TOOLS FOR MANAGERS

Interview Preparation Worksheet

Employee

Manager

First conversation date

Target role

Complete together. Both the employee and manager receive a copy.

1. What Are They Looking For?

i) Review the posting together
ii) Identify skills, behaviours and experience required
iii) Have the employee document these

2. What Questions Might They Ask?

i) Jointly review the documented skills, behaviours and experiences required
ii) Have the employee think of potential questions the interviewer(s) could ask around each requirement
iii) Have the employee document these potential questions.

3. What Examples Demonstrate Your Experience?

i) Review STAR: Situation or Task, Action, Result
ii) Have the employee come up with examples they could use for each of the questions identified
iii) Practice putting the examples into STAR answers where appropriate
iv) Have the employee think of STAR answers for their list of questions independently.
v) Schedule a follow-up meeting to review their answers and coach them on them.

Second conversation date

4. Provide Feedback on Answers

i) Review their answers and jointly workshop their answers
ii) Document overall Positives and Opportunities.

Positives

Opportunities

5. How Will You Close the Interview?

Prepare questions for the interviewer and decide what you want them to remember.

Questions to ask

Closing message

Based on Tales from the Contact Centre by Derek Mulder | Third Interlude, pp. 176–177