

# Instructional Scenario

## Demonstrate Job Interview Skills



**Course/Duty Area:** Business Individualized Program: Preparing for Employment

### **Scenario:**

Coleen just got word that she has an interview at a local bookstore. The employer is known to have an informal work culture and other employees, who Coleen knows, talk about wearing jeans to work and having positive relationships with managers. The job would require Coleen to conduct weekly inventories, identify material needs, and make decisions about what materials should be ordered. While Coleen has some experience in inventory and material handling, she has a lot more experience organizing e-files and conducting data entry from paper to online databases.

Coleen takes all these factors into account before her interview and decides to practice the following job interview skills:

### Desirable Behaviors:

- Keep eye contact with body language that is confident, yet relatable and warm.
- Be sure to ask questions that show aptitude and understanding about the position (i.e., On a given week what do material needs look like here?)
- Answer questions honestly and share prior experience and how personal skills would translate into the role.

### Undesirable Behaviors:

- Act timid or look at floor or ceiling when answering questions.
- Answers questions without thinking about a complete answer.
- Ask questions that are unprofessional or unrelated to the job or interview process.

### Professional Attire

- Dress professionally.
- Find balance between comfort and displaying oneself as a professional.
- Consider what impression you are making to someone who does not know you.
- Ask what your attire tells others about you.

### **Big Question:**

What are other examples of desirable and undesirable behaviors that are important to reflect on prior to an interview?

### **Focused Questions:**

- Why might it be desirable to share how prior work experience could apply to the job?
- Why might a long-winded answer to a question be an undesirable behavior at an interview?
- Why might wearing jeans or casual clothing to an interview send the wrong message about one's professionalism as a potential employee, even in a casual workplace?

**Project-Based Assessment:**

- Create a list of behaviors that would be desirable at future interviews and role play with a peer or educator in a mock interview.
- Conduct a mock interview and have peers or teachers provide feedback about desirable and undesirable behaviors
- At home, put together three outfits that you might wear to a job interview. Take pictures of them and share them with others for feedback and advice.

*Instructional scenario submitted by Kendal Swartzentruber, Co-State Coordinator, I'm Determined Project, James Madison University, Harrisonburg*