**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: Summer (May – August) 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**

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

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
 | *Candidate’s Response:* |
| 1. 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:* |

**C. Behavioural-based Questions**

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| 1. 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:* |
| 1. 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:* |
| 1. 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:* |
| 1. 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:* |
| 1. Ask your own question to assess a competency or skill specific to your position.

Probing Questions:Assessing: | *Candidate’s Response:* |

**D. Closing Questions**

|  |  |
| --- | --- |
| 1. What do you hope to learn from this position?

Probing Questions:* What new skills would you like to learn?
* In what areas would you like to develop?
* What challenges do you think you’ll have?

Assessing:* Knowledge gaps
* Identify personal, academic, career goals for the term
 | *Candidate’s Response:* |
| 1. 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:* |
| 1. Do you have any questions for us?

Assessing:* Did the student come prepared?
* Have they done their research?
 | *Candidate’s Response:* |

**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

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| **Overall Thoughts/Comments:** |