6.7.mp3>

**Sample Format of Meeting Minutes**

**HEALTH & SAFETY COMMITTEE MEETING MINUTES**

**Date:** Tuesday Dec. 14, 2010

**Time:** 11:00-12:00

**Location:** Room 201

**Chair:** Kumar Devi

**Attendees:** Silvia Rame, Don Davis, Karen Lu, Joanna Milcowicz, Ellen Jones, Tom Wilkinson

**Regrets:** Bob Cicarelli

| **TOPIC** | **DISCUSSION** | **ACTION/FOLLOW-UP** |
| --- | --- | --- |
| 1. Monthly Inspections | * Not every department manager conducts monthly safety inspections regularly * Committee agreed that monthly inspections are important and should be completed every month | * Don will develop an inspection schedule for department managers to assign the task to their staff * Don will draft a reporting form used for the inspection and will present to committee at the next meeting |
| 1. Fire Safety | * Warehouse staff did not hear fire alarm went off during the fire drill two weeks ago; it was the first fire drill after the new alarm installation | * Tom will call company that installed the alarms to inspect all alarms immediately; some may require replacement * Chair will send a memo to remind all managers to review fire safety plan with their staff annually to familiarize with it |
| 1. First-aid Kits |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Giving Introductions (page 258)**

**Introduce Speakers/New Members**

<http://www.moresettlement.org/LINC5-7Activities/Chapter_6/Audio6.8.mp3>

**Example 1**

**Name:** I’d like you to please welcome xxxxxx xxxxx

**Background:** Jack has been working in our xxx for xxxx, and he is the (*his title)*

**Reason why he is invited:** I’ve asked him to be here today because…

**Closing:** I know we will all benefit from his expertise in this area

**Example 2**

**Name**: Let me begin by introducing a new member to our fundraising team. This is (name). Welcome.

**Background**: xxx has worked in xxxx. She was a volunteer …. She has over xxx experience in….

**Closing**: We are very fortunate to have her on our team.

**Sample closing phrases:**

* I am sure we will learn a lot from her
* I am sure she will add a lot of value to our team
* We are all looking forward to working with you
* It’s very nice to have you on our team

**Introduce yourself in a meetingHi**

**Audio 6.9: Listen to an example of people introducing themselves in a formal meeting. What information did the introduction include?**

<http://www.moresettlement.org/LINC5-7Activities/Chapter_6/Audio6.9.mp3>

My name is (firstname) (lastname).

I have been working in xxxx for the last xxx years.

My expertise is in xxxx.

I’m happy to be here. So glad to be a part of …. It’d be a great learning experience for me.

Sample closing lines

* I am excited to be a part of
* Looking forward to working with all of you
* Thanks for having me today; I’m excited to share my experience with you
* Very nice to meet you all
* I’m sure I will learn a lot from you.