**Instructor Guide**

**Interviewing Skills**

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Overview and Goals

The interview is your chance to communicate directly to the hiring manager or hiring team your ability to contribute to the organization. Making a good impression at your interview is made easier if you do a little research beforehand and understand something about the company and position for which you are applying.

In this unit of work the instructor will:

* Highlight the concepts introduced in the PowerPoint presentation.
* Set up teams to practice interviewing.

Participants will bring their resumes to this session.

Upon completion of this unit of work, participants will be able to:

* Identify the key things to know before going into an interview.
* Understand the proper interview etiquette to make a good impression.
* Describe their prior work activities in a STAR format.
* Understand good and bad interview scenarios.
* Know how to research a company prior to the interview.
* Know what types of questions to ask an interviewer.

Preparation – Facilitation Guidelines

Review the contents of the lesson to make sure you can discuss the key parts of an interview and the way behavioral based interviews are different. Understand the structure of behavioral based interviews. Prepare questions to generate discussion.

Ask your utility partner to provide recruiters who can help highlight the most critical aspects of the job and to discuss their interviewing techniques.

Materials

Provide the following to each participant:

* Sample job descriptions.
* Access to the Internet to research natural gas companies.

Schedule

|  |  |
| --- | --- |
| **Time** | **Topics for Discussion, Demonstrations, and Activities** |
| **15 minutes** | **Introduction**   * Review the material covered in the Resume Writing session. * Highlight the different jobs/titles available for natural gas workers. * Review the material covered in the Applying Online session. * State the learning objectives for the session. |
| **5 minutes** | **Interview Preparation**  The interview is your chance to communicate directly to the hiring manager or hiring ream your ability to contribute to the organization. Making a good impression at your interview is made easier if you do a little research beforehand and understand something about the company and position for which you are applying. What does the company value and how are those values reflected in everyday business? One valuable way to research a company is via its website. This can give you a sense of the overall business and how it communicates to both customers and prospective employees. Values can be found by reading statements from key leaders within the organization. |
| **60 minutes** | **Interview Guidelines**  Go through the PowerPoint presentation on guidelines for interviewing.  Highlight the key factors in responding to interview questions using the STAR Method – Situation, Task, Action, and Result.  Have participants write out their STAR responses based on some sample questions.  Hand out sample job descriptions for natural gas technician positions and review the key words that are used and the required/desired qualifications so participants can focus their answers to those requirements.  Show the participants the Career Guide on the PSEG website – [www.pseg.com/careers](http://www.pseg.com/careers) |
| **90 Minutes** | **Interviewing**  Have the participants break up into 2 groups and have each group interview one person at a time using the STAR method. Have the group write down the interviewee’s answers and “score” them from 1-5. See the Appendix for a sample scoring sheet. |
| **15 Minutes** | **Break** |
|  |  |
| **90 Minutes** | **Interviewing**  Continue the interviewing process for the remaining participants. |
| **15 Minutes** | **Break** |
|  |  |
| **60 Minutes** | **Interview Discussion**  Lead a discussion with the participants on what went well, where additional work needs to be done, what were some good STARs, and where participants had difficulty relating prior experience (either from work, school, or military) to the question’s situation.  Wrap up by summarizing some of the comments and improvements mentioned during the discussion. Refer to handouts in the Materials/Handouts list below for their further reference.  Remind participants to continue to review their prior experiences and how they might relate to natural gas jobs so they can create STARs.  Let participants know that it is OK to bring notes to the interview which they can refer to in terms of experience. |

**Materials/Handouts**

* Sample interview questions
* Power Point presentation
* Interview evaluation form

# Appendix A – Sample Interview Questions

The interviews are generally behavioral based where past experience is a good predictor of future behavior. Participants are asked to discuss a scenario, how they have acted in that situation and what results were achieved based on their actions.

* “In leading a project, describe how you handled an obstacle in completing it.”
* “Tell me about a time when you exceeded a customer’s expectations.”
* “Describe a conflict situation and how you communicated your solution.”

The interviewers are looking for answers that indicate your experience such as:

* Did you notice a project or task that could be handled more efficiently?
* What actions did you take, within your scope of responsibility, to address the situation or task?
* What leadership and/or teamwork was demonstrated when seeking a resolution to improving the situation or task?
* How effectively did you communicate the need for the change in the situation or task?
* What was the result of your action or your team action when change was implemented? Was it successful or did it fail?
* What lessons were learned and communicated from the success or failure of the change in the situation or task?

**Appendix B – Sample Natural Gas Job Description**

**DUTIES**

Under direct supervision, performs manual work in the natural gas business and performs duties like:

1. Breaking pavement, digging, backfilling, and tamping trenches or other excavations with hand or pneumatic tools;
2. Loading, unloading, moving, and placing pipe, fittings, tools, materials, supplies, and equipment; acting with others as a team when moving heavy items;
3. Assisting in shoring, bracing, and bridging excavations;
4. Removing water from trenches, excavations, manholes, and other working areas by hand pumps and bailing;
5. Drilling holes in concrete, masonry, brick, asphalt, and other material with hand or pneumatic tools, patching same;
6. Mixing and placing concrete paving bases and asphalt-type surface materials;
7. Cleaning and scraping surfaces and applying protective coatings, such as, liquid tar and priming material;
8. Cleaning manholes, vaults, pits, drains, trenches, cleaning roofs, eaves, and sewers at the Distribution Headquarters;
9. Painting buildings, structures, equipment, and piping;
10. Operating car or light truck. The decal weight of the vehicle is not to exceed 6,000 pounds;
11. Must be able to understand and follow simple instructions and learn simple routine procedures;
12. Must be able to learn the effective and safe use and the proper care of the tools, equipment, and materials used in the work;
13. Must pass driving tests prescribed by the company and hold an auto driver’s license valid in the state;
14. Must have a working knowledge of the Motor Vehicle Traffic Laws and Regulations of your state;
15. Must have a knowledge of and ability in the safe operation and care of vehicles in all locations and under all conditions of traffic and terrain; and
16. Must be able to learn the safety rules and practices required for their own and fellow workers’ safety on the job.

# Appendix C – Sample Interview Rating Sheet

**Job Title:**

|  |  |
| --- | --- |
| Candidate Name | Date |
| Question | |
| Situation: | Rating: |
| Task: | Rating: |
| Action: | Rating |
| Result: | Rating |
| Communication Skills: | Rating |
| Personal Appearance: | Rating |
| General Comments: |  |
| Interviewer Name: | Overall Rating |