

An example of a TARDIS Scenario

Room: *One desk, one chair on either side. In the background: a shelf, a cabinet, some maps and/or posters on the walls.*

Actors: *Kim Smith, young person acting as a candidate (C), and George Parson, a practitioner acting as an interviewer (I) for the company "Future Networks".*

Company's Requirements: *"Future Networks", which is a telecommunication company, is looking for a new secretary for the sale department.*

Actors' profiles: *George is agreeable, helpful, conscientious, easy going and polite. He takes his job very seriously and is actually trying to find the right person for this job. Kim is shy, introvert, silent, not very self-confident and very concerned about her status of NEET. She does not have much experience in interviewing for jobs. She has been out of employment for one year and a half. Her last position was a maternity cover temporary position as a secretary at her brother's health care clinic.*

Interview script:

PHASE 1: Welcome

Kim sits on a sofa outside the interview room. At some point, George opens the door and while smiling says:

I: "Good morning Miss Smith, my name is George Parson. I am a senior HR administrator at Future Networks and will interview you today. "

George holds out his hand to Kim.

C: "Good morning"

Kim holds out her hand to George and they shake hands. Kim smiles. Kim's tone of voice is too low and remains so for the entire interview.

Expected behaviour: Kim's tone of voice is normal, i.e. not too low or too high.

I: "Please, go in "

George indicates the interview room.

C: "OK"

They enter the room. George closes the door behind them.

I: "Please, take a seat"

George indicates to one of the chairs

Kim sits down on the edge of the chair.

Expected behaviour: Kim sits properly on the chair, not on the edge.

I: "Did you find us easily?"

George makes normal eye contact with Kim, and Kim reciprocates.

C: "Yes, I did."

Expected behaviour: Kim elaborates a bit on that.

PHASE 2: Introduction

I: *George looks at the candidate, gives an encouraging smile, looks down at his notes examining them for a brief moment and then looks up at Kim.*

"I would like to start by asking you to introduce yourself, tell me how you found our company and why you have applied for this job."

C: *Kim averts her eyes from George, looks down at the floor and hesitates for 5 seconds before starting speaking.*

Expected behaviour: Kim keeps natural eye contact and starts speaking right away.

"So, my name is Kim Smith, and I worked as a secretary in the past for two years, although lately I have been unemployed."

Kim hesitates again for 10 seconds. .

Expected behaviour: Kim answers the question entirely by specifying why she applied for this job and how she found it. Kim does not flag that she has been out of employment right at the beginning of the interview given that she was not asked about that and this is "negative" information.

I: *George smiles at Kim trying to make her feel comfortable.*

"Could you please tell me how you found our company and why you have applied for this job?"

C: "Since I really need a job and enjoyed my past experience as a secretary, I thought to apply for this job. I found an advertisement on a local newspaper. When I saw that the company's offices are close to my flat, I sent my CV right away."

*Expected behaviour: Kim does not motivate her application by saying that the company's location is close to her apartment (not an appropriate motivation) and that she *really* needs a job (too generic and sounds a bit desperate).*

I: *George does not pick up on these issues for the moment.*

"In your opinion, what are the essential qualities for this job?"

C: *Kim maintains natural eye contact with George.*

"I think that I will need to be efficient and well-organized".

Expected behaviour: Kim elaborates on the topic.

I: *George tries to help her by prompting Kim to elaborate on this topic.*

"Can you think of other qualities?"

C: *Kim hesitates for 5 seconds. She is biting her lips.*

"You need to be polite".

Expected behaviour: Kim makes an effort to give more exhaustive answers. She does not hesitate or bite lips.

I: *George makes some notes and sits back on his chair.*

"Can you tell me why you think you are a good candidate for this job?"

C: *Kim averts her eyes from George again. She becomes red in her face.*

"I am usually well organized and nice with people so I think I can perform well in this job. In addition, I have experience of doing this type of job".

Expected behaviour: Kim maintains eye contact. She does not use generic words such as "nice" to specify her qualities and, when she refers to her previous experience, she is specific about the particular skills that she has without being prompted by George.

PHASE 3: Elaboration

I: "Can you tell me more about your previous experience as a secretary?"

C: "I worked as a secretary at my brother's healthcare clinic for two years. I did the usual things that secretaries do."

Expected behaviour: Kim does not mention that the clinic belongs to her brother straight away and also elaborates more on the tasks she undertook when she was a secretary.

I: *George gives up and changes topic. He starts to be a bit impatient and irritated with Kim's behaviour, but tries to remain calm. He shows some signs of irritation by stopping smiling and pausing for longer periods between a question and another.*

"You mentioned that you are currently unemployed. How long have you been unemployed for?"

C: *Kim averts her eyes from George again and starts moving her legs. Again, she becomes red in her face. She is quite anxious about this topic and hoped not to receive this question.*

"One year and six months".

Expected behaviour: Kim keeps calm and, after saying the duration of her unemployment period, she tries to explain how she has tried to make this period productive despite the unemployment. In addition, Kim perceived that George is becoming impatient with her and tries to reengage him in the conversation by overcoming her natural shyness and pushing herself to speak more.

I: "What did you do during this unemployment period?"

C: *Kim hesitates for a few seconds. Her eyes run around the room.*

"I applied for a variety of jobs and did a lot of sport to keep myself busy".

Expected behaviour: Kim maintains natural eye contact. She does not mention sports because this is not pertinent with the job interview. She tries to find something that might be pertinent to the job to discuss with George, for example that she tried to work at a call centre for a few weeks and so she learned how to answer phone calls and deal with clients' requests and complaints effectively.

PHASE 4: Synthesis

I: *George wants to end the interview because he feels that most probably Kim won't be suitable for the job.*

"Now I will summarize the characteristics of the job you are applying for. We are looking for a secretary to assist our operators in the sale department. We expect that you will be able to use all the Microsoft Office tools such as Word, Excel, PowerPoint and Outlook, promptly answers emails from our sale operators and deal with their requests on a daily basis and answer the phone calls for our sale department putting clients through the right person in that department.

Do you understand the job requirements?"

C: "Yes I understand."

Expected behaviour: Kim says yes and also asserts to be able to cope with the requirements.

I: "If you were offered this job, when would you be able to start? "

C: "As I said, I'm unemployed so I'll be able to start right away".

Expected behaviour: Kim does not mention again that she is unemployed.

PHASE 5: Conclusion

I: "Do you have any questions?"

Kim hesitates for a few seconds. She is now very red in her face. Her tone of voice becomes even lower.

C: "Yes, I would like to know what would be my monthly salary exactly and how many vacation days I would get".

Expected behaviour: Kim keeps calm and asks about the specificities of the job, the company and her carrier prospects. She does not ask about the salary and the vacation days. These questions can be asked at a further stage during the hiring process (although the question about the salary might be acceptable in some countries).

I: *George is now definitely annoyed with Kim and, although he keeps himself calm, he does not try to emphasize with Kim any more. He adverts his eyes from her and does not smile any longer.*

"The annual salary for this position is calculated on the basis of your qualifications and goes from 20K to 30K. You will have 25 vacation days. Do you have other questions?"

C: "No I don't".

Expected behaviour: Kim asks a few questions about the specificities of the job, the company and her carrier prospects.

I: We will contact you with our decision within one week from today. Thank you for applying for this job and for coming to this interview.

C: *Kim stands up immediately when she hears this sentence as if she was looking forward to the end of the interview.*

"Great."

Expected behaviour: Kim thanks the interviewer, says that she looks forward to hearing from him and waits until he stands up before standing up.

I: Goodbye Miss Smith.

C: Goodbye.