Work Learn Program: Interview Framework (SAMPLE)

<table>
<thead>
<tr>
<th>Work Learn Position Title: __________________________</th>
<th>Job ID: __________________________</th>
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<tbody>
<tr>
<td>Candidate’s Name: ___________________________</td>
<td>Student #: _______________________</td>
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<tr>
<td>Candidate’s Faculty: ___________________________</td>
<td>Year of Study: ___________________</td>
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<tr>
<td>Interview Date/Time: ___________________________</td>
<td>Interviewer: ______________________</td>
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<tr>
<td>Term: ○ Summer (May – August) ○ Fall (September – April) Year: 20___</td>
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A. Welcome & Program Eligibility

- Welcome candidate and introduce interview team
- Outline the interview (i.e. 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

1. Tell us about yourself and what motivated you to apply for this position?

Candidate’s Response:  

Probing Questions:  
- 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?

Assessing:  
- Interest in the particular job itself and/or the area/field of work  
- Skills, knowledge and abilities they will bring to the position
2. **What words would your former supervisor and/or colleague(s) use to describe you?**

**Probing Questions:**
- If you had to describe yourself using one word, what would it be?

**Assessing:**
- Organizational/team fit
- Self-awareness - ability to reflect on how he/she is perceived by others

**Candidate’s Response:**

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### C. Behavioural-based Questions

3. **Give us an example of a problem you faced on the job, and tell us how you solved it.**

**Probing Questions:**
- What was the outcome?
- If the outcome wasn’t strong, what would you have done differently today if put in the same situation?

**Assessing:**
- 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

**Candidate’s Response:**
4. Tell us about a time you worked as a member of a team.

Probing Questions:
- What role did you play?
- What did you enjoy the most about the experience?
- What did you find challenging?

Assessing:
- 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

Candidate’s Response:

5. Describe a situation in which you had to deal with an angry or upset customer/client or colleague/classmate.

Probing Questions:
- 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?

Assessing:
- 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

Candidate’s Response:
6. Tell us about a time when you were working under pressure to complete many different projects with competing deadlines.

Probing Questions:
- How did you deal with the situation?
- What did you do to manage stress?

Assessing:
- 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

Candidate’s Response:

7. Ask your own question to assess a competency or skill specific to your position.

Probing Questions:
- 

Assessing:
- 

Candidate’s Response:
D. Closing Questions

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<tr>
<th>8. What do you hope to learn from this position?</th>
<th>Candidate’s Response:</th>
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<tbody>
<tr>
<td>Probing Questions:</td>
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<tr>
<td>● What new skills would you like to learn?</td>
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<td>● In what areas would you like to develop?</td>
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<td>● What challenges do you think you’ll have?</td>
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<td>Assessing:</td>
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<tr>
<td>● Knowledge gaps</td>
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<td>● Identify personal, academic, career goals for the term</td>
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| 9. Is there anything else that you would like to share with us that you have not yet had the opportunity to share? | Candidate’s Response: |

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<th>10. Do you have any questions for us?</th>
<th>Candidate’s Response:</th>
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<td>Assessing:</td>
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<tr>
<td>● Did the student come prepared?</td>
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<tr>
<td>● Have they done their research?</td>
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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: