

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 evaluation criteria
- 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

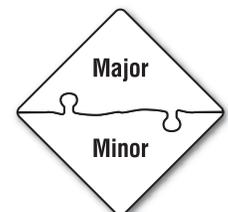
Checklist and Template Form

Assessment and Evaluation of Student Achievement

Task	Tool
Template	Evaluation Sheet – Formative
Questions and Responses	Evaluation Sheet – Summative
Interview	Evaluation Sheet – Summative
Reflective Journal	Evaluation Sheet – Summative

Activities and Evaluation Materials

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



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 ✓	Essential Skill(s) 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

SITUATION #1: ORAL COMMUNICATION

Question:

Answer

Situation:

Action:

Benefit:

SITUATION #2: WRITING

Question:

Answer

Situation:

Action:

Benefit:

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SITUATION #3: READING TEXT

Question:

Answer

Situation:

Action:

Benefit:

SITUATION #4: COMPUTER USE

Question:

Answer

Situation:

Action:

Benefit:



Prove It! ***Template Form***

SITUATION #5: WORKING WITH OTHERS

Question:

Answer

Situation:

Action:

Benefit:

SITUATION #6: DOCUMENT USE

Question:

Answer

Situation:

Action:

Benefit:

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SITUATION #7: NUMERACY

Question:

Answer

Situation:

Action:

Benefit:

SITUATION #8: CONTINUOUS LEARNING

Question:

Answer

Situation:

Action:

Benefit:

Prove It! ***Template Form***

SITUATION #9: THINKING SKILLS

Question:

Answer

Situation:

Action:

Benefit:

Use this completed template to prepare your question and answer submission

Prove It!

Q & A Evaluation Sheet

CRITERIA	MARKS
Completeness All questions and answers are completed (1 mark each)	/18
Comprehensive Questions and answers are insightful and thoughtful (4 marks each)	/36
Correctness Spelling and grammar	/10
Presentation Document is neat and shows attention to detail	/6
TOTAL	/70



Prove It!

Interview Evaluation Sheet

CRITERIA	SCALE (1 = LEAST / 3 = MOST)		
Introduction			
Handshake	1	2	3
Introduces self with appropriate greeting	1	2	3
Identifies position applying for	1	2	3
Uses good eye contact	1	2	3
Appearance			
No hat	1	2	3
No gum chewing	1	2	3
No coat	1	2	3
Clean clothing appropriate for an interview	1	2	3
Speech			
Good volume	1	2	3
Good grammar	1	2	3
Pronunciation	1	2	3
Enunciation	1	2	3
Pace	1	2	3
Speaking with confidence and enthusiasm	1	2	3
Poise			
Good posture	1	2	3
Good eye contact	1	2	3
Appears relaxed and attentive	1	2	3
No nervous habits	1	2	3
Doesn't interrupt	1	2	3
Preparation			
Responds to all questions thoroughly	1	2	3
Asks appropriate questions of interviewer	1	2	3
TOTAL	/ 63		

Prove It!

Reflective Journal

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

- What mark you believe you will get on your written submission and why.
- What mark you believe you will get 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 Evaluation

CRITERIA	MARK
Completeness All questions were discussed thoroughly	/10
Correctness Spelling and grammar	/5
Comprehensive Organization of ideas and thoughts	/5
TOTAL	/20

Comments: