# ELS006 DLI Year 2 Language and Skills Support

# Unit D: Employability: Week 2: Interviews and Assignment D

In this lesson, you will:

* review email writing conventions
* review questions and verb forms
* practise using the STARS interview technique
* prepare for Assignment D

**Email Writing Review:** You will be given a situation in which you need to write an email. In your Breakout Room, discuss the best options with your partner and write the email in your table on the Worksheet.

## Task 1a: Interview questions

Interviewers can ask different types of questions based on what they want to assess.

Look at the example questions. Match them with the types in the box below.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. Candidate’s strengths | 1. Candidate’s character | | 1. Candidate’s motivation | | 1. Candidate’s experience |
| 1. Candidate’s knowledge about the company | | 1. Candidate’s situational skills | | 1. Candidate’s knowledge about the subject | |

|  |  |  |
| --- | --- | --- |
| Example Question | Question type | Another example |
| 1. Why do you want to work for our firm? |  |  |
| 1. Do you work better in a group or by yourself? |  |  |
| 1. Tell me about a time when you solved a problem. |  |  |
| 1. If you were an animal, what animal would you be and why? |  |  |
| 1. Who are our main competitors? |  |  |
| 1. Explain the design process for antivirus software. |  |  |
| 1. How would you work with someone in a team with a negative attitude? |  |  |

## Task 1b: Writing questions

Think of an additional question for each type. Write it in the last column above.

You will practise asking and answering your interview questions later in this class.

This will also help you in Part 1 of Assignment D.

## Task 2: Review of verb tenses

Read the responses to the interview questions.

Choose the correct verb form in each situation.

**a) Do you work better in a group or by yourself?** (Candidate’s strengths)

*I consider/considering1 myself to be a team-player. I’m helpful and organized. When I worked/work2 with people in my current role as a project manager in financial services, I’m good at encourage/encouraging3 everyone to share ideas. I believe that get/getting4 different opinions can solve problems much more quickly. This mean/means5 we make better progress. I find/finds6 that it’s much easier to achieve something when everyone work/works7 together and communicates well.*

**b) Tell me about a time when you solved a problem.** (Candidate’s experience)

*I working/was working8 as a book editor in London last year. An author was behind schedule and there wasn’t enough text of a suitable quality. So I work/worked9 closely with her and explain/explained10 our expectations by give/giving11 clear examples. I created/was created12 daily targets to organise her work more efficiently. As a result, we met the deadline. I learn/learned13 from this that effective managers should communicate/communicating14 clearly and find/found15 practical solutions to problems.*

**c) How would you work with someone in a team with a negative attitude?** (Candidate’s situational skills)

*From previous experience as a project manager for a charity, I finding/have found16 that good communication is the key to effective teamwork. If someone on my team was being negative, I take/would take17 the time to listen to their view of the situation. This help/would help18 me to see it from their perspective. I would also highlight the importance of their contribution so they are encourage/encouraged19 to participate. In this way, I hope they would feel more valued, as I believe/would believe20 this is essential.*

## Task 3a: Responding to Questions

In interviews, we can use the STARS technique for responding to questions.

**Situation**

**Task**

**Action**

**Result**

**Self-Reflection**

Complete these notes with the following words:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| skills | learn | objective | cause | context | relate | outcomes |

(there is one word that you do not need to use)

1. Situation: Briefly describe the \_\_\_\_\_\_ (where/when/what)
2. Task: What is/was the \_\_\_\_\_\_ and what is/was your role?
3. Action: What is/was YOUR contribution? Show the different \_\_\_\_\_\_ that you used.
4. Result: What are/were the positive \_\_\_\_\_\_ ?
5. Self-reflection: What can/did you \_\_\_\_\_ from this? How does the story \_\_\_\_\_\_ to you?

## Task 3b: Using the STARS technique

In the interview response from Task 1, we can see how the STARS technique is used.

S: Situation

T: Task

A: Action

R: Result

S: Self-reflection

**a) Do you work better in a group or by yourself?**

*I consider myself to be a team-player. I’m helpful and organized. When I work with people in my current role as a project manager in financial services, I’m good at encouraging everyone zshare ideas. I believe that getting different opinions can solve problems much more quickly. This means we make better progress. I find that it’s much easier to achieve something when everyone works together and communicates well.*

Highlight the STARS technique in these responses.

**b) Tell me about a time when you solved a problem.**

*I was working as a book editor in London last year. An author was behind schedule and there wasn’t enough text of a suitable quality. So I worked closely with her and explained our expectations by giving clear examples. I created daily targets to organise her work more efficiently. As a result, we met the deadline. I learned from this that effective managers should communicate clearly and find practical solutions to problems.*

**c) How would you work with someone in a team with a negative attitude?**

*From previous experience as a project manager for a charity, I have found that good communication is the key to effective teamwork. If someone on my team was being negative, I would take the time to listen to their view of the situation. This would help me to see it from their perspective. I would also highlight the importance of their contribution so they are encouraged to participate. In this way, I hope they would feel more valued, as I believe this is essential.*

## Task 4: Speaking

1. Look back at the questions that you wrote in Task 1.
2. Take it in turns to interview each other.
   1. The interviewee tells the interviewer(s) what job they are applying for.
   2. Take it in turns to be the interviewee and the interviewer(s).
   3. The interviewee answers using the STARS technique. This will help you develop and organise your ideas.  
      **Situation Task Action Result Self-Reflection**
   4. The interviewer(s) give feedback to the interviewee. Would the interviewee get the job?

## Task 5: Assignment D

### **What to do**

**Step 1:** Think of a job you would like to apply for e.g. software engineer, high school teacher, researcher, etc.Write this at the top of your assignment.

**Step 2:** Write three questions which you think would be asked in an interview for the job. Consider the question types presented in this unit and choose three DIFFERENT question types. You must state the question type after each question.

(Do not use the example questions in the unit – you need to write your own.)

**Step 3:** Write your responses for each question using the STARS technique. Maximum: 100 words for each response.

**Step 4:** Colour code each answer to show how you have used the STARS technique.

Your submission should include 3 questions presented like this:

|  |
| --- |
| Name: ……………………………….. DUT Number: …………………………..  Job applied for: project manager  1. Do you work better in a group or by yourself? (Candidate’s strengths)  *I consider* *myself to be a team-player. I’m helpful and organized. When I work* *with people in my current role as a project manager in financial services, I’m good at encouraging everyone to share ideas. I believe that getting different opinions can solve problems much more quickly. This means we make better progress. I find that it’s much easier to achieve something when everyone works together and communicates well.*  2. …  3. …  S: Situation: states where/when/what  T: Task: describes what I do/my role  A: Action: explains my contribution/skills used  R: Result: gives the outcome of my contribution  S: Self-reflection: relates to what I think or have learned |

### **Submission**

The assignment should be submitted via Turnitin as **a single Word document**.

There should be **three questions and responses** in your submission, all on the same document. Follow the example above.

### **Deadline**

12.00 midnight (China time), Friday May 13.