**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**

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| 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:** |