

# Behaviour-Based Interviews

## Activity Summary

- In this activity, students will:
- ♦ Prepare a behaviour-based interview focussing on the demonstration of **Essential Skills**
    - i) Prepare questions as interviewer
    - ii) Prepare responses as an interviewee
  - ♦ Participate in a behaviour-based interview (interviewer)
  - ♦ Participate in a behaviour-based interview (interviewee)
  - ♦ Complete a self-evaluation



## Prior Knowledge

- **Essential skills**
- Behaviour Interviews (theory and practice)

## Teaching Planning Notes

- Review assignment including prior knowledge required and assessment and evaluation tools
- Provide students with template prior to developing questions and answers or have students re-create in computer lab
- Provide students with an example of a SAB (Situation/Action/Benefit) response
- Provide students with class time to practice
- Provide students with a checklist with best practices for preparing for the behaviour interview



### FOCUS ON LEARNING

#### Essential Skills:

#### Writing

*Questions and Responses*

#### Oral Communication

*Interview*

#### Thinking Skills

*Interview*

*Questions and Responses*

#### Computer Use

*Questions and Responses*

#### Document Use

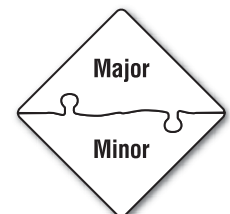
*Checklist and Template Form*

## Assessment of Student Achievement

Task	Tool / Type
Questions and Responses	Prove It! Template Form (Formative)
Interview	Prove It! Student Interview Assessment Tool (Summative)
Reflective Journal	Prove It! Reflective Journal Assessment Tool (Formative)

## Activities and Assessment Materials

- Behaviour-Based Interviews Assignment Sheet
- Tips and Situation/Action/Benefit Method Sample
- Q & A Template Form
- Q & A Assessment Tool
- Interview Assessment Tool
- Reflective Journal Assignment
- Reflective Journal Assessment Tool



## Curriculum Linkages For Ontario Educators

**Essential Skills** truly are everywhere and as teachers we are always teaching students the **Essential Skills!** As subject teachers and specialists, we know that many of the curriculum expectations we are accountable to teach and assess, also address the **Essential Skills** and while the linkages are not always readily apparent, the linkages exist nonetheless.

While this activity connects to a variety of courses it is most closely aligned to the following course(s):

- Career Studies – GLC 2O
- Guidance (Discovering the Workplace) – GLD 2O

To assist you, the teacher, in making more transparent linkages, we have identified the following curriculum linkages for this activity.

### Career Studies – GLC 2O

Coded Overall Expectations	Coded Specific Expectations
PCV.02 – demonstrate the ability to use marketing and networking strategies and to produce personal documentation (e.g., résumés, portfolios) in searching for work	PC2.08 – identify common interview questions and demonstrate the ability to respond appropriately and effectively

### Guidance (Discovering the Workplace) – GLD 2O

Coded Overall Expectations	Coded Specific Expectations
Searching for Work PTV.03 – Use a variety of job search strategies and tools to find or create opportunities for work and for learning about work (e.g., job shadowing, community involvement and part-time work).	PT3.03 – Use job interview skills effectively in simulated and/or authentic interviews. PT3.04 – Document the knowledge and skills, including workplace <b>Essential Skills</b> , acquired in the school and community or workplace.

# Prove It!

In this assignment, you will be preparing yourself to participate in a behaviour-based interview. During the interview, the situations will be specifically targeted to bring out past demonstrations of **Essential Skills**. You will be taking on the role of either the interviewer or the interviewee.



## Part One: Written Submission

For each of these roles you need to prepare questions (interviewer) and answers (interviewee). You will need to choose a job that you are applying for and research the tasks associated with that position. This is the basis for the questions and answers related to demonstrating the **Essential Skills** for that particular job. To help you prepare these questions and answers you will complete the template in this package. You will then use the template as your guide in preparing the questions and answers.

## Part Two: Interview Role-Play

Working in pairs, you will be playing the role of both the interviewer and the interviewee. You must be prepared for either role in the interview, therefore practice is important. You will be given time in class to practice with your peers. The role-plays will be performed in front of the class.

## Steps For Success

STEP	DUE DATE	COMPLETED ✓	<b>Essential Skill(s)</b> USED
1: Explore a job		<input type="checkbox"/>	Document Use, Reading Text Computer Use Oral Communication
2: Choose a job		<input type="checkbox"/>	Thinking Skills
3: Research job		<input type="checkbox"/>	Document Use, Thinking Skills Reading Text Oral Communication
4: Complete Template		<input type="checkbox"/>	Writing, Thinking Skills
5: Prepare Q & A submission		<input type="checkbox"/>	Writing, Computer Use
6: Practice Role-play		<input type="checkbox"/>	Working With Others Oral Communication
7: Perform Interview		<input type="checkbox"/>	Working with Others Oral Communication
8: Submit Written Assignment		<input type="checkbox"/>	N/A
9: Complete Reflective Journal		<input type="checkbox"/>	Writing, Thinking Skills
10: Submit Reflective Journal		<input type="checkbox"/>	N/A

# Prove It! Tips And Sample

## Before you Begin

Prior to developing your questions and answers in the template, you should have completed the following from previous classes:

- Conduct a self-assessment
- Analyze the types of positions you are applying for
- Understand the required competencies for your chosen position

## Tips for Success in a behaviour-based interview

To make yourself a memorable candidate you must master the art of storytelling.

- Use specific examples
- Make sure they are vivid!
- Be specific: Avoid generic, hypothetical information
- Create an image of you at work for the potential employer
- Examples must meet the potential employer's needs
- It is difficult to conjure up stories on the spot, so you have to be prepared

## SAB Preparation Method (Template Form)

The most effective method of preparing for a behaviour-based interview is to use the SAB technique (situation, action, benefit).

- (S) **Situation:** Describe the situation
- (A) **Action:** Tell what actions you took that made a difference
- (B) **Benefit:** Explain the benefits or results of your actions

## Sample SAB Situation

### Question

“Mary, take a minute and recall a specific situation in your past when you were asked to analyze and use creative problem solving techniques.”

### Answer

**Situation:** “We wanted to improve our level of customer service and we needed to identify the root cause of each failure in delivering customer service and determine what corrective measures were possible.”

**Action:** “I proposed two approaches: one was to create a database of all complaints and two, was to send out letters of apology to all those complainants.”

**Benefit:** “Within a few short weeks we saw improved levels of customer service because of our database reporting and months later we determined that our sales had improved because of our increased level of customer service.”

# ***Prove It!*** ***Template Form***

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**SITUATION #1: ORAL COMMUNICATION**

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Question:

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Answer

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Situation:

Action:

Benefit:

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**SITUATION #2: WRITING**

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Question:

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Answer

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Situation:

Action:

Benefit:

# *Prove It!* *Template Form*

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**SITUATION #3: READING TEXT**

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Question:

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Answer

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Situation:

Action:

Benefit:

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**SITUATION #4: COMPUTER USE**

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Question:

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Answer

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Situation:

Action:

Benefit:

# ***Prove It!*** ***Template Form***

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**SITUATION #5: WORKING WITH OTHERS**

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Question:

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Answer

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Situation:

Action:

Benefit:

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**SITUATION #6: DOCUMENT USE**

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Question:

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Answer

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Situation:

Action:

Benefit:

# *Prove It! Template Form*

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SITUATION #7: NUMERACY

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Question:

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Answer

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Situation:

Action:

Benefit:

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SITUATION #8: CONTINUOUS LEARNING

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Question:

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Answer

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Situation:

Action:

Benefit:

# *Prove It!* *Template Form*

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SITUATION #9: THINKING SKILLS

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Question:

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Answer

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Situation:

Action:

Benefit:

Use this completed template to prepare your question and answer submission

# Prove It!

## Q&A Assessment Tool

CRITERIA	<input checked="" type="checkbox"/>	COMMENTS
<b>Completeness</b> All questions and answers are completed	<input type="checkbox"/>	
<b>Comprehensive</b> Questions and answers are insightful and thoughtful	<input type="checkbox"/>	
<b>Correctness</b> Spelling and grammar	<input type="checkbox"/>	
<b>Presentation</b> Document is neat and shows attention to detail	<input type="checkbox"/>	



# Prove It!

## Student Interview Assessment Tool

Date: \_\_\_\_\_

Student Interviewee: \_\_\_\_\_

Student Interviewer: \_\_\_\_\_

RATING	DEFINITION
4 - <b>Outstanding</b>	<ul style="list-style-type: none"> <li>Communicates information and experiences with a high degree of clarity and with confidence.</li> <li>Communicates thorough knowledge of facts and understanding of concepts.</li> </ul>
3 - <b>Acceptable</b>	<ul style="list-style-type: none"> <li>Communicates information and experiences with considerable clarity.</li> <li>Communicates considerable knowledge of facts and understanding of concepts.</li> </ul>
2 - <b>Below Average</b>	<ul style="list-style-type: none"> <li>Communicates information and experiences with some clarity.</li> <li>Communicates some knowledge of facts and understanding of concepts.</li> </ul>
1 - <b>Unsatisfactory</b>	<ul style="list-style-type: none"> <li>Communicates information and experiences with limited clarity.</li> <li>Communicates limited knowledge of facts and understanding of concepts.</li> <li>Applies few inquiry skills.</li> </ul>

ARRIVAL	NEEDS IMPROVEMENT	ACCEPTABLE
Punctuality		
Handshake - firm, friendly and professional		
Posture		
Eye Contact		
Other		

	4 - Outstanding	3 - Acceptable	2 - Below Average	1 - Unsatisfactory
<b>INTERVIEW</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Answered questions with relevant information in a concise, confident manner				
Indicated research of position				
Asked appropriate and relevant questions				
Used appropriate language				
Demonstrated enthusiasm and interest				
Neatly groomed				
Appeared friendly and personable				
Appeared alert and interested				
Displayed a level of maturity appropriate for his/her age				
Appeared positive and enthusiastic				
Was well prepared and made a positive impression				
Other				

# Prove It!

## Reflective Journal

Throughout this assignment the **Essential Skills** were actively at work! In keeping with the “behaviour-based interview” style, discuss:

- How well you believe you performed on your written submission and why.
- How well you believe you performed on your interview and why.
- Two (2) **Essential Skills** that you used in this assignment which were your strengths. Provide specific examples.
- Two (2) **Essential Skills** that you used that you consider to be your weaknesses. Provide specific examples.
- Based on this assignment, provide an example of a situation when a peer in the class demonstrated your **Essential Skill** “weakness” as their “strength”. What does this tell you about yourself and your peer?



### Reflective Journal Assessment Tool

CRITERIA	<input checked="" type="checkbox"/>	COMMENTS
<b>Completeness</b> All questions were discussed thoroughly	<input type="checkbox"/>	
<b>Correctness</b> Spelling and grammar	<input type="checkbox"/>	
<b>Comprehensive</b> Organization of ideas and thoughts	<input type="checkbox"/>	