## Job Interviews

### Topic Development Ideas

**Classes might want to learn more about...**

- appropriate body language and gestures
- calling a company to request information
- employer expectations at an interview (e.g., degree of formality, preparedness for the interview)
- illegal questions
- importance of emphasizing personal qualities
- thank-you letters after interviews
- tier interviews (e.g., initial screening on the telephone, first interview)
- tips for interview presentation (e.g., attire, posture, etc.)
- types of interviews (e.g., one-on-one, panel interviews, telephone interviews)
- volunteering to gain Canadian experience

### Strategies for Learners

**Learners find it useful to...**

- learn how to discuss weaknesses in a positive way
- learn strategies to refuse politely to answer illegal or embarrassing questions
- practice a mock interview and tape for review
- prepare a list of adjectives to describe own personal qualities
- rehearse cold calling
- research information (e.g., annual report, web site) about a company before going for an interview and prepare comments about the company
- use notes and personal data cards to memorize, and rehearse interview answers
- use repetition, rephrasing to clarify information

### Resources for Developing and Teaching Topic

- *A Toolbox for ESL Tutors*: Unit 1, “Finding a Job”
- employment interview brochures from Human Resources Development Canada
- industry publications, annual reports, publicity materials
- visit local libraries or human resource centres to research business directories such as:
  - National Directory of Service Companies
  - Scott’s Directory
  - The Official Canadian Fax Directory
- *Are You Ready? Looking for Work in Canada*
- *CLB Listening/Speaking Resource*: Stage II, Workplace dialogue 38
- 211Toronto.ca: [http://www.211Toronto.ca](http://www.211Toronto.ca) (Employment, education, training)
- Monster.ca: [http://www.monster.ca](http://www.monster.ca)
- Nextsteps: [http://www.nextsteps.org](http://www.nextsteps.org) (Job Search and Interviews)
- Settlement.org: [http://www.settlement.org](http://www.settlement.org) (Employment, Job Search)
- job interview, employment interview
Job Interviews

**Topic Outcomes (CLB 4, 5)**

*Possible outcomes for this topic:*

- express non-comprehension by asking for clarification and repetition
- give a detailed description of past work experiences and education
- ask for and give information
- understand factual details and some implied meanings in a descriptive or narrative text
- find information in an authentic directory
- get information from a short business notice (e.g., job posting)
- get information from a simple two- to three-paragraph text
- write a short one-paragraph business letter
- write a one-paragraph description of a past experience

**Language Focus**

*Items to help learners achieve the outcomes:*

- vocabulary *(strengths, weaknesses, asset, benefits, hobbies, hire, qualities, goals)*
- adjectives to describe personal qualities
- modals: requests, ability, inability
- prepositional phrases of location and time
- verbs to describe past work experiences
- verb tenses: simple and continuous tenses present perfect tense
- pronunciation: -ed endings /d/ *(organized)*, /t/ *(worked)*, /ed/ *(tested)*

**Sample Tasks**

1. Role-play a panel interview. Interviewers evaluate interviewee using a checklist.
2. Listen to a taped job interview and match to best responses in a list of possible answers.
3. Read a list of interview questions and match to a list of appropriate answers.

   - **Experienced:** Open two instructor-made files: a question and an answer document. Copy sample job interview answers from one document and paste them under the relevant questions in the other. Preview and print for peer evaluation. (See [http://alphaplus.ca/linc/activities.htm](http://alphaplus.ca/linc/activities.htm) [Job Search Answers and Job Search Questions] for a sample activity.)
   
   **Skills:** Open, Copy, Paste, Working with Multiple Files, Print Preview, Print

4. Write a thank-you letter to an interviewer.

**Additional Tasks**

- **ELLIS – Intro – Looking for a Job – Sections 3, 4, 5**
- **ELLIS – Senior Mastery – Job Hunting – I think I'll give them a call, You can stop by for an interview**
- **ELLIS – Senior Mastery – Job Interview**
  
  **Skills:** Open/Close Application, Select and Navigate Through Options, Mouse Skills
Job Search

Topic Development Ideas

Classes might want to learn more about...

- application forms (paper and on-line)
- bilingualism as a requirement for jobs in national companies or the federal government
- common steps in job-search process
- community resources for job search
- differences between job search in Canada and other countries
- discrimination in finding employment (systemic, non-systemic)
- employer expectations in Canada
- employment interviews in Canada, including different interview formats, types of questions, illegal questions
- hidden job market
- importance of networking
- job postings on the Internet
- volunteer work to obtain Canadian experience
- ways to overcome frustration and discouragement

Strategies for Learners

Learners find it useful to...

- establish networks within their own cultural community
- get help from others (e.g., employment counsellors, teachers)
- have their documents translated and assessed
- learn about resumé and cover-letter software and wizards
- learn how to fax or e-mail attachments
- look up businesses in the Yellow Pages, on-line, and in directories
- organize and keep daily records of places they have been to
- post resumé on the Internet
- prepare a resume
- see sample resumés, cover letters, application forms
- set realistic goals and objectives

Resources for Developing and Teaching Topic

- Business Communication Games: “How to Get That Job”
- Words We Use: Unit 5, “Employment”
- community-based resumé clinics and employment services
- employment resource centres
- Are You Ready? Looking for Work in Canada
- Human Resources Development Canada: http://www.hrde-drhc.gc.ca
- Monster.ca: http://www.monster.ca
- Nextsteps: http://www.nextsteps.org (Job Search and Interviews)
- Ontario Ministry of Education: http://www.edu.gov.on.ca/eng/career/resume.html
- Possibilities Project: http://www.poss.ca
- Settlement.org: http://www.settlement.org (Employment, Looking for a Job)
- job search Canada, job interview
**Topic Outcomes (CLB 4, 5)**

**Possible outcomes for this topic:**

- express non-comprehension by asking for clarification and repetition
- ask for and give information in an enquiry related to job search
- understand factual details and some implied meanings in a dialogue containing simple advice or suggestions relating to job search
- find information in an authentic directory
- get information from a simple two- to three-paragraph text
- fill out an employment-related application form with up to 20 items
- write a one-paragraph description of past work experiences and plans for the future, giving reasons

**Language Focus**

**Items to help learners achieve the outcomes:**

- vocabulary (functional resumé, chronological resumé, extracurricular activities, curriculum vitae, employment resource centre, counsellor)
- adjectives
- adverbs
- gerunds and infinitives (I’m good at..., I like to...)
- modals: requests, suggestions, advice
- questions: wh-, embedded, tag
- verbs to describe skills (organized, managed, taught, developed)
- verb tenses: present continuous, simple past, present perfect, future with going to
- pronunciation: word stress in three- and four-syllable words (functional, resumé, chronological, curricular)

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**Sample Tasks**

1. **Jigsaw:** In groups, read about different aspects of the job search process in Canada. Regroup, present your information, and ask and answer ques.
2. **Listen to suggestions for finding a job.** Answer true/false questions.
3. Read a cover letter and resumé and complete a table containing the following titles: Educational Background, Skills, Interests.
4. **Write a description of the kind of job you would like and give reasons.**

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**Additional Tasks**

- **Novice:** Create a simple resumé by following a given format. Preview and print for group or peer evaluation/editing.
  
  **Skills:** Bullets, Font, Font Size, Resumé/Cover Letter Templates, Print Preview, Print

- **Advanced:** Examine an unformatted instructor-made resumé and format using different tools (Alignment and Font). Preview and print for comparison with classmates.
  
  **Skills:** Font, Font Size, Underline, Bold, Text Alignment, Insert Bullets and Numbering
## Topic Development Ideas

*Classes might want to learn more about...*

- barriers to employment for immigrants
- cultural differences in valued personal qualities
- how personal qualities affect professional relationships
- labour market information
- occupations relevant to their field of work
- self-assessment analysis (e.g., interests, needs, values, attitudes, and job expectations)
- skill types (e.g., personal, job-specific, hard, soft, transferable)
- translation and assessment of foreign academic credentials

## Strategies for Learners

*Learners find it useful to...*

- consult reference texts (e.g., National Occupational Classifications, Ontario Job Futures) for information about own occupation
- do a self-assessment checklist inventory to identify personal skills
- have someone videotape them while practicing for an interview
- learn how to make positive statements about their skills and job experience
- prepare to talk about own skills (soft and transferable)
- role-play job interviews

### Resources for Developing and Teaching Topic

- *I Can Do the Job Very Well*
- *New Interchange 3:* Unit 2, “Career moves”
- *Words We Use:* Unit 5, “Employment”
- invite speakers to share job profiles based on class interest
- visit local libraries to research occupational directories
- Essential Skills Profiles: [http://www.15.hrdc-drhc.gc.ca](http://www.15.hrdc-drhc.gc.ca)
- Possibilities Project: [http://www.possibilitiesproject.com](http://www.possibilitiesproject.com)
- Settlement.org: [http://www.settlement.org](http://www.settlement.org) (Employment, Job Search)
- World Education Services: [http://www.wes.org](http://www.wes.org)
- skills assessment, employability skills, job search
# Topic Outcomes (CLB 4, 5)

**Possible outcomes for this topic:**
- tell a detailed story about past work experiences
- give a detailed description of own strengths and weaknesses
- ask for and give information in an inquiry about skills assessment
- understand factual details and some implied meanings in a descriptive or narrative text
- get information from a two- or three-paragraph text
- write a one-paragraph description of experience or events in the past and plans for the future, giving reasons

## Language Focus

**Items to help learners achieve the outcomes:**
- vocabulary (*soft skills, transferable skills, personal skills, characteristics, personality traits*)
- verbs for skills (*coordinate, troubleshoot, design, develop, manage*)
- adjectives related to personal qualities (*honest, hard-working, conscientious*)
- expressions of time, frequency
- gerunds and infinitives
- phrasal verbs
- questions: yes/no, wh-, embedded
- verb tenses: simple present, simple past, present perfect, future with *going to*
- pronunciation: stress in content or function words (*I can type and use a computer, I can’t drive a truck*)

## Sample Tasks

1. Interview a partner about past work experiences and responsibilities.
2. Listen to a biography of someone and identify her/his hard and transferable skills.
3. Read a short story about someone’s personal accomplishments. Answer questions about her/his skills and identify appropriate jobs.
4. Write a paragraph describing personal skills and plans for future employment.
   - **Novice:** Word-process Language Task 4. Follow instructions to enhance document. Print for peer evaluation.
     - **Skills:** Save As, Font, Font Size, Font Style (Bold, Underline, Italics), Print
   - **Experienced:** Create a table with three headings: Personal Skills, Transferable Skills, Job-Specific Skills. Insert skills under each heading. Write a paragraph describing how the skills were used in the past. Preview and print.
     - **Skills:** Insert and Format Table, Table AutoFormat, Keyboarding, Print Preview, Print