**August 28, 2023**

1. Welcome
2. This Week’s Schedule; Remaining Topics
3. Business Letters Review
4. Job Interview

**This Week’s Schedule**

* Mon - Job interview; revised resume due
* Tue - Job interview
* Wed - Job interview
* Thur - SSI
* Fri - LinkedIn Training

Mon, Sep 4 - Labour Day; no class

Tue, Sep 5 - Legal Aid Workshop; companies list due

Wed, Sep 13 & Fri, Sep 15 - Mock Interview

**Remaining Topics**

* Business Meetings
* Presentations
* Telephone English
* Other Miscellaneous Topics

**Business Letters Review**

* Format
  + All components
  + Tone - formal
* Content
  + Use good reference or subject
  + 3 paragraph - introduction - purpose; body - details; conclusion - call to action, contact information, appreciation, reference to future
* Edit & Proofread

**If you are applying to a job by email**

* Don’t leave the body of email blank
* Read instructions from job ad if you should combine cover letter and resume into one document

**Job Interview**

* **Before, During, After**

1. What is the purpose of a job interview?  
    - For the interviewer - to find out if the candidates are suitable for the job; how well do they match with the job requirements; to validate their skills; if they would fit with the team/company

* For the interviewee - to determine if this is the right job for him/her; to show the employers their expertise;

1. What are YOUR main objectives?  
   - To show/convince the employer you are the best person for the job  
   - To show your interest with the employer/position/company/industry

**Types of interviews**

* Telephone / Screening interview
* Technical assessment - hands-on or written
* Non-technical assessment; personality test
* in-person/Zoom interview - with HR/technical managers
* Panel interview
* Group interview
* Mock presentation
* AI interview<https://www.cbsnews.com/news/ai-job-interview-tips-to-prepare-artificial-intelligence/>

**Group Discussion -** **Before the Interview / Interview Preparation**

1. How can you prepare for an interview? Make a list of things you need to do.  
   - answering interview behavioural and technical questions  
   - what to wear  
   - get info about company  
   - Use mirror or camera to prepare for online interviews; mock interview  
   - get documents printed  
   - be familiar with interview process  
   - be ready for technical / handson challenges  
   - google competition of company  
   - google/check linkedIn about person/hiring manager who will be interviewing me  
   - review job description and how it matches my skills  
   - prepare examples of my job experience  
   - test zoom link, background, sound of my equipment/device  
   - review my resume; be prepared to answer questions on my interview  
   - prepare answers for tricky/challenging questions, etc. weakness question
2. What kind of information would be useful to know before an interview?  
   - about the company, department, industry, vision/mission, position in the market, products/service, location of HO, branches, latest news  
   - work culture, website postings, social media  
   - interviewer; possible connections with them in the past; mutual acquaintances (glassdoor)  
   - how long job was posted  
   - other people who might have had interview experience with this company  
   - company/interview location - how to commute to their office  
   - weather information  
   - interview process
3. How do you find out about a company or organization?  
   - Google, LinkedIn, Glassdoor, company website, social media, news, network (friends who work in the same company)  
   - in the job description  
   - Job Developer  
   - Agency  
   - Alumni network from university or college
4. How can you create a good first impression at an interview?  
   - small talk  
   - smile, show confidence, polite, good listening (without interrupting), clarify questions  
   - punctual   
   - show positive attitude; be honest  
   - dress formally  
   - good handshake with eye contact and smile
5. What dress codes and behaviours are appropriate during an interview?  
   - Casual   
   - business casual   
   - business formal -   
   - accessories  
   - hygiene - Scent free / Fragrance free policy  
   - teeth/breath - “pop a mint”

**What to wear for a job interview (in person)?**

<https://www.youtube.com/watch?v=mXCdVn7L-9Y>

**Online (Zoom) Interview**

How to ace your video interview

<https://www.youtube.com/watch?v=syfPzQWwbTk&t=92s>

* - 5 steps
  + Set the scene - nice simple background; lighting; camera at eye level
  + Research the company and plan your outfit; avoid busy patterns or bright colours; handphones
  + Test your tech - camera, speaker/mic, internet connection, Zoom/Google Meet/MS Teams
  + Practice - practice with a friend; cover your own image if you get distracted; pin the speaker
  + Interview distractions - put away your phone; avoid being too casual; close tabs/windows; address the distraction

**First Impression**Body Language that Gets the Job

<https://www.youtube.com/watch?v=VV1cMmCKxmY>

* 4 main points
  + Voice quality - keep it low
  + Eye contact - maintain eye contact until end of sentence/answer; not looking up and down or sideways; not staring; blink normally; take a break
  + Handshake
  + Posture - leaning forward to show interest; sit up straight and drop the shoulders

**At the interview**

Most common interview question - “Tell me about yourself”

* Why do interviewers ask this question?  
  - Ice breaker; as a warm up
* How should you answer this question?   
  - Name (optional; depending on situation)  
  - Experience / role / industry / sector   
  - Hard skills  
  - Soft skills  
  - Education / certification  
  - why you are the best person for this job  
  - why you are interested in this job/ work for this company  
  - “thank you for having me”

**Topics - “During” the Interview**

* Common Interview Questions
* Behavioural interview questions review
* Illegal / tricky / tough questions
* Ways to respond to a question when you feel stuck
* Deliver Your Answers Effectively

**Behavioural Interview Questions**

1. How does a behavioural interview differ from a traditional interview?   
   - traditional interview - asked to describe your experience or skills   
   - behavioural interview - recent behaviours will predict future behaviours; how you would behave in different situations; describe your behaviours/examples; demonstrate you have the required skills
2. What does an interviewee need to be able to do in a behavioural interview?   
   - describe your behaviours/examples; demonstrate you have the required skills
3. How can someone prepare for a behavioural interview?   
   - strengths & skills, and examples when they were used  
   - short examples; 3-6 sentences or no more than 1.5 minute  
   - story - beginning, middle, end
4. What does SAR stand for?  
   - Situation   
   - Action  
   - Result

**Tips**  
- in a conversational tone; show you are confident  
- think through how to demonstrate your skills

For Tomorrow

* 1. Think of 3 examples to use for behavioural interview questions
* 2. Tell me about yourself

**August 29, 2023**

* Putting it all together: tell me about yourself
* Behavioural interview questions

**Tell me about yourself!**

* Neethu, Gowri, Osmar, Mustafa, Amir, Hamed, Maryna, Kai
* Next Tuesday - Merve

**Suits His Style**

<https://menandfamilies.org/suitshisstyle/>

**Dress for Success**

<https://dressforsuccesstoronto.org/client-services/suiting-and-styling-services/>

**Behavioural interview questions**

* See worksheet

**August 30, 2023**

1. Today - job interview
2. Tell me about yourself - next Tuesday (Merve, Zineb, Ani)
3. Friday - LinkedIn training (online; 9:30 - 1:30)
4. Next Tuesday - company list due

**Popular behavioural interview questions**

1. Tell me about how you worked effectively under pressure.  
   - organization, time management, ability to deal with pressure
2. Give an example of how you set goals.  
   - set priorities, time management, communication, “I am determined”
3. Describe a decision you made that wasn't popular, and explain how you handled implementing it.  
   - leadership, persuade, negotiation, communication
4. Share an example of how you were able to motivate employees or co-workers.  
   Self-motivation, flexibility, leadership, active listening, work in a team
5. Explain a time when you took the initiative on a project.  
   Leadership, time management, creativity, resource management, good teamplayer
6. Describe how you used your problem-solving skills to benefit a team or company.  
   Analytical, Problem-solving, communication, initiative, creativity, collaboration with others, time management
7. Give me an example of when you worked well with a team.  
   Good teamplayer, communication, collaboration
8. Describe a time when you disagreed with a team member or supervisor. How did you resolve the problem?  
   Communication, good listening, problem solving, professional conduct, adaptability, negotiation
9. Tell me about a mistake you’ve made on the job and how you handled it.  
   Problem solving, learn from mistakes, communication, collaboration, ability to deal with pressure, acknowledgement/accepting of mistakes, willingness to learn, reassessing and planning
10. How do you juggle multiple projects?  
    Multi-tasking, time management, communication/negotiation, setting priorities, teamplayer, project management knowledge
11. What is the most difficult/ challenging situation you’ve ever had to resolve in the workplace?  
    Problem solving, time management, analytical, communication
12. Tell me about a time when you had to deal with an angry customer.  
    Listening, communication, negotiation - “Win-Win Situation”, problem solving, Communicate regrets/apology/appreciation, take responsibility, patience, ability to remain calm

**Tell me about a mistake you’ve made on the job and how you handled it.**(Source: <https://www.themuse.com/advice/3-rules-that-guarantee-youll-nail-the-answer-to-tell-me-about-a-time-you-made-a-mistake>)

**Why do interviewers ask “Tell me about a time you made a mistake”?**

It’s easy to look good when you’re talking about your achievements, but your interviewer wants to know how you’ll react when things don’t go as planned. Your response can teach them:

* How you handle challenges
* How self-aware you are
* How well you acknowledge and admit your errors
* How you learn from mistakes and mitigate them going forward

**How do you answer “Tell me about a time you made a mistake”?**

**1. Choose the right mistake to talk about.**

At least as important as the story itself is how you reacted to it. “Select a mistake that reflects your ability to own your errors, take in feedback, create a plan for improvement, problem-solve, and share lessons learned,” Girson says.

Here are some kinds of mistakes you might talk about:

* Miscommunications
* Misunderstandings
* Lack of attention to detail
* Situations where you were reactive instead of proactive
* Errors on work products you submitted
* Missed deadlines
* Productivity issues
* Conflicts, disagreements, or coordination issues when working with others
* Fumbled presentations
* Knowledge or skill gaps

Meanwhile, you should avoid talking about mistakes that:

* Can be seen as ongoing character flaws (e.g.,“I’m always late”)
* Involve integral skills for the job you’re applying to (e.g., a fundamental accounting error if you’re applying for a financial analyst job)
* Are legal, ethical, or otherwise controversial issues (let’s be real, if your “mistake” was taking a swing at a coworker or pocketing some inventory, you’re not getting the job)
* Are framed to be someone else’s fault (e.g., “I made an error in judgment by trusting my boss’s strategy”)
* Aren’t really mistakes (No, “caring too much” and “working too hard” don’t count.)

And of course, you should also avoid saying you’ve never made a mistake or can’t recall any.

**2. Clearly lay out the situation.**

**3. Tell your interviewer what mistake you made.**

**4. Explain how you addressed the mistake in the moment.**

**5. Talk about what you learned and how you’ve avoided making the same mistake again.**

**Challenging Questions**

* What is your greatest weakness?
* Do you have any Canadian experience?  
  - employer’s concern - your ability to integrate into the Canadian culture; background information verification; criminal records/police check;   
  - international experience

- volunteer experience; placement experience  
- ELT program; Canadian workplace culture workshops  
- have your degrees been assessed  
- Canadian (recognized) certifications  
- Canadian references

* What is your salary expectation? Use NOC and Job bank  
  National Occupational Classification (NOC)  
  <https://noc.esdc.gc.ca/?GoCTemplateCulture=en-CA>
* Job Bank  
  <https://www.jobbank.gc.ca/home>
* Breakout rooms  
  1- Kai, Osmar, Amir, Hamed, Mustafa  
  2- Ani, Neethu, Merve, Gowri  
  3- Zineb, Ilakkiya, Beeta, Maryna

**Homework**

* Find 10 other common interview questions (non-behavioural questions)