



Work Learn Program: Interview Framework (SAMPLE)

Work Learn Position Title: _____	Job ID: _____
Candidate's Name: _____	Student #: _____
Candidate's Faculty: _____	Year of Study: _____
Interview Date/Time: _____	Interviewer: _____
Term: <input type="radio"/> Summer (May – August) <input type="radio"/> Fall (September – April)	Year: 20_____

A. Welcome & Program Eligibility

- Welcome candidate and introduce interview team
- Outline the interview (ie. approximate length, interviewers will be taking notes)
- Provide an overview of the position and how it relates to the goals of your unit
 - outline key duties and responsibilities, anticipated start and end dates and hours per week, hourly wage
 - confirm Work Learn eligibility

B. Introductory Questions

<p>1. Tell us about yourself and what motivated you to apply for this position?</p> <p>Probing Questions:</p> <ul style="list-style-type: none"> • What skills or experience do you have that will make you successful in this position? • How does this role fit with your personal, academic, or career goals? <p>Assessing:</p> <ul style="list-style-type: none"> • Interest in the particular job itself and/or the area/field of work • Skills, knowledge and abilities they will bring to the position 	<p><i>Candidate's Response:</i></p>
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<p>2. What words would your former supervisor and/or colleague(s) use to describe you?</p> <p>Probing Questions:</p> <ul style="list-style-type: none">• If you had to describe yourself using one word, what would it be? <p>Assessing:</p> <ul style="list-style-type: none">• Organizational/team fit• Self-awareness - ability to reflect on how he/she is perceived by others	<p><i>Candidate's Response:</i></p>
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C. Behavioural-based Questions

<p>3. Give us an example of a problem you faced on the job, and tell us how you solved it.</p> <p>Probing Questions:</p> <ul style="list-style-type: none">• What was the outcome?• If the outcome wasn't strong, what would you have done differently today if put in the same situation? <p>Assessing:</p> <ul style="list-style-type: none">• Independent thinking and effective problem-solving skills• Ability to analyze problems or procedures, evaluate alternatives, and select the best course of action• Ability to suggest innovative and creative ideas to solve a problem	<p><i>Candidate's Response:</i></p>
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<p>4. Tell us about a time you worked as a member of a team.</p> <p>Probing Questions:</p> <ul style="list-style-type: none">• What role did you play?• What did you enjoy the most about the experience?• What did you find challenging? <p>Assessing:</p> <ul style="list-style-type: none">• Ability to work co-operatively within a diverse team• Understands and responds effectively to people from diverse backgrounds with different views and priorities• Communicates openly and honestly with team members• Commitment to shared team goals	<p><i>Candidate's Response:</i></p>
<p>5. Describe a situation in which you had to deal with an angry or upset customer/client or colleague/classmate.</p> <p>Probing Questions:</p> <ul style="list-style-type: none">• How did you handle the situation?• What was the outcome?• If the outcome wasn't strong, what would you have done differently today if put in the same position? <p>Assessing:</p> <ul style="list-style-type: none">• Communication/Interpersonal Skills - ability to express oneself clearly and professionally• Displays self-control and respectful of clients and colleagues• Conflict resolution skills• Problem solving skills	<p><i>Candidate's Response:</i></p>



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<p>6. Tell us about a time when you were working under pressure to complete many different projects with competing deadlines.</p> <p>Probing Questions:</p> <ul style="list-style-type: none">• How did you deal with the situation?• What did you do to manage stress? <p>Assessing:</p> <ul style="list-style-type: none">• Planning and organization skills – ability to plan, prioritize and organize time to achieve tasks, goals and projects• Time management skills - ability to use time efficiently and effectively	<p><i>Candidate's Response:</i></p>
<p>7. Ask your own question to assess a competency or skill specific to your position.</p> <p>Probing Questions:</p> <ul style="list-style-type: none">• <p>Assessing:</p> <ul style="list-style-type: none">•	<p><i>Candidate's Response:</i></p>



D. Closing Questions

<p>8. What do you hope to learn from this position?</p> <p>Probing Questions:</p> <ul style="list-style-type: none"> • What new skills would you like to learn? • In what areas would you like to develop? • What challenges do you think you'll have? <p>Assessing:</p> <ul style="list-style-type: none"> • Knowledge gaps • Identify personal, academic, career goals for the term 	<p><i>Candidate's Response:</i></p>
<p>9. Is there anything else that you would like to share with us that you have not yet had the opportunity to share?</p>	<p><i>Candidate's Response:</i></p>
<p>10. Do you have any questions for us?</p> <p>Assessing:</p> <ul style="list-style-type: none"> • Did the student come prepared? • Have they done their research? 	<p><i>Candidate's Response:</i></p>

E. Wrap-Up

- Interview Timeline - Let candidate know when he/she can expect to hear back about your hiring decision and how he/she will be contacted (e-mail/phone)
- References - Ask candidate for references/class schedule (if required)
- Thank candidate for coming in

Overall Thoughts/Comments: