

## Tips for Employers Using the OSP to Create an Interview Checklist

**Start off on the right track by hiring workers with the Essential Skills and work habits needed for the job!**

### RETAIL SALESPERSON WANTED

We are looking for an enthusiastic Retail Salesperson with strong **oral communication** and **money math** skills and a flair for fashion. Good understanding of **customer service** and tasks relating to inventory, promotions and displays is needed. Must be a **team player** with strong **decision-making** skills.

**The OSP provides a common language for Essential Skills and work habits that can help employers in their recruitment and training practices.**



### Steps

1. Go to the OSP website to **create a job ad** that focuses on the key Essential Skills and work habits that are important for your business.
2. Create a **customized Essential Skills and Work Habits Interview Checklist** that targets the key Essential Skills and work habits you are looking for in a worker.

By using the same job skills language, employers and job seekers can quickly decide if a job is the "right fit".

### Interviewing Questions and Tips

Ask open-ended questions to find out how candidates have demonstrated their Essential Skills and work habits in work, school, community and home settings. This approach will give you a good idea of the **skills and work habits** that they can **transfer** to your business.

- ✓ *Give an example of how you have demonstrated strong **communication** skills.*
- ✓ *Describe how you have used your **money math** skills.*
- ✓ *How have you have demonstrated excellent **customer service**?*
- ✓ *Give an example of how you have been a **team player**.*
- ✓ *Give an example of a **decision** you have had to make and talk about how you made this decision.*

### Job Skills Development

Once a worker is hired, employers can use the **OSP Create a Work Plan** feature to:

- ✓ Assess and record the demonstration of their Essential Skills and work habits; and
- ✓ Provide constructive feedback on job performance.

The OSP can also help identify new tasks so that workers can continue to build their Essential Skills and work habits, improve their productivity and progress within your business.

**OSP website: <http://skills.edu.gov.on.ca>**

## INTERVIEW CHECKLIST

Use the OSP to Find **GREAT** Workers for Your Business!

Focusing on Essential Skills and work habits during the interviewing process can help employers get a good idea of the **skills and work habits** that candidates can **transfer** to their business.

### What are Essential Skills?

The skills listed in the OSP are **Essential Skills**. These are **generic skills** that are used in nearly all occupations and throughout daily life. They are **transferable** from school to work, job to job and sector to sector. They provide the **foundation** for learning other skills, such as technical skills, as well as help workers adapt to workplace change.

### What are Work Habits?

The OSP also includes a section on work habits, since it is important for everyone in the work force to have good work habits as well as the appropriate skills.

### How can the OSP help?

By giving you a **common skills language** to describe Essential Skills and work habits important for workplace success.

## Create a Customized Interview Checklist

### Steps

1. Identify the **key Essential Skills and work habits** that are most important for your business.

Want to get easy-to-understand descriptions of job tasks for each skill you have selected? Go to the **occupational profiles** on the OSP website.





2. Use the sample interview questions provided or develop ones that work for you.
3. Check off and comment on the Essential Skills and work habits that the candidate describes or demonstrates during the interview. You can use this checklist as a resource when making a hiring decision.







**The OSP provides a common language for Essential Skills and work habits that can help employers in their recruitment and training practices.**





**OSP website: <http://skills.edu.gov.on.ca>**




# Interview Checklist




Date:
Candidate's Name:
Company Name:
Position:




Essential Skills Important for this Position	Comments	Evidence of Skill Demonstration								
 <p><b>Reading Text</b></p> <p>Types of reading tasks you would perform here are:</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p><b>Describe the kinds of materials you read on a regular basis.</b></p>		<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence								
 <p><b>Writing</b></p> <p>You would be required to write:</p> <table border="1"> <tr> <td><input type="checkbox"/> to-do lists</td> <td><input type="checkbox"/> memos</td> </tr> <tr> <td><input type="checkbox"/> reports</td> <td><input type="checkbox"/> letters</td> </tr> <tr> <td><input type="checkbox"/> manuals</td> <td><input type="checkbox"/> brochures</td> </tr> <tr> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> </tr> </table> <p><b>Describe something you have written, like a report or a letter. What feedback have you received on your writing?</b></p>	<input type="checkbox"/> to-do lists	<input type="checkbox"/> memos	<input type="checkbox"/> reports	<input type="checkbox"/> letters	<input type="checkbox"/> manuals	<input type="checkbox"/> brochures	<input type="checkbox"/> _____	<input type="checkbox"/> _____		<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence
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<input type="checkbox"/> _____	<input type="checkbox"/> _____									
 <p><b>Document Use</b></p> <p>We use:</p> <table border="1"> <tr> <td><input type="checkbox"/> forms</td> <td><input type="checkbox"/> lists</td> </tr> <tr> <td><input type="checkbox"/> signs</td> <td><input type="checkbox"/> graphs</td> </tr> <tr> <td><input type="checkbox"/> charts</td> <td><input type="checkbox"/> labels</td> </tr> <tr> <td><input type="checkbox"/> tables</td> <td><input type="checkbox"/> _____</td> </tr> </table> <p><b>Talk about your experience reading, filling in or interpreting documents.</b></p>	<input type="checkbox"/> forms	<input type="checkbox"/> lists	<input type="checkbox"/> signs	<input type="checkbox"/> graphs	<input type="checkbox"/> charts	<input type="checkbox"/> labels	<input type="checkbox"/> tables	<input type="checkbox"/> _____		<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence
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<input type="checkbox"/> charts	<input type="checkbox"/> labels									
<input type="checkbox"/> tables	<input type="checkbox"/> _____									
 <p><b>Computer Use</b></p> <p>Applications:</p> <div style="border: 1px solid black; height: 30px; width: 100%;"></div> <p><b>Describe how you have demonstrated your computer skills.</b></p>		<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence								

Essential Skills Important for this Position	Comments	Evidence of Skill Demonstration
 <p><b>Oral Communication</b></p> <p>In this job, you need to communicate effectively with:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> customers</li> <li><input type="checkbox"/> co-workers</li> <li><input type="checkbox"/> managers</li> <li><input type="checkbox"/> supervisors</li> <li><input type="checkbox"/> _____</li> </ul> <p><b>Describe how you have demonstrated strong communication skills.</b></p>		<ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly Agree</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Some evidence</li> <li><input type="checkbox"/> No evidence</li> </ul>
<p><b>NUMERACY SKILLS</b></p> <p> <b>Money Math</b> I'd like to get a better idea of how you have used your math skills. Could you give me an example of when you have handled cash, prepared bills or made payments?</p> <p> <b>Scheduling or Budgeting and Accounting</b> Give examples of when you have planned for the best use of time and money, as well as monitoring of the use of time and money.</p> <p> <b>Measurement and Calculation</b> Give examples of when you have measured and calculated quantities, areas, volumes, and/or distances.</p> <p> <b>Data Analysis</b> Describe how you have collected and analyzed data.</p> <p> <b>Numerical Estimation</b> How have you demonstrated numerical estimation skills? What factors did you take into consideration when making an estimate?</p>		<ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly Agree</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Some evidence</li> <li><input type="checkbox"/> No evidence</li> </ul> <ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly Agree</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Some evidence</li> <li><input type="checkbox"/> No evidence</li> </ul> <ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly Agree</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Some evidence</li> <li><input type="checkbox"/> No evidence</li> </ul> <ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly Agree</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Some evidence</li> <li><input type="checkbox"/> No evidence</li> </ul>

Essential Skills Important for this Position	Comments	Evidence of Skill Demonstration
<b>THINKING SKILLS</b>		
	<p><b>Job Task Planning and Organizing</b></p> <p>Describe a situation where you demonstrated job task planning and organizing skills. Discuss why you think this is an important skill for this position.</p>	<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence
	<p><b>Decision Making</b></p> <p>Here's an example of how you would use your decision-making skills on-the-job.</p> <div data-bbox="331 716 721 879" style="border: 1px solid black; height: 78px; width: 240px; margin: 10px 0;"></div> <p>What factors would you take into consideration when making a decision like this one?</p>	<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence
	<p><b>Problem Solving</b></p> <p>Here is a problem an experienced worker would encounter at this workplace.</p> <div data-bbox="331 1230 721 1394" style="border: 1px solid black; height: 78px; width: 240px; margin: 10px 0;"></div> <p>Tell me how you would successfully handle this situation.</p>	<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence
	<p><b>Finding Information</b></p> <p>In this job, you would be required to find information using:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> databases</li> <li><input type="checkbox"/> written text (i.e. manuals)</li> <li><input type="checkbox"/> _____</li> </ul> <p>Give an example of how you have quickly and efficiently found information you needed?</p>	<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence

Work Habits	Comments	Evidence of Skill Demonstration
 <p><b>Working Safely</b></p> <p><b>Tell me what you would do to make sure you are working safely.</b></p> <ul style="list-style-type: none"> <li>• Working in a manner that prevents injury to self and others</li> <li>• Reporting unsafe conditions</li> <li>• Participating in health and safety training, as required</li> <li>• Using and wearing all required protective equipment and devices</li> </ul>		<ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly Agree</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Some evidence</li> <li><input type="checkbox"/> No evidence</li> </ul>
 <p><b>Teamwork</b></p> <p><b>How have you demonstrated teamwork skills?</b></p> <ul style="list-style-type: none"> <li>• Working willingly with others</li> <li>• Showing respect for the ideas and opinions of others</li> <li>• Taking responsibility for his or her share of the work</li> <li>• Contributing to the team effort by sharing information, resources, and expertise</li> </ul>		<ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly Agree</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Some evidence</li> <li><input type="checkbox"/> No evidence</li> </ul>
 <p><b>Reliability</b></p> <p><b>Are you a reliable worker? Give examples of how you have shown you are reliable.</b></p> <ul style="list-style-type: none"> <li>• Being punctual</li> <li>• Following directions</li> <li>• Giving attention to detail</li> <li>• Using time effectively and producing work on time</li> <li>• Acting in accordance with health and safety practices</li> </ul>		<ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly Agree</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Some evidence</li> <li><input type="checkbox"/> No evidence</li> </ul>

Work Habits	Comments	Evidence of Skill Demonstration
 <p><b>Organization</b></p> <p><b>How can you keep organized when faced with a number of tasks?</b></p> <ul style="list-style-type: none"> <li>Organizing work priorities when faced with a number of tasks</li> <li>Devising and following a coherent plan to complete a task</li> <li>Revising the plan when necessary to complete a task or to make</li> </ul>		<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence
 <p><b>Working Independently</b></p> <p><b>Give an example of when you have successfully completed a task independently.</b></p> <ul style="list-style-type: none"> <li>Accomplishing tasks independently</li> <li>Independently selecting, evaluating, and using appropriate materials, tools, resources, and activities</li> <li>Using prior knowledge and experience to solve problems and make decisions</li> </ul>		<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence
 <p><b>Initiative</b></p> <p><b>How have you shown that you can take initiative?</b></p> <ul style="list-style-type: none"> <li>Beginning and completing tasks with little prompting</li> <li>Approaching new tasks with confidence and a positive attitude</li> <li>Seeking assistance when necessary</li> </ul>		<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence

Work Habits	Comments	Evidence of Skill Demonstration
 <p><b>Self-advocacy</b></p> <p><b>How will your self-advocacy skills help you be a responsible worker?</b></p> <ul style="list-style-type: none"> <li>• Asking questions and seeking clarification, where appropriate</li> <li>• Identifying and making use of appropriate resources and support when needed</li> <li>• Being proactive regarding individual rights and responsibilities, where appropriate</li> </ul>		<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence
 <p><b>Customer Service</b></p> <p><b>How have you demonstrated excellent customer service?</b></p> <ul style="list-style-type: none"> <li>• Listening effectively to determine and meet clients' needs</li> <li>• Interacting positively with both co-workers and clients/customers</li> <li>• Endeavouring to meet and exceed expectations</li> <li>• Creating a positive impression of the company or organization</li> </ul>		<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence
 <p><b>Entrepreneurship</b></p> <p><b>What does entrepreneurship mean to you? Give an example of when you have shown your entrepreneurial spirit.</b></p> <ul style="list-style-type: none"> <li>• Recognizing and acting on opportunities</li> <li>• Showing perseverance</li> <li>• Being innovative and creative</li> <li>• Being versatile and resourceful</li> </ul>		<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Some evidence <input type="checkbox"/> No evidence