



Immigrant Centre

Interview Skills Workshop

Employment Services



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Acknowledgement of Treaty Land

Our workshop today is located on original lands of Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene peoples, and on the homeland of the Métis Nation.

We respect the Treaties that were made on these territories, we acknowledge the harms and mistakes of the past, and dedicate ourselves to move forward in partnership with Indigenous communities in a spirit of reconciliation and collaboration.

[Video - Indigenous Voices - Land Acknowledgement](https://www.youtube.com/watch?v=_HtGj19na4)
https://www.youtube.com/watch?v=_HtGj19na4

For more information see the booklet:

INDIGENOUS PEOPLE OF MANITOBA a guide for newcomers.

<http://www.immigratemanitoba.com/wp-content/uploads/2016/07/indigenousguideweb-version2b.pdf>

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Today You Will Learn How To:

1. Identify the **Purpose** of interviews
2. **Dress** appropriately for interviews
3. Prepare your **References**
4. Respond to **Interview Requests**
5. Prepare answers to **Interview Questions**
6. Plan your **Transportation** route
7. Write a **Thank-you Email/ Card**
8. **Follow-up** after the interview

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Introduction Time!

- Good morning/afternoon
- Your name
- Type of job you are looking for
- Have you had interviews in/out of Canada

**Now introduce yourself to your fellow students
(30 seconds each)**

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Introduction Time Activity



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Before We Start...

Why do you think employers in Canada have job interviews?

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Purpose of Interviews

- The **company** meets with candidates to see who is the **best person to hire**
- Many companies **interview 4-5 people** for each position (4 out of 5 don't get the job)
- A **job interview is like a test** – you need to **study** and **practice** to be successful
- **Prove** you are the **best person** for the job

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Prepare Before the Interview - Clothing

Dress appropriately for a job interview by wearing clothing that matches the industry:

- Office job: **formal**
- Retail/Restaurant: **semi-casual**
- Manufacturing/Labour: **casual**

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Clothing Guidelines

Clothing should:

- **Match the industry**
- Allow you to **do the job safely**
- **Not disrespect** customers or other employees
- See your workbook for places to find clothing

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Appropriate Clothing

Office Formal	Service Semi Casual	Trades/Manufacturing Casual*
		 *Personal Protective Equipment may be required to perform practical tests at job interviews





Places to Find Clothing

Free Clothing

- **Dress for Success** Winnipeg formerly called *The Clothes Closet (**Women Only**)
 - 800 Point Road (lower level), Phone: (204)284-9311
 - www.swfic.org/closet.html
 - Please contact your Employment Facilitator to arrange an appointment
- **Center Flavie-Laurent Center (All)**
 - 610 Lafleche St, Winnipeg, MB R2J 0C9
 - Donate & general inquiries: (204)233-4936 or Request for help line: (204)231-9513
 - <http://cflc.biz/cflc/>
 - Monday - Friday: 9am to 1pm

Low Cost Clothing:

- **Good Will Stores**
 - http://canadiangoodwill.ca/?page_id=48
 - 70 Princess St. (204) 943-6435, Mon – Sat 10:00 am – 5:00pm
 - 3431 Portage Ave. (204) 831-0988, Mon – Fri 10:00am – 8:00pm, Sat 10:00am – 5:00pm, Sun 12:00pm – 5:00pm
 - 317 St Anne's Road, (204) 257-3644, Mon – Fri 10:00am – 8:00pm, Sat 10:00am – 5:00pm, Sun 10:00am – 5:00pm
 - 1540 Pembina Hwy.. (204) 475-4953, Mon – Fri 10:00am – 8:00pm, Sat 10:00am – 5:00pm, Sun 12:00pm – 5:00pm
 - 136 - 701 Regent Ave. W., (204) 475-6438, Mon – Fri 10:00am – 8:00pm, Sat 10:00am – 5:00pm, Sun 12:00pm – 5:00pm
- **Value Village**
 - <http://stores.valuevillage.com/search.php>
- **MCC Thrift Shop**
 - <https://thriftstore.ca/manitoba/locations>



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What Not To Wear

Examples: sandals, running shoes, hats, heavy jewelry, **wrinkled clothing**, jeans, **short skirts**, **sunglasses**, and **shorts**

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Clothing in Winter

Dress appropriately even in winter

- Bring shoes in a shoe bag if needed
- Ask where to hang your jacket* or put your winter boots
- Remove your hat and mitts

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Prepare Before the Interview - References

- **Give your references a copy of your resume**
 - It will help them know more about you
- **Tell your references when you have an interview** that they might be contacted
 - Let them know who might call and for what job
 - Make sure they know what to say about you
- **Thank your references** if you get the job

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Jane Smith

123 1st Street, Winnipeg, Manitoba R8R 1P0

Phone: (204) 555-1234

Email: Jane.Smith.Winnipeg@gmail.com

REFERENCES:

1. **John Mark**
Restaurant Manager
Tabitha's Café and Bakery
Phone: (204) 555-2234
Email: johnmark@stellas.ca
Relationship: Manager
2. **Stacey Martin**
Supervisor
Yuki Sushi Restaurant
Phone: (204) 555-4321
Email: Stacey.martin@gmail.com
Relationship: Supervisor
3. **Martin John**
ESL Instructor
University of Winnipeg
Phone: (204) 555-9876
Email: mjohn@uofw.com
Relationship: Teacher



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When Called For An Interview

Answer the phone in a **quiet room**

Write the **details** on a piece of paper

- Confirm the **company name and address**
- Repeat the **date and time**
- Ask for **interviewer's name and phone #**
- Ask them to confirm the **job title**

Ask for spelling if needed

Always **repeat** the information

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When Contacted For An Interview

Make sure you can attend the interview

- Check your **calendar/ schedule**
- Check the **bus or driving routes**
- Make sure you can **arrive 15 minutes early**
- **Be realistic** (traffic, weather, bus late etc.)
- Call back to confirm if needed

If you cannot attend the interview

- **Ask** if the interview can be on a **different date or time**

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When Contacted For An Interview

If you say yes, **GO** to the interview

Always **keep your promises**

Remember your **professional image**

Review your **job search notes** or look up the **job posting**

	Company	Address / Email	Phone #	Contact Person	Date visited / Notes	Follow-up Date
1	McDonalds	664 Portage Ave	204-949-6035	Mike	July 2 nd	July 13 th
2	Tim Horton's	1060 Henderson Hwy	204-338-7100	Jose	July 3 rd	July 13 th
3	KFC	679 Henderson Hwy	204-987-8206	Ali	July 3 rd	July 16 th
4	Pizza Hut	1347 Henderson Hwy	204-953-4137	Nancy	July 3 rd	July 16 th
5	AGW	1403 Henderson Hwy	204-338-5023	Colin and Cathy	July 3 rd	July 16 th
6						
7						

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Manager Mike Smith contacted me for an Interview on Monday at 10 am at 664 Portage!

Job Search Notes

	Company	Address / Email	Phone #	Contact Person	Date Applied	Follow-up Date	Interview Date and Notes
1	McDonalds	664 Portage Ave	204-949-6035	Mike	July 2 nd	July 13 th	Interview with Mike Smith on Monday at 10 am at 664 Portage!
2	Tim Horton's	1060 Henderson Hwy	204-338-7100	Jose	July 3 rd	July 13 th	
3	KFC	679 Henderson Hwy	204-987-8206	Ali	July 3 rd	July 16 th	



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When Contacted For An Interview

Call your Facilitator to help you prepare

Research the company and job

Prepare and print your reference list

Practice interview questions and answers

Help with bus routes, clothing, etc.

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Learn About the Job Using Job Bank

Go to <https://www.jobbank.gc.ca/trend-analysis> to know how to talk about the job at the interview:

- **Skills:** What skills do you have that match
- **Description:** Describe what you will do at work
- **Wages:** Know how much you may be paid
- **Requirements:** See if you need a license/certificate

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Interview Questions - Answer Guidelines

- **Be Honest:**
 - If you tell a lie, and they find out, it can be a reason to fire you in the future
- **Be Focused:**
 - Don't give extra information that they don't ask for
- **Be Sure:**
 - Ask for clarification, if you don't understand a question
- **Do Research:**
 - Know about the job and company
- **Be Confident**
 - Employers will believe you, if you believe in yourself

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"Tell me about yourself?"

Why do you think employers ask this question?

Companies want to know if you are **qualified for the job** and **a good fit for the company**.

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"Tell me about yourself?"

Say **your name** and **qualifications** relating to the job:

- Remember your qualifications from your resume:
 - **Employment or volunteer experience**
 - **Education and training**
 - **Awards or accomplishments**
- Your answer should take about **20-30 seconds**

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"Tell me about yourself." (Example)

Home Care job:

My name is Natalia Samsonov.

I was a Nurse for eight years.

I am working towards becoming an LPN in Canada.

I have my Emergency First Aid/CPR and Food Handler Certificates.

I have a 5F driver's license and a car.

I am friendly and passionate about working with my patients.

My strong time management skills help me work efficiently.

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"Tell me about yourself." (Activity)

Directions:

- Share **your name** and **your qualifications** that relate to the job you are applying for
- **5-10 minutes** to complete the task

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Tell me about yourself:



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"What do you know about our company?"

Why do you think employers ask this question?

Applicants who know about the company are more likely to be **loyal** and **stay long time**.

Employers want employees that are **loyal** and will **stay at their job for a long time***

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Learn About the Company Before the Interview

Look up information about the company using:

- **Company Website:**
 - ✓ **About Us**
 - ✓ **History**
 - ✓ **News**
- **YouTube**
- **Social Media: Facebook, Twitter, Instagram**
- **LinkedIn**

Connect With Us.



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The screenshot shows the 'Awards' section of The Home Depot's website. At the top, there's a navigation bar with 'My Store: WINNIPEG POLO PARK' and a search bar. Below the navigation bar, there's a horizontal menu with links like 'Shop by Department', 'Shop by Room', 'Ideas & How-to', 'Home Services', 'Promotions & Offers', and 'Weekly Flyer'. The main content area is titled 'Awards' and features a large image of three people working together. Below the image, there's a text block stating: 'As Canada's leading home improvement retailer, The Home Depot is also proud to be one of our country's top employers.' At the bottom, there are four award logos: 'GREATER TORONTO'S TOP 2019 EMPLOYERS', 'ENERGY STAR HIGH EFFICIENCY HAUTE EFFICACITÉ Retailer of the Year 2019', 'CANADA'S BEST DIVERSITY EMPLOYERS 2019', and '2019 CANADA'S GREENEST EMPLOYERS'.



Learn About the Company by Talking to People

If you know an employee at the company, ask them about their job:

- What is their day like?
- What do they like about their job?
- What is something about their job that is difficult?
- What is something they don't like to do at work?
- What does the company look for in employees?

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"What do you know about our company?" (Activity)

Directions:

- List what you know about Home Depot after seeing their website (Company information webpage)
 - <https://www.homedepot.ca/en/home/corporate-information.html>
- **5 minutes** to complete the task

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What do you know about our company (Home Depot)?



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“What is a strength you have?”

A **strength** is something you can do very well.

Why do you think interviewers ask this question?

Employers want to see if you **know yourself**, if you are **capable of doing the job**, and if you are a **good fit for the company**.

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“What is a strength you have?”

State **strengths** that are useful for the job and give an **example** for each:

- Give **three strengths** with **examples**
- Pause between each strength

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"What is a strength you have?" (Technical Skills Examples)

I have experience working in Canadian child care.

– I am a Lunch Monitor at Happy Learning School.

I have warehouse experience.

– I volunteer at Winnipeg Harvest as a Sorter.

I know what to do in case of emergencies.

– I have my Emergency First Aid/CPR Certificate.

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"What is a strength you have?" (Soft Skills Examples)

I am punctual.

– I always arrived 20 minutes early at my last job.

I can adapt to new situations quickly.

– As a Substitute Teacher, I worked in different classrooms every day.

I am a positive person.

– I always say nice compliments to my co-workers.

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Examples of Soft Skills from Attributes List

☐ Accurate – careful, precise, free from error	☐ Intuitive – without conscious reasoning
☐ Adaptable – changes to fit new conditions	☐ Logical – reasonable, rational
☐ Approachable – friendly	☐ Loyal – firm, constant support
☐ Analytical – methodical, logical	☐ Meticulous – careful, precise
☐ Attentive – notice or pay careful attention	☐ Meet deadlines – time management
☐ Calm – stay level-headed in a crisis	☐ Motivated – driven, inspired
☐ Competent – able, adequately qualified	☐ Methodical – orderly, systematic
☐ Confident – belief in self	☐ Optimistic – hopeful, confident
☐ Cooperative – works well with others	☐ Organized – arranged systematically
☐ Considerate – showing careful thought	☐ Outgoing – friendly, socially confident
☐ Consistent – constant, steady	☐ Objective – impartial, unbiased
☐ Creative – imaginative, original	☐ Patient – accept/tolerate delays
☐ Courteous – polite, respectful	☐ Pleasant – friendly, considerate, likable
☐ Customer-oriented – customer comes first	☐ Positive – constructive, affirmative
☐ Dedicated – devoted to goals	☐ Practical – realistic, sensible
☐ Dependable – can be relied upon	☐ Persistent – determined, purposeful
☐ Diplomatic – polite, tactful	☐ Perceptive – insightful, intuitive, observant
☐ Decisive – quick/effective decisions	☐ Persuasive – convincing, compelling
☐ Diligent – hard-working, industrious	☐ Problem solver – makes logical decisions
☐ Determined – goal-oriented	☐ Productive – achieving results
☐ Efficient – maximum productivity	☐ Professional – competent, skillful
☐ Energetic – active, lively, enthusiastic	☐ Proactive – motivated, enterprising
☐ Empathetic – understand others' feelings	☐ Prompt/punctual – always on time
☐ Enthusiastic – enjoyment, interest	☐ Persevering – continue through difficulty
☐ Friendly – kind and pleasant	☐ Realistic – practical views, truth, detail
☐ Flexible – ready and able to change	☐ Responsible – trustworthy, reliable
☐ Focused – pay particular attention	☐ Reliable – dependable, trustworthy
☐ Hard-working – diligent and committed	☐ Sincere – genuine, honest
☐ Honest – truthful, sincere	☐ Supportive – provides encouragement
☐ Helpful – supportive, cooperative	☐ Self-starter – motivated, ambitious
☐ Independent – self-sufficient, self-reliant	☐ Trustworthy – honest, truthful
☐ Industrious – diligent, hard-working	☐ Team-player – works well with others
☐ Innovative – original, creative	☐ Thorough – careful, complete

Examples of Technical Skills from Resume

- Years of experience
- Good cabinet-making, woodworking and carpentry skills
- Knowledgeable about mechanic and machinery parts
- Able to follow written instructions and diagrams to assemble a variety of commodities
- Hold Class 5F Driver's License with access to a vehicle
- Proficient computer skills (Microsoft Word and Email)
- Fluent in English and French



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Interview Questions - Strengths Activity

Directions:

- 1) Share **one strength** and give an **example**.
- 2) Say either a technical or soft skill strength.
- 3) 5 - 10 minutes to complete the task.

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What is a strength you have?



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“What is a weakness you have?”

A weakness is something you need to improve.

Why do you think interviewers ask this question?

Employers want to see if you **know yourself**, if you are **capable of accepting feedback**, and if you **take initiative to improve yourself**.

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“What is a weakness you have?”

- Everyone has weaknesses
- **Knowing your weaknesses** and taking steps to **improve** shows **maturity**
- Say **something you want to improve** about yourself and explain **what you are doing to improve**
- **DO NOT** say that you don't have any weaknesses.

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“What is a weakness you have?” (Example)

Computers:

- My typing speed is not as fast as I would like it to be.
- I am taking computer classes to improve my overall computer skills and typing speed

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“What is a weakness you have?” (Example)

No Canadian Work Experience

- I have a lot of work experience overseas but I don't have as much work experience in Canada
- I am volunteering once a week to get more Canadian work experience and learn what is important to employers here in Winnipeg.

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Weakness/ Improvement Activity

Directions:

- 1) Share **one weakness**.
- 2) Say what you are doing to improve.
- 3) 5 - 10 minutes to complete the task.

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What is a weakness you have?



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Behavioural Questions

Why do you think interviewers ask this question?

Employers want to see **how you performed** on the job and if you **already** have **the skills, knowledge and reasoning abilities** to do the job with little training.

Employers like to hire people who have previous experience in situations that will occur on the job.

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Behavioural Questions

Behavioral questions are about your past work experience

- Describe a situation at work when you had a problem and how you solved it

Think about your past work experience:

- How did you overcome problems?
- What did you do to demonstrate that you were a good employee?

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Behavioural Questions

When answering behavioral questions, focus on:

- How you showed **initiative**
- How you **handled problems** and **maintained standards without going directly to the Supervisor**
- How you treated people in a **respectful manner**
- Focus on **positive results**

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Behavioural Questions

When answering behavioural questions use **PAR**:

- **Problem:** State the problem
- **Action:** Describe your actions to solve the problem
- **Result:** Talk about the good results



Behaviour Questions (Example)

“Tell me about when you had an angry customer.”

Problem:

A new customer got angry because his **food was cold**.

Action:

I **listened** to the customer, **apologized** for the food being cold, **prepared** the food again and I gave him a **discount**. I also **thanked the customer** for telling me about the problem

Result:

The **customer was happy** when he finished his meal and he **became a regular customer** in our restaurant



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Behavioral Questions: Activity

Directions:

- 1) Describe a problem you had at work and how you solved it.
- 2) Use **PAR** (**P**roblem, **A**ction, **R**esult).
- 3) 5 - 10 minutes to complete the task.

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Describe a work problem and how you solved it using P.A.R.
Problem:

Action:

Result:



Situational Questions

Why do you think interviewers ask this question?

Employers want to see **how you will perform** on the job and if you have **the skills, knowledge and reasoning abilities** to do the job with little training.

Employers like to hire people who will perform the way they want employees to perform on the job.



Situational Questions

Why do you think interviewers ask this question?

Employers want to see **how you will perform** on the job and if you have **the skills, knowledge and reasoning abilities** to do the job with little training.

Employers like to hire people who will perform the way they want employees to perform on the job.





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Situational Questions (Examples)

For manufacturing, construction, & labour positions:

What would you do if you saw a co-worker working unsafely?

If you don't know how to answer:

- Learn about **SAFE Work** and **WCB** in the **Canadian Workplace Culture Workshop**

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Situational Questions (Example)

For customer service, cashier, & delivery driver positions:

What would you do if you were robbed at work?

If you don't know how to answer:

- Ask your Facilitator to register you for the **STAR Customer Service and Loss Prevention Workshop***

* Free at Immigrant Centre - eligibility criteria applies

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Situational Questions (Example)

For restaurant, homecare, & childcare positions:

What temperature do you have to cook hamburgers to kill bacteria?

If you don't know how to answer:

- Ask your Facilitator to register you for the **Food Handler Certificate Course***

* Free at Immigrant Centre - eligibility criteria applies

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Situational Questions (Example)

For healthcare and childcare positions:

What should you do, if the person that you are caring for, stops breathing?

If you don't know how to answer:

- Ask your Facilitator to put your name on the wait list for the **First Aid and CPR Certificate Course***

* Free at Immigrant Centre - eligibility criteria applies

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Situational Questions (Example)

For commercial cleaning positions:

What should you do if you get cleaning chemical in your eyes?

If you don't know how to answer:

- Ask your Facilitator to register you for the **Commercial Cleaning Basics Workshop*** and/or learn about the **WHMIS Certificate Course at SAFE Work Manitoba**

* Free at Immigrant Centre - eligibility criteria applies

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Job Specific Interview Questions

Find job specific interview videos on **YouTube**

- Search, "Interview Questions" and the job title or industry name to help you prepare



For **Customer Service** interviews, view the link below:

https://www.youtube.com/results?search_query=customer+service+interview+questions+and+answers

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“Do you have any questions for us?”

Why do you think employers ask this question?

Employers want to know if you **really want to work for them,**
want the job and **want to be a good worker.**

If you ask good questions, it **shows you care about the job and company.**

DO NOT ask about pay, benefits, holidays

(Salary/benefit negotiations are done at the job offer stage, not at interviews).

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“Do you have any questions for us?”

Good questions to ask include*:

- Do you offer training and when does it start?
- How long is training?
- What is the start date for the job?
- What would a typical work day look like?
- Which location does this job take place?
- When will you make the final decision?

* The questions you ask will depend on the position. Pay close attention to the interviewer during the interview. Don't ask about information that was already explained in the interview.

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"Do you have any questions for us?" (Activity)

Directions:

- 1) Write 1 question you may ask an interviewer**
- 2) 1-2 minutes to complete the task

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Do you have any questions for us?



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Questions Employers Should Not Ask

Human Rights laws in Canada prevent employers from asking discriminatory (unfair) questions

If asked a question that discriminates you, respond by saying:

"Excuse me, may I ask why this is important for the job?"

Examples of discriminatory (unfair) questions:

- How old are you?
- Are you married?
- How many children do you have?
- Do you have a physical disability?

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Questions Employers Should Not Ask

Always answer these questions with:

- **“Excuse me, why is that important for the job?”**
- Focus on the fact that **you qualify** for the position.

Example:

Q: **“Do you have children?”**

A: **“Excuse me, why is that important for the job?”**

Q “I just wanted to know if you can work weekends.”

A: “Yes, I am able to work weekends.”

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Discriminatory Questions	Non-Discriminatory Questions Allowed to ask if needed for the job)
How old are you?	Are you over 18?
Are you married/single?	Are you able to travel?
Do you have children?	Are you able to work weekends?
What are you from?	Do you speak ____ language?
What is your religion?	Do you share our religious beliefs? (only for faith-based organization)
What are your political beliefs?	Do you share our political beliefs? (only for political organization)
Are you disabled?	Are you able to perform this work?
Are you pregnant?	Are you able to work the full contract?

What can you say if asked a discriminatory question?





Interview Questions (Activity)

Directions:

- 1) Class divides into pairs with each pair receiving 1 die
- 2) See your workbook for the Interview Questions Activity
- 3) Person # 1 rolls the die
- 4) Person #2 reads the corresponding question matching the number on the die
- 5) Person # 1 answers the interview question
- 6) Person #2 gives positive feedback
- 7) Alternate
- 8) 10 minutes to complete the task

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Interview Question Activity

1. Tell me something about yourself.
2. What do you know about our company?
3. What are your strengths?
4. What are your weaknesses?
5. Describe a problem you had at work and how you solved it.
6. Do you have any questions for us?



***If a question is repeated, ask one of the questions listed below:**

- How would you describe yourself?
- Why did you leave your last job?
- How do you think you would work under pressure?
- How well do you get along with other people?





Plan Your Transportation Route Traveling by Car

- Drive to the interview location the day before:
- How long does it take to get there?
 - Where can you park?
 - How much do you have to pay for parking?
- Listen to traffic reports on the radio before you leave and on your way there

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Plan Your Transportation Route Traveling by Bus

- Use **Google Maps** or **Navigo** to learn what buses to take to get there and back home

<http://winnipegtransit.com/en/navigo>

- You can **print out the schedule** and show it to the bus driver if you need help

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Winnipeg Transit

Login 2 service alerts

Navigo Trip Planner

Origin: 100 Adelaide Street
Destination: 664 Portage Avenue
Arrive Before: 09:45, Mon, Mar 02, 2020

The following results are based on scheduled service. Due to traffic and weather conditions, bus times are not always exact. To ensure that you are able to catch your bus, it is recommended that you arrive at your stop slightly early. Although transfers with little or no waiting times are presented, please exercise caution in selecting these itineraries. Delays may result in missed connections.

09:10 - 09:30	09:23 - 09:41	09:26 - 09:45	09:29 - 09:45	09:33 - 09:51
21 16 *10	18 19 *10	18 10 *10	16 15 *11	18 19 *10
29	11	21	17 21	11

09:23 100 Adelaide Street
Walk 7 minutes

09:30 Southbound Main at William (City Hall)
Ride 11 Portage-Kildonan (Polo Park)

09:39 Westbound Portage at Sherbrook
Walk 2 minutes

09:41 664 Portage Avenue

Create a timetable for this plan



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The Day of the Interview - Personal Grooming DO's & DON'Ts

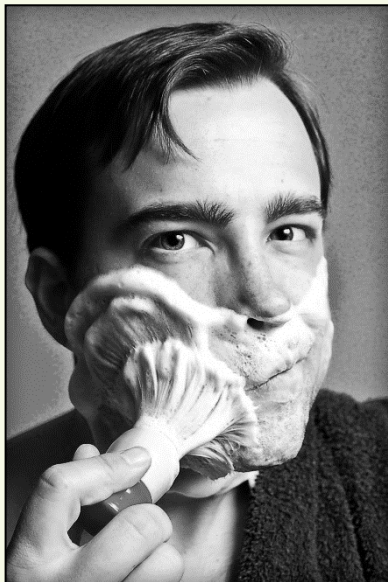
Do:

- Bathe or shower
- Shave (or neatly trim facial hair)
- Brush your teeth (have fresh breath)
- Clean and trim your fingernails
- Wear very little make-up

Do Not:

- Do not smoke 30 minutes before your interview
- Do not wear a lot of perfume or cologne
- Do not have bad breath

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The Day of The Interview - What to Bring

What should you bring to a job interview?

- Copies of your **resume**
- Copies of your **reference list**
- **Pen**
- **Notebook**


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Jane Smith

123 P Street, Winnipeg, Manitoba R3B 1P6
Phone: (204) 555-1234
Email: Jane.Smith.Winnipeg@gmail.com

REFERENCES:

1. **John Mark**
Relationship Manager
Tobacco's Cafe and Bakery
Phone: (204) 555-7894
Email: jhmark@tobacco.ca
Relationships Manager

2. **Shirley Martin**
Superior
Yukon Restaurant
Phone: (204) 555-4321
Email: Shirley.martin@gmail.com
Relationships Supervisor

3. **Martin John**
T.D. Institute
University of Winnipeg
Phone: (204) 555-5678
Email: mjohn@tdi.com
Relationships Teacher

Jane Smith
123 P Street, Winnipeg, Manitoba R3B 1P6
Phone: (204) 555-1234
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Phone: (204) 555-5678
Email: mjohn@tdi.com
Relationships Teacher

ADDITIONAL APPLICATION HISTORY

Superior of the Year
2014-2015



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Control Nerves in Interviews

Stay calm in an interview:

- Keep perspective
- Accept nervousness
- Take good quality, deep breaths
- Know when to finish your answers

Video to help you deal with nervousness

<https://www.youtube.com/watch?v=ARvx4Pu9xco>

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Arriving for the Interview

Arrive at the building 15-20 minutes before your scheduled interview time

If you arrive 30 minutes earlier or more, wait nearby and **enter 15-20 minutes before your interview**

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Arriving for the Interview

- Turn your **cell phone off**
- **Don't chew gum or candy**
- **Be friendly and polite** with everyone you meet
 - Interviewers may ask employees about your behavior
- If you go to the washroom, let the receptionist know
- Demonstrate **good body language**

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Body Language in Interviews

How to ace an interview with body language

- Adjust Your **Attitude**
- Stand **Tall**
- **Smile**
- Make **Eye Contact**
- Raise Your **Eyebrows**
- **Lean in Slightly**
- **Shake hands**



Body Language Video

https://www.youtube.com/watch?v=XIE0jL44qsc&feature=em-share_video_user

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Greet Interviewer- Activity

Directions:

- 1) Divide into pairs (Interviewer and Interviewee)
- 2) Introduce yourself using proper body language
 - Good morning/afternoon _____ (Interviewer name). I am _____ (first and last name). Nice to meet you
 - 3 second handshake (if comfortable)
 - Eye contact and smile
- 3) Alternate
- 4) 2 minutes to complete task

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End of the Interview - Thank the Interviewer(s)

Shake hands and **say thank you** to the people who interviewed you at the end of the interview

- If you don't have their contact information, ask for their **business cards** for following up
- Say thank you even if the interview didn't go well

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Thank You Email/Card

Send a thank you email/card the day of the interview to people who interviewed you

- If you send a thank you email, the employer will know that you are interested in joining their team
- You may write a paragraph that gives information you forgot to mention during the interview

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Thank You Email (Example)

Good morning/ afternoon Mariam Zaid,

Thank you for interviewing me for the Order Picker position. After meeting with you and learning more about the position, I am excited at the prospect of being a team member at Save-on Grocery Store. I would also like to mention that I am being trained for the Food Handler Certificate at the end of the month.

I look forward to hearing from you about this or any other positions in your company. Please contact me at 204-555-1212 or abdul.bakari@email.com when you have made your decision. Thank you again for your time and I hope to hear from you soon.

Sincerely,

Abdul Bakari

Thank You Card (Example)

Dear Mariam Zaid,

Thank you for interviewing me for the Order Picker position. I am excited at the prospect to be a team member at Save-on Grocery Store.

I look forward to hearing from you about this or any other positions in your company.

Sincerely,
Abdul Bakari
204-555-1212





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Follow Up After The Interview

If you still haven't heard from them 1-2 days after they said they'd make a decision, **contact the interviewer**:

- Follow-up can be done in person, by phone or by email.
- If you did not get the job, **be polite**, and **thank them again** for the interview
 - **Do not be rude or angry** at the person, being rude might ruin your future chances of working for them or other companies
- **Ask the interviewer for advice** about anything you can improve at future interviews

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Follow Up By Phone (Example)

“Hello, my name is Abdul Bakari.
I had an interview with you last week and was told you would make a decision by Tuesday.
Since it's Thursday, I wanted to call and see if you have made a decision.”

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If You Don't Get The Job

Ask additional questions to improve:

- Is there anything I did wrong in my interview?
- Are there any qualifications, I was missing for this position?
- How long will you keep my resume on file?
- Can I apply, if another job comes up?

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Today I Have Learned How To:

1. Identify the **Purpose** of interviews
2. **Dress** appropriately for interviews
3. Prepare your **References**
4. Respond to **Interview Requests**
5. Prepare answers to **Interview Questions**
6. Plan your **Transportation** route
7. Write a **Thank-you Email/ Card**
8. **Follow-up** after the interview

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Additional Resources

A Guide to Outstanding Interviews a PowerPoint presentation prepared by Manitoba Entrepreneurship, Training and Trade and Life Strategies Ltd.
http://www.manitobacareerdevelopment.ca/cdi/docs/outstanding_intvws.pdf

Bonus Interview Tips on YouTube:
<https://www.youtube.com/user/DGeorgevich>

Bad answers to common job interview questions (and how to fix them)
(Running Time - 3:38 min.)
<https://www.youtube.com/watch?v=synPaqLle0M>

Buckingham, M. (2007). *Go Put Your Strengths To Work*. New York, NY: New York Press.

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The secret to success in job interviews:

Stop believing in LUCK!

Start believing in YOURSELF

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Practice Interview Questions

1. Tell me about yourself?

- My name is _____.
- I have ____ years of experience as _____.
- I have been trained in (ex.: food handling) _____.

2. What do you know about the company?

- I visited your company website/business and I saw that you sell.
- Good customer service/excellent quality is important to your company.
- Your company is located in Winnipeg/is all over Canada.

3. What is a strength you have (also give an example)?

- I am a hard worker.
- I work well with my co-workers and work hard to make customers happy.
- I always want to do a good job and make sure my work is done properly.

4. What is a weakness you have (and what you are doing to improve)?

- I would like to improve my English skills so I am taking English Classes.
- I want to increase my Canadian work experience so I have started volunteering at _____.



5. Describe a problem you had at work and how you solved it?

- Q: What did you do in the past when a customer got angry?
- A: A customer was angry about cold fries.
 - I apologized, thanked the customer for telling me and gave the customer a new order of hot fries.

6. Do you have any questions for us?

- What kind of training do you give new staff?
- When will you decide who you are hiring?

7. What would you do if a fellow worker is working unsafely?

8. What would you do if there is a robbery at work? What would be your reaction?

9. What temperature do you have to cook hamburgers to kill bacteria?



10. What would you do if the person you are taking care of stops breathing?

11. What should you do if you get a cleaning chemical in your eye?

12. What would you say to an angry customer?

13. What would you do if you saw an employee taking money from the cash register?

14. What would you do if a co-worker asked you to punch in their time card?

15. How do you respond to negative feedback?



Job Interview Checklist #1

Place a check (✓) beside each reminder on the line provided

1. Dress: Before the interview

- a. Do I have nice clothes to wear? _____
- b. Are my clothes clean and ironed (no wrinkles)? _____
- c. Am I clean and well-groomed? (Day of the Interview) _____

2. Reference: Before the interview

- a. Do I have a list of references typed with contact information? _____
- b. Do I know that my references will say good things about me? _____
- c. Contact references to let them know about the interview _____

3. When Contacted for the Interview:

- a. Company name and address: _____
- b. Date and time of interview: _____
- c. Interviewer's name and phone number: _____
- d. Confirm job position/title? _____

4. Prepare for Interview Questions:

5. Getting there: 1-2 days before the interview

- a. Have I checked bus routes/schedule? _____
- b. Have I practiced taking the bus or driving there? _____
- c. If I'm driving do I know where I'm going to park? _____
- d. Do I have enough money to take bus/to park? _____

6. Things to Bring: the day of the interview

- a. Do I have copies of my resume with me? Have I reread it? _____
- b. Do I have a list of references typed with contact information? _____
- c. Do I have a pen and notebook to write things down? _____

7. At the Interview: the day of the interview

- a. I will be 10-15 minutes early _____
- b. I will turn off my cellphone before I enter the building _____
- c. I will not bring my friend/relative with me _____

8. Thank you email/card 1-24 hours after the interview

- a. Send a thank you email or card and if there's something I wish I had said at the interview; I will briefly mention it in the letter. _____

9. Follow-up: 2-3 days after the interviewer said he or she would make their decision

- a. I'll call the company to ask if they have made a decision. _____



Job Interview Checklist #2

Place a check (✓) beside each reminder on the line provided

10. Dress: Before the interview

- a. Do I have nice clothes to wear? _____
- b. Are my clothes clean and ironed (no wrinkles)? _____
- c. Am I clean and well-groomed? (Day of the Interview) _____

11. Reference: Before the interview

- a. Do I have a list of references typed with contact information? _____
- b. Do I know that my references will say good things about me? _____
- c. Contact references to let them know about the interview _____

12. When Contacted for the Interview:

- a. Company name and address: _____
- b. Date and time of interview: _____
- c. Interviewer's name and phone number: _____
- d. Confirm job position/title? _____

13. Prepare for Interview Questions:

14. Getting there: 1-2 days before the interview

- a. Have I checked bus routes/schedule? _____
- b. Have I practiced taking the bus or driving there? _____
- c. If I'm driving do I know where I'm going to park? _____
- d. Do I have enough money to take bus/to park? _____

15. Things to Bring: the day of the interview

- a. Do I have copies of my resume with me? Have I reread it? _____
- b. Do I have a list of references typed with contact information? _____
- c. Do I have a pen and notebook to write things down? _____

16. At the Interview: the day of the interview

- a. I will be 10-15 minutes early _____
- b. I will turn off my cellphone before I enter the building _____
- c. I will not bring my friend/relative with me _____

17. Thank you email/card 1-24 hours after the interview

- a. Send a thank you email or card and if there's something I wish I had said at the interview; I will briefly mention it in the letter. _____

18. Follow-up: 2-3 days after the interviewer said he or she would make their decision

- a. I'll call the company to ask if they have made a decision. _____



Job Interview Checklist #3

Place a check (✓) beside each reminder on the line provided

19. Dress: Before the interview

- a. Do I have nice clothes to wear? _____
- b. Are my clothes clean and ironed (no wrinkles)? _____
- c. Am I clean and well-groomed? (Day of the Interview) _____

20. Reference: Before the interview

- a. Do I have a list of references typed with contact information? _____
- b. Do I know that my references will say good things about me? _____
- c. Contact references to let them know about the interview _____

21. When Contacted for the Interview:

- a. Company name and address: _____
- b. Date and time of interview: _____
- c. Interviewer's name and phone number: _____
- d. Confirm job position/title? _____

22. Prepare for Interview Questions:

23. Getting there: 1-2 days before the interview

- a. Have I checked bus routes/schedule? _____
- b. Have I practiced taking the bus or driving there? _____
- c. If I'm driving do I know where I'm going to park? _____
- d. Do I have enough money to take bus/to park? _____

24. Things to Bring: the day of the interview

- a. Do I have copies of my resume with me? Have I reread it? _____
- b. Do I have a list of references typed with contact information? _____
- c. Do I have a pen and notebook to write things down? _____

25. At the Interview: the day of the interview

- a. I will be 10-15 minutes early _____
- b. I will turn off my cellphone before I enter the building _____
- c. I will not bring my friend/relative with me _____

26. Thank you email/card 1-24 hours after the interview

- a. Send a thank you email or card and if there's something I wish I had said at the interview; I will briefly mention it in the letter. _____

27. Follow-up: 2-3 days after the interviewer said he or she would make their decision

- a. I'll call the company to ask if they have made a decision. _____