

# INTERVIEW INFORMATION PACKAGE



**Contact any member of your ESP Executive, listed on your Beam folder, for assistance and/or information on your upcoming interview.**

# INTERVIEW INFORMATION PACKAGE

## TABLE OF CONTENTS

Resume Template (where to find it) .....	page 2
The Three R's of Resume Writing .....	page 2
Top Ten Pitfalls of a Resume .....	page 2
Admin & Support Staff Application Package Cover sheet...	page 3
Resume Template .....	page 4
Power Verbs to Include .....	page 5
Interview Assessment Form .....	page 7
The Interview - Interview Nervousness & Preparation .....	page 10
A Few Points to Help You Reduce Your Interview Tension ..	page 10
Reference Check Form - Candidate's Reference .....	page 11
Reference Check Form - Admin & Support Staff .....	page 12
Preparing For Your Interview .....	Page 13
Ten Rules of the Interview .....	Page 14
Interviewing Basics .....	Page 14
Factors Which Affect The Selection Procedure .....	Page 15
Portfolio Development .....	Page 15
Sample Questions - Knowledge & Practice .....	Page 16
Sample Questions - Organization/Management Skills .....	Page 18
Sample Questions - Interpersonal Skills .....	Page 19
Sample Questions - Communication Skills .....	Page 21
Sample In-Basket Test .....	Page 22
ESP Support for Interview Preparation .....	Page 23

**RESUME TEMPLATE** (where to find it)

You can find the Resume Template (OCDSB 494A) in the ESP folder on BEAM. It is also in the Administrative Area OCDSB Policies/Procedures & Forms in OCDSB 494 A & S Selection Process Forms as an attachment. Use OCDSB 494A Resume Template.

If you have trouble finding or filling out the Template, which should be two pages, excluding the cover, call Franca Holmes at the Board or any of your ESP Executive.

Make sure you remove the instructions (Name, Street Address, etc) at the top of the page and under each subheading. **DO NOT MAKE ANY CHANGES** to the format of the form. Applications have been removed because of minor changes made by the applicant.

Have someone check your resume for errors, etc.

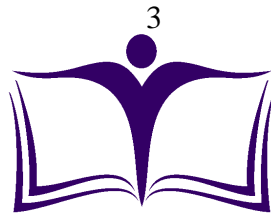
You can find a copy of the Resume Template on pages 2 and 3.

**The Three R's of Resume Writing**

1. Research the department/school
2. Research the position
3. Research yourself

**Top Ten Pitfalls of a Resume**

1. Too long
2. Typographical, grammatical or spelling errors
3. Hard to read.
4. Too verbose
5. Too sparse
6. Irrelevant information
7. Obviously generic
8. Too snazzy
9. Boring
10. Too modest



OTTAWA-CARLETON  
DISTRICT SCHOOL BOARD

## *Administrative and Support Staff Application Package*

**To be delivered to Human Resources  
Tower A, 3rd floor, 133 Greenbank Road**

Competition File Number: \_\_\_\_\_

Competition Position Title: \_\_\_\_\_

Competition Location: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

Applicant's EIN: \_\_\_\_\_

Work Location: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Signature: \_\_\_\_\_

*THIS SECTION FOR HUMAN RESOURCES USE ONLY*

Date Submitted \_\_\_\_\_

Seniority Date \_\_\_\_\_

## RESUME TEMPLATE (Maximum two pages)

**Name****Street Address****City, Province, Postal code****Home Telephone Number****Work Telephone Number****E\_mail address** (If you have one)

[firstname\_surname@ocdsb.edu.on.ca]

**Education and Training** *Candidate should include listing of formal education completed and any **related** additional training (If the position you are applying for requires formal certification or degrees, candidates must include copies of certification. Please do not send originals.)*

**Work Experience** *Candidate should include a reverse chronological listing (showing dates) of work history along with duties and responsibilities*

**Related Skills and Abilities** *Candidates should highlight the role he/she played and the skills and abilities required/demonstrated*

*Indicate how your skills are particularly suited to the position sought*

**Power Verbs to Include**

accelerated	authored	correlated	enlisted
accommodated	authorized	correspondent	enriched
accomplished		counseled	enumerated
achieved	balanced	created	envisioned
acquired	bolstered	critiqued	established
acted	boosted	customized	estimated
activated	brainstormed		evaluated
adapted	budgeted	debugged	examined
added	built	deciphered	excelled
addressed		dedicated	executed
adjusted	calculated	delegated	exercised
administered	catalogued	deliberated	expanded
admitted	centralized	demonstrated	expedited
advanced	certified	designated	explained
advised	chaired	designed	extended
aided	charted	determined	extracted
alleviated	clarified	devaluated	
allocated	classified	developed	fabricated
allowed	coached	devised	facilitated
altered	collaborated	diagnosed	familiarized
ameliorated	collected	directed	fashioned
amended	commissioned	disbursed	figured
analyzed	committed	dispatched	finalized
appointed	communicated	displayed	forecasted
apportioned	compared	drafted	formulated
appraised	compiled		fostered
apprised	composed	eased	founded
approved	computed	eclipsed	fulfilled
approximated	conceptualized	edited	
arbitrated	concluded	educated	generated
arranged	confirmed	elevated	grew
ascertained	consented	elicited	guaranteed
assembled	consolidated	employed	guided
assessed	constructed	empowered	
assigned	contracted	enabled	hired
assisted	contributed	encouraged	
attained	converted	endorsed	identified
attested	convinced	engineered	illustrated
audited	cooperated	enhanced	implemented
augmented	coordinated	enlarged	improved

improvised	monitored	reduced	solicited
increased	motivated	(losses)	solved
indexed	multiplied	refined	sought
indicated		referred	spearheaded
inferred	negotiated	reformed	specified
influenced		regarded	spoke
informed	officiated	regulated	stimulated
initiated	operated	rehabilitated	streamlined
innovated	orchestrated	reinforced	strengthened
inspected	organized	rejuvenated	studied
inspired	originated	related	submitted
instituted	overhauled	relieved	substantiated
instructed	performed	remedied	suggested
integrated	persuaded	remodeled	summarized
interceded	pioneered	repaired	supervised
interpreted	planned	reported	supplemented
interviewed	polished	represented	surveyed
introduced	prepared	researched	sustained
invented	prescribed	reserved	synthesized
investigated	prioritized	resolved	systematized
involved	processed	(problems)	
issued	procured	restored	tabulated
	produced	retrieved	tailored
judged	programmed	revamped	traced
justified	projected	reviewed	trained
	promoted	revised	transacted
launched	publicized	revitalized	transformed
lectured	purchased	revived	translated
led			transmitted
licensed	queried	sanctioned	
lightened	questioned	satisfied	updated
linked		scheduled	upgraded
	raised	screened	
maintained	rated	scrutinized	validated
marketed	realized	secured	valued
measured	recommended	served	verified
mediated	reconciled	set goals	visualized
minimized	recorded	settled	
mobilized	recruited	shaped	wrote
modeled	rectified	smoothed	

## Interview Assessment Form

Human Resources Department – Administrative and Support Staff

**Candidate's Name:** \_\_\_\_\_

**Competition:** \_\_\_\_\_ **Date of Interview:** \_\_\_\_\_

*When designing the questions, the interviewers might choose to address more than one area of performance in each question.*

### Organizational & Management Skills

- Plans and manages workload and is aware of colleague's commitments, constraints, and timelines;
- Completes projects, assignments, and tasks, in order to meet established deadlines;
- Demonstrates ability to continuously value and prioritize conflicting demands to meet important and not just urgent needs;
- Utilizes resources (materials, labour and staff) effectively and efficiently;
- Adapts to and manages change;
- Understands the role of technology as it relates to the position and how it affects the management of his/her work;
- Recognizes when and how to make a decision; consults appropriate resources and data in order to make a firm, fair and objective decision;
- Assumes responsibility for making decisions.

Question:

Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:



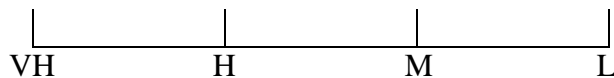
### Communication

- Demonstrates diplomacy and sensitivity in communication with a variety of audiences;
- Communicates effectively orally and in writing for a variety of audiences;
- Communicates in a timely and appropriate manner;
- Demonstrates effective listening skills by using appropriate non-verbal cues and seeking clarification;
- Understands the need and follows appropriate communication protocol;
- Establishes a network of contacts/processes/strategies to facilitate communication;
- Establishes communication strategies using a variety of methods as appropriate;
- Creates an environment that fosters open-communication;
- Understands and respects the need for confidentiality where appropriate.

Question:

Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:



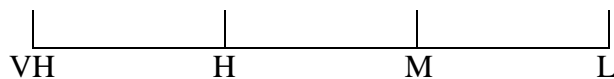
### Interpersonal Skills

- Interacts positively with students, staff, colleagues and the public;
- Promotes a positive work environment and builds positive relationships;
- Works well with others to achieve a common goal;
- Fosters and supports a mentoring environment;
- Demonstrates the application of forthrightness, honesty and ethics in relationships and work;
- Demonstrates tact and discretion in all interactions;
- Demonstrates the ability to use conflict resolution skills with respect and sensitivity;
- Shows respect for individuals and diversity.

Question:

Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:



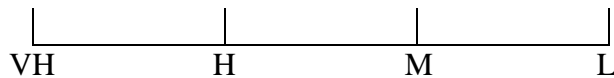
**Knowledge and Practice**

- Demonstrates the requisite knowledge and skills appropriate to the position;
- Demonstrates competence and understands use of technological resources as required for the position;
- Knows, understands, references, implements and follows Board Policies and Procedures relevant to their position;
- Maintains and updates skills;
- Follows established practices with respect to the position, profession and legislated mandates;
- Contributes to a safe and secure environment through adherence to established practice;
- Performs tasks accurately and thoroughly in order to meet established timeframes;
- Demonstrates effective work habits including but not limited to being reliable, flexible, dependable, punctual working independently (as appropriate);
- Demonstrates initiative and creativity in problem-solving;
- Conserves material and personal resources through the work process.

Question:

Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:




---

Interview Panel's Recommendation:

VH - Highly Recommend

H - Recommend

M - With Reservation

L - Insufficient

OCDSB 494 (20031001)

## THE INTERVIEW

### Interview Nervousness and Preparation

#### Are You Nervous Before An Interview?

Most experts agree that a manageable level of stress can actually improve your interview performance, but if your blood pressure rises too much and your palms become too clammy, you need to control your reactions and remain calm. Lowering the stakes of an interview can reduce your stress level considerably.

#### A Few Points To Help You Reduce Your Interview Tension:

- Too much preparation can cause anxiety. Do prepare for your interview but do not over prepare, because you do not want to choke your spontaneity and your ability to field unexpected questions.
- In your preparation, write your examples and answers down and practice with a friend, colleague or in front of a mirror. You may also call your Union for help with questions, answers and mock interviews. (729-7211)
- Interviews focus on the subject you know best: **YOURSELF**
- If you've done your homework, you have an advantage: You know more about the interviewer and the organization/department/division, than they know about you.
- Interviewers expect you to be nervous.
- You have nothing to lose. You didn't have the job offer before the interview. If you don't have one after it, you're no worse off than before.
- Remind yourself that whatever happens, you are sure to survive another day. The less you worry about making mistakes, the less anxious you will be. Worrying about an experience is always more unpleasant than the experience itself.
- Visualize how you want to come across in the interview. Develop an image of an ideal candidate for the position, and model this behaviour in your interview.
- Reduce stress by breathing at least 10 times, and think about a successful interview you have had.



**REFERENCE CHECK FORM - ADMINISTRATIVE AND SUPPORT STAFF  
HUMAN RESOURCES DEPARTMENT  
CANDIDATE'S REFERENCE**

*Dear Candidate: Thank you for taking the time to come for an interview. All candidates proceeding to the interview stage of the selection process are required to complete page 1 of this Reference Check Form. Attached to this page are the questions that will be asked of your references. References will be used as a method of confirming the desired candidate for the position at the end of the competition process. Please return this package to the Chairperson of the Selection Committee. Thank you and good luck.*

**COMPETITION INFORMATION**

COMPETITION TITLE: ..... COMP #: .....

LOCATION: .....

INTERVIEW DATE: .....

**CANDIDATE INFORMATION**

NAME: ..... EIN (if applicable): .....

JOB TITLE: .....

SCHOOL/DEPT.: .....

SIGNATURE: .....

**BUSINESS REFERENCE INFORMATION**

Please provide the names and contact information of two professional references who know you, your capabilities and to whom we may refer in confidence. If you choose not to use your current supervisor as one of the references, please be advised that your current supervisor will be contacted in addition to the two references provided on this form.

1. Name Address and Telephone Number: ..... ..... ..... Type of Business ..... Duties/Responsibilities .....	Job Title: ..... Period of Employment ..... From: ..... To: .....
2. Name Address and Telephone Number: ..... ..... ..... Type of Business ..... Duties/Responsibilities .....	Job Title: ..... Period of Employment ..... From: ..... To: .....

*Note: Information may be requested, with your approval, from sources other than those listed above.*

**REFERENCE CHECK FORM - ADMINISTRATIVE & SUPPORT STAFF**  
**HUMAN RESOURCES DEPARTMENT**

COMPETITION TITLE: \_\_\_\_\_

COMP #.: \_\_\_\_\_

**1. REFERENCE**

[INSERT NAME OF THE INDIVIDUAL PROVIDING REFERENCE INFORMATION]

Your name has been provided as a reference by (indicate candidate's name).

- ◆ Are you willing to be a reference?      YES      NO
- ◆ How long have you known the applicant and in what capacity?

ORGANIZATIONAL & MANAGEMENT SKILLS

- ◆ How would you describe the applicant's ability to complete projects, assignments and tasks in order to meet deadlines?
- ◆ Please describe the applicant's ability to make fair and objective decisions. Did s/he consult other resources?
- ◆ Please describe how the applicant adapts to and manages change.

EVIDENCE: \_\_\_\_\_

\_\_\_\_\_

|-----|-----|-----|  
 VH                      H                      M

COMMUNICATION SKILLS

- ◆ How would you describe the applicant's ability in the following areas: diplomacy and sensitivity in communications; oral and written communication skills; listening skills (uses verbal cues? seeks clarification?).
- ◆ Does the applicant create an environment that fosters open-communication?

EVIDENCE: \_\_\_\_\_

\_\_\_\_\_

|-----|-----|-----|  
 VH                      H                      M

INTERPERSONAL SKILLS

- ◆ How would you describe the applicant's ability to interact with staff, colleagues and the public? Did s/he promote a positive work environment to build positive work relationships?
- ◆ Did the applicant demonstrate tact and discretion, conflict resolution skills, and respect for individuals/diversity?

EVIDENCE: \_\_\_\_\_

\_\_\_\_\_

|-----|-----|-----|  
 VH                      H                      M

KNOWLEDGE & PRACTICE

- ◆ Please describe the applicant's work habits (i.e. strengths or weaknesses) in the following areas: reliability, flexibility, dependability, punctuality, and absenteeism.
- ◆ Did the applicant demonstrate initiative and creativity in problem solving?

EVIDENCE: \_\_\_\_\_

\_\_\_\_\_

|-----|-----|-----|  
 VH                      H                      M

- ◆ Would you rehire this person?      YES      NO
- ◆ Do you know of any reason why this individual should not be employed in a capacity in which he/she works with or is in contact with children?      YES      NO

OVERALL RATING = \_\_\_\_\_

## Preparing For Your Interview

1. Establish a portfolio, maintain an up to date resume, adapt and modify for each different position application, identify and work with a mentor/job coach.
2. Identify skills, qualifications and strengths. Using the criteria from the Interview Assessment Form (pages 6,7,8) and the sample questions, prepare "stories" from your work experience that illustrate your skills and knowledge. Practice delivering each story. Remember that you can use examples from other jobs and situations, for example a question based on "Organizational and Management Skills" could be answered using the time you ran a Charity Bazaar.
3. Do your homework, research the position and school or department. Develop questions to ask at the interview.
4. Formulate potential interview questions based on the position, job description, requirements and posting. Develop responses using examples from your past experience (see 2.) and practice delivery with a colleague or in front of a mirror. Formulate responses to gaps in employment of difficult situations.
5. Log the date, time and location of the interview and special requirements (i.e. testing or requirement to bring supporting material) and portfolio.
6. Contact references. Ensure the individual is comfortable being a reference and that they will provide positive feedback when called. Develop a list of references with the following information for each reference: name, job title and telephone number(s).
7. Select an appropriate outfit. Organize materials. Organize schedule to allow for adequate travel time. Review your questions, responses and homework.
8. After Interview: Write down interview questions. Request a debriefing. Review feedback and make adjustments. Learn from your mistakes.
9. Maintain a portfolio. Ensure skills remain current.

Please note: Contact a member of your Executive for assistance, information, sample questions on a mock interview, by phone or in person, at your convenience.

## **SAMPLE INTERVIEW PREPARATION**

### **Ten Rules of the Interview**

1. Keep your answers brief and concise.
2. Include concrete, quantifiable data.
3. Repeat your key strengths.
4. Prepare five or more success stories.
5. Put yourself on their team.
6. Image is often as important as content.
7. Ask questions.
8. Maintain a conversational flow.
9. Research the department/school.
10. Keep an interview journal.

### **Interviewing Basics**

1. Review Resume/template application key points.
2. Dress for success.
3. Do whatever it takes to arrive on time.
4. Go out of your way to be polite.
5. Use a firm handshake.
6. Always display loyalty to your former position.
7. Maintain a positive attitude.
8. Always follow up by sending the interviewer a brief thank you letter or note.
9. Strategically schedule your interview appointment. If possible, try to schedule your appointment so that you're not the first person being interviewed.

## **FACTORS WHICH AFFECT THE SELECTION PROCEDURE**

There are generally 6 key factors which affect the selection of candidates for promotion. You have control over all areas to some degree and some require much nurturing.

### **Prior Influences**

You paint your own portrait. The work you have done, the extra miles you have gone will contribute to a profile/portfolio which will have been observed and discussed by those who know you and those who will be asked about your.

Work on your "image" and ensure attention is taken to provide a good "first impression" through an appropriate letter of application (covering letter) and a good looking resume/template.

It is in the beginning which you will establish your "horns or halo". The rest of the process in many ways just goes to confirm what others believe about you.

### **The Interview**

***First Five Minutes - Primacy Effect*** - Ensure you are on time for your interview, and give attention to the human relations skills of establishing eye contact, physical contact (handshake) and visual image through appropriate dress. Be conscious of the use of names when addressing the panel and use humour if the opportunity presents itself. Work on your appearance so that you present as one who is "up", confident and positive.

***Middle - Conversational Part*** - Generally interviews are of the "Behavioural" type or they could be "Interrogation" or "Conversation". You should be prepared for all three. The purpose of this section is information exchange. Strive for clarity and conciseness. Honesty must prevail throughout your answers.

***Ending - Recency Effect*** - Reiterate your interest in the position, be prepared to make a closing statement and summarize the reasons why the panel should recommend you for the position. Leave by repeating the entry process, using names appropriately and shaking hands.

**Portfolio Development** - Awards, certificates, feedback from a parent, student or colleague, start your Portfolio and share it with the Interview Panel participants. If you are not asked, provide panel members with a copy with samples of your work, and other information that illustrates your many strengths.

### **Follow up**

A thank you letter may be considered, including the strengths you possess.

### **References**

These will be checked if you are to be recommended for the position, so ensure your references are aware you are using their names. Remind them of the good work you did while working with them and the skills that you feel you possess. The bottom line is "no surprises"!



## **SAMPLE QUESTIONS**

(Please note: These are samples only, you could be asked different questions on your interview, however questions will be behavioural and related to the qualifications and skills identified on the position posting)

### **Knowledge and Practice**

1. Why did you apply for this job and tell us why you are the best candidate for this position, in particular, your knowledge, skills and experience.
2. What strategies have you used successfully to assist a co-worker who is not meeting the expectations of the job in improving his/her performance?
3. Ongoing technological change is inevitable nowadays in any workplace. Share with how you have used technology successfully in your current position.
4. The Ottawa-Carleton District School Board is a learning organization. Share with us what you have learned in the recent past to improve your knowledge and practice in the workplace.
5. Tell us about a time when you felt proud of your decision making ability.
6. Our ideal candidate is someone who is very proficient in work processing, spreadsheets, database, e-mail and other software applications. Tell us your knowledge in these areas and why you think you are the best candidate. Tell us what you have done in the last year to update your skills.
7. Give us an example of a time when you were proud of your creative problem-solving skills.
8. Describe an experience that you have had that makes you the most suitable candidate for this job, including your qualifications, strengths and experience working with students in a school setting.
9. What steps have you taken to increase your skill level and/or knowledge base in order to be more competent in your job?
10. Tell us what specific work experience or skills you have that are relevant to this position of .....
11. This position requires working knowledge of a variety of software such as ..... What are your skills in this area? Please provide us with concrete examples.
12. Please give us examples of positive manners in which you have contributed to your workplace.
13. Reflecting on your career with the OCDSB, what do you consider to be your proudest accomplishment?
14. Please describe what you consider to be the key roles of this position?

15. Please give us some examples of personal initiatives or special jobs that you have done in your current position. What courses and workshops have you attended in the last year that would benefit you in this position and what are your priorities for your Professional Growth next year?
16. This position requires knowledge of ..... What are your skills in this area? Please provide us with examples.
17. How would you ensure that the office/library/guidance office is a positive and inviting environment in which students can productively work and learn.
18. With reference to your resume, describe the skills and experience that you have that would enable you to be an effective .....
19. Describe a time when you made a suggestion to improve the work in your school/department.
20. What steps would you take should you receive a phone call indicating a bomb has been placed in the school?
21. Budget administration is an important responsibility of this position. Describe your responsibilities and experience in handling the school/department accounts.

## Organization/Management Skills

1. What tools have you used that have helped you in meeting the daily demands of the job. Please focus on task management, overall organization of your work unit, day to day deadlines and constant interruptions.
2. How do you organize and plan to meet the expectations of your workload? a) Give us an example of your ability to organize your own work and meet multiple deadlines. B) Give us an example of how you have helped your work location organize and meet established expectations.
3. Describe a time when you made a suggestion to improve the operations/work flow in your school/office. What were your suggestions? Describe how you presented them.
4. Time management has become a necessary factor in personal and workplace productivity. Give us an example of any time management skills you have applied at work and how they impacted the workplace.
5. Many situations in the workplace will require fast thinking and speed in making decisions. Give us an example of a situation in which you were especially proud of making a decision quickly that impacted the workplace.
6. (Administrative) Describe for us a time when you have supervised another employee.
7. (Administrative) As an office administrator, various stakeholders will give you many suggestions and you will be asked for input and constructive ideas. Tell us about a time that you were able to make suggestions to your supervisor or principal in order to ensure a safe, positive and efficient school/office operation.
8. Planning is often more than thinking, it is also doing. Tell us what you have done with such tools as flow charts, production schedules and filing systems or anything else you do to help you plan.
9. Select a task that you have currently as a technician/office assistant and describe a) how you go about doing it, b) keep up with all your other requirements and c) ensure that the task is accurately completed in a timely manner.

## Interpersonal Skills

1. We all have different working styles and at times, these differences can lead to conflicts in the workplace. Describe a time when you have had to initiate a discussion with a colleague to resolve a workplace conflict: the situation, your approach and the results.
2. (Administrative) Sometimes, we hear that morale at a workplace is low/high. From your perspective, what are some morale indicators? What would you do to improve morale at a workplace?
3. (Administrative) Should you become the successful candidate for this position, you would be providing leadership to others who have more work experience than yourself. Share with us the strategies that would enable you to make a successful transition to this position.
4. (Administrative) Describe to us a time when you have had to motivate someone at work. What are some of the strategies that you used and what are your indicators of success?
5. Sometimes students/parents/employees who call us for assistance can be very distraught. Describe a time when you demonstrated sensitivity to someone who called with a problem. How did you feel you were of assistance to this person?
6. Sometimes we have to communicate information to employees/parents/staff which is not necessarily welcome news and which you do not necessarily support personally (e.g. LTD decision). Describe a time when you have had to do this. What did you say, how did you present it? What was the caller's reaction and how did you handle the reaction?
7. In working with colleagues difficult situations can arise. Can you give us an example of a difficult situation you have had and how you handled it? If it happened again, what, if anything would you do differently?
8. Building rapport is sometimes a very challenging thing to do. Give us an example of a time when you were able to build rapport with someone at work.
9. It is easy to ignore the feelings of others because of a preoccupation with our own needs. Tell us about a time when you made a special effort to treat another person in a way which showed your respect for other's feelings.

10. The successful candidate will be replacing a much loved office administrator/assistant who has been at the school for many years. How have you been able to set a positive environment for students, parents and staff in your current position while handling the multiple priorities of a busy school office?
11. Teamwork and strong interpersonal skills are essential to this role. Tell us of a time when you were able to resolve a particularly difficult situation with a co-worker or staff member. What did you do and what was the outcome?
12. Please give us examples of positive manners in which you contributed to your workplace.
13. Describe a time when your supervisor asked you to do something in a way you felt was ineffective. How did you handle this?
14. What do you know about our school/department? How do you see yourself fitting in and enhancing the team concept that we have established here at the office/school?

**Communication Skills**

1. We are looking for a candidate with exceptional communication skills. Please share with us some of your accomplishments in this area by describing to us successes which demonstrate your exceptional written and verbal communication skills.
2. Often, you will have to communicate with upset/angry employees/parents. Describe a situation when you have had to communicate with an upset employee/parent: what happened, what did you do and what were the results?
3. What strategies would you use to ensure effective communication between yourself and other members of the office/department? Please give an example to demonstrate your skills in this area?
4. Some situations in the library/office require us to communicate in a tactful way. Describe a time when you were successful with this particular skill.
5. At times we are required to deal with difficult people. An even more demanding factor is to be of service to a difficult person. When have you been successful with this type of situation at work?

**SAMPLE IN-BASKET TEST**

In-Basket tests are relevant to the position you are being interviewed for, such as financial reporting, prioritizing tasks, difficult situations as well as the following:

Verify the following paragraph for spelling, grammar and punctuation errors. Make the corrections in the space provided directly above the word. If periods are added, please circle them to make them easily visible.

All scientists are driven to study misteries. Centuries ago the high priests of society pondered the unknown mind of God. Today, the deacons of our rationalist age plum the otherness of our fellow craetures. Both theologians and scientists usually relate there work to humanity. There are too ways of conducting research on animal behavior you can slice open an animal hed, tinker with a section of brain, sew the insision back up and watch how the behavior changes. Such invaisive methods have been used for years and produce quick study result. The other method, is simpley to watch. There is nothing fast about observation. Animals yeild their secrets very, very slowly, and you realy have to put in the time.

Name: \_\_\_\_\_

## **ESP SUPPORT FOR YOUR UPCOMING INTERVIEW**

Please call if you would like any help in preparing your Resume, template or getting ready for your interview. We can provide additional sample questions by phone or in person. We will also run a mock interview if you feel it would be helpful.

Members of the Executive are available to help you, phone numbers and work locations are located on the ESP Union Folder on Beam. The phone number at the Union Office is 729-7211.

Good luck and please don't hesitate to call any of us for help. We want you to be successful!