

Rising Together



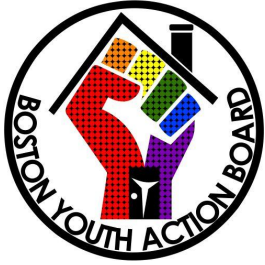
Nailing the Interview



Rising Together: *A workforce development initiative to connect youth experiencing housing instability or homelessness with work opportunities*

**Graciously funded by Heartland Alliance and the Liberty Mutual Foundation*

Rising Together



City of Boston
Health & Human Services



Presenters

Malik Gomes a Transitional Employment
Supervisor at Youth Opportunities Unlimited



Courtney Kinney the Assistant Deputy Director
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Workforce Development Series

Get PAID to start your career!

You can earn \$15 for each virtual career training webinar or job fair you attend.*

Who is This For

Young people, 16-24, experiencing housing instability or homelessness, and service providers. But all are welcome!

Virtual Events

Webinar: Building a Resume

Wed, July 15th
12-12:45 p.m.

Webinar: Nailing the Job Interview

Wed, July 22nd
12-12:45 p.m.

Webinar: Coping Strategies

Wed, July 29th
12-12:45 p.m.

Virtual Job Fair

Wed, Aug. 5th
12-1 p.m.

Virtual job fair employers include:



*How to Get Paid

The first 30 people to register for an event will receive a \$15 payment. To receive this payment, you must:

- Register in advance
- Arrive on time
- Participate in the entire webinar or job fair
- Be able to accept payment via the Venmo app

Register at
owd.boston.gov/rising-together

These events are provided by YOU Boston and Rising Together.
For questions, contact RisingTogether@boston.gov

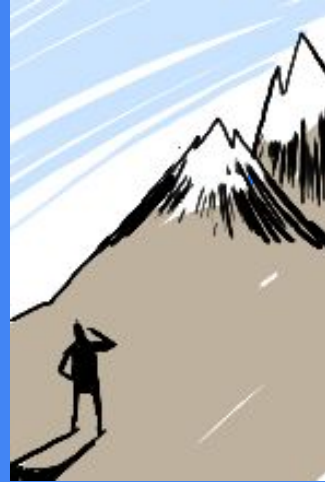
Learning Targets

- I know how to showcase my strengths in person during a competitive interview process
- I am more comfortable answering tricky questions during an interview

Overview

- Purpose of the Interview
- First Impressions
- Common Interview Qns
- Tricky Points
- Summary
- Resources
- Q&A
- Poll

Purpose of the Interview



Employer's Purpose

1. Can you do the work?
2. Are you interested in doing the work?
3. Will you fit in? Are a good fit with co-workers and if your values are in line with the company's culture and mission.

Your Purpose

1. Describe your skills and abilities to show that you can do the work.
2. Describe your interests and goals to demonstrate that you are motivated and will do the work.
3. Learn as much as possible about the position and employer to determine if the job and the company's culture are a good fit with your skills, values, interests, and goals.

First Impressions



Basics: How to make a good first impression

- **Before the Interview**
 - Really research the company
 - Write and submit a solid resume
 - Practice



Basics: How to make a good first impression

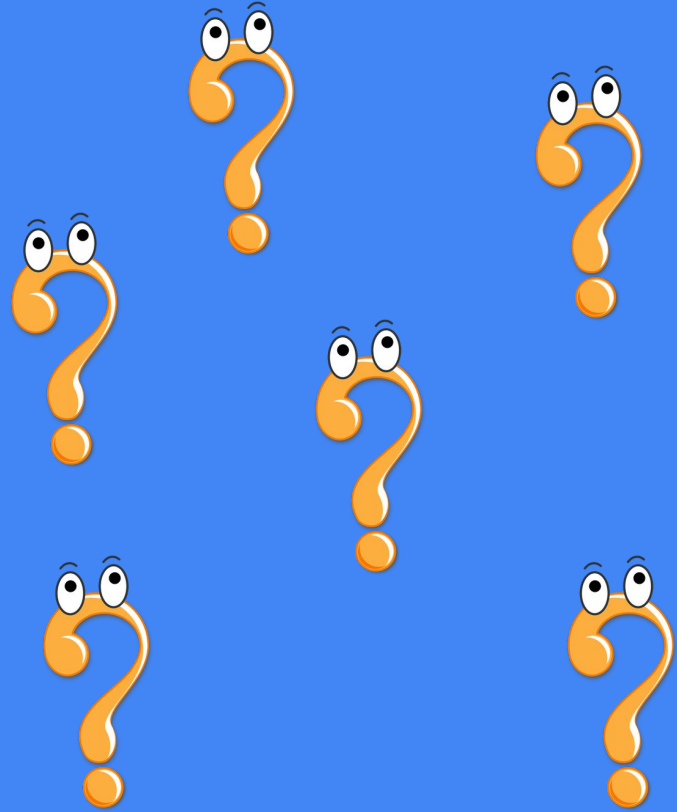
- During the Interview (virtually, in-person, via phone)
 - Look your best
 - Be on time (arrive 10 min early for in-person)
 - Maintain positive body language and be comfortable
 - Be enthusiastic
 - Do not be act too informal or buddy-buddy with the interviewer.
 - Ask a thoughtful question
 - *Example: What are the most important traits you look for in an employee?*
 - Thank the interviewer(s)



How to do Exceedingly well

Preparation and Dress	<ul style="list-style-type: none"><input type="checkbox"/> Hold eye contact during the whole conversation an<input type="checkbox"/> Starts and ends the interview with a strong handshake<input type="checkbox"/> Asks two or more thoughtful questions that show knowledge of the position
Answers and Communication	<ul style="list-style-type: none"><input type="checkbox"/> Answer all of questions effectively<input type="checkbox"/> Use opportunities to showcase strength<input type="checkbox"/> Uses active listening skills like nodding and paraphrasing<input type="checkbox"/> Keeps a smooth pace to the conversation<input type="checkbox"/> Speaks with confidence at an appropriate volume

Common Interview Questions



Common Interview Questions

- **Tell me about yourself.**
Keep it professional, only talk about relevant work/educational skills and experiences.
- **Why should we hire you?**
Talk about your passion for the position and company. Remind them of your qualifications for the position.
- **What is your greatest strength?**
This should be relevant to what they are looking for in the position.
- **What is your weakness?**
This should always be positive; talk about something professional you are working to improve.

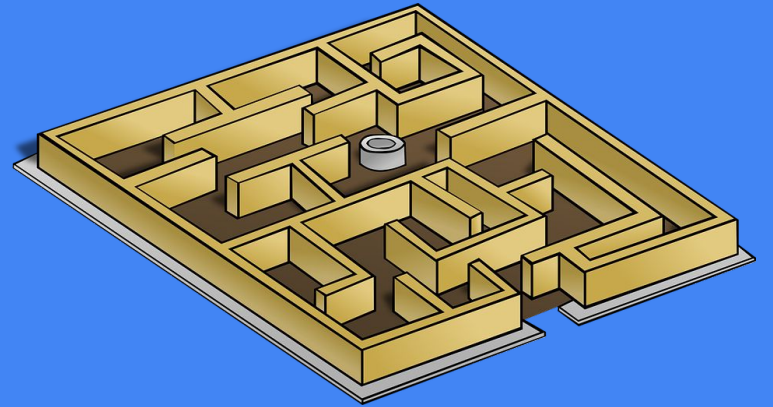
Common Interview Questions

- **Why do you want to work here?**
This is a good place to talk about the mission and vision of the company.
- **Why did you leave your last job? Why do you want to leave your current job?**
Be professionally honest and brief.
- **What is your greatest accomplishment?**
Describe a positive outcome you achieved when dealing with a difficult work situation. Talk about how you overcame the situation.

Interview Setting

- **Most interviews are virtual or by phone**
 - Keep your surrounding simple, no posters or anything distracting in the background
 - Check that your wifi connection is working, and audio is adjusted
 - Adjust lighting
 - Sit in front of light rather than behind it
 - Download the app (Zoom, Go-to-Meeting, etc.) if necessary beforehand
 - Try to minimize background noise, put your audio on mute when not speaking

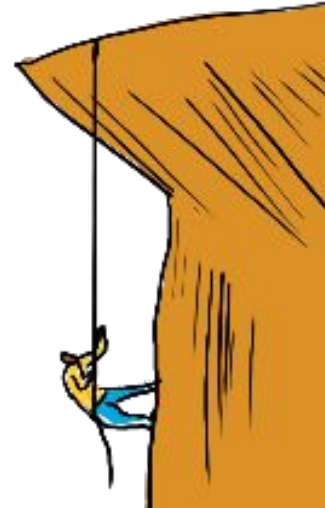
Some Tricky Points



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Tricky points

- Appearance
- Gaps in Work history
- Criminal hx
- Special Needs
- Explaining Housing Instability or Homelessness



Appearance



- Clothing should be neat, clean, and pressed
- Comfortable, closed-toe shoes that are not scuffed
 - Free or low cost clothes AND shoes
 - [Dress for success](#) - (Women's clothing) 617.779.2177
 - [Goodwill](#) 617.254.0112
 - Check with [St. Francis House](#) after August info@stfrancishouse.org
- Hair should look nice
 - Slick back with water, pomade, or gel
 - For longer hair - can pull back into low-ponytails
 - Get a haircut if possible

Gaps in Work History

- Be comfortable with your work history otherwise the interviewer will pick up on that and be uncomfortable too
- When explaining any work gaps in your employment history to be brief (don't overshare) and matter-of-fact, not defensive
- Do not fret every work gap
- Examples:
 - You decided to go back to school
 - You took time off to spend with your kids
 - Needed to decompress after several high-pressure years working
 - Had to help your mom out

Gaps in Work History

- Being able to show you've grown during your employment gap is respectable
- Mention any volunteer work, classes, certifications you earned
- Also, mention soft skills that you gained
 - Communication, problem solving, resiliency
- Emphasize why now is the time
 - Let the hiring manager know that you have done what you needed to do during your time off and now you're ready to get back to work.

Experiencing Housing Instability/Homelessness

- It should not be a factor for the interview
 - Be positive and smile, act confident
- Present yourself just as you would if you were not experiencing housing instability or homelessness
- If need a telephone for the interview then can set up a Google Voice or Text Now App for free calling on phone, tablet, or desktop
- If need an address
 - Can purchase a P.O. Box (\$19 to \$75 for 6 months depending on Post Office location)
 - Ask a Family member, friend, or religious or social organizations

Special Needs

- The Americans With Disabilities Act (ADA) prohibits discrimination against individuals with disabilities in all areas of public life
- If you have a disability, then you may need to inform the employer in during the hiring process in order to be your best self through out the hiring process, as well as if you end up being hired.
 - Be explicit about what you require
 - Take a positive approach and stay solutions-focused
- Example: *“I’m very interested in this opportunity, and I want to make sure I can do my best during this hiring process. In order to do so, I require X, Y, and Z.”*

Special Needs

- Timing is important, based on the disability
 - Before, During, or After the Interview
- Know how much you are comfortable sharing
- You are evaluating the company just as much as they're evaluating you, so you want to find companies that welcome whatever you bring to the table

Criminal history

- In deciding whether a particular offense should be disqualifying, employers must consider, the nature and gravity of the criminal offense or how much time has passed since the offense or sentence
- However,
 - Employers may NOT ask about any arrests that did not lead to conviction
 - Employers may NOT ask about first-time convictions for drunkenness, simple assault, speeding, minor traffic violations, affray, or disturbing the peace
 - Employers may NOT ask about misdemeanor convictions that are at 5+ years old, unless the applicant has another conviction in the last five years.

Criminal history

- Lawful inquiries about convictions include:
 - *Have you ever been convicted of any crime? If so, when, where, and what was the disposition of case?*
 - *Have you ever been convicted under criminal law within the past five years (excluding minor traffic violations)?*
- It is legal to ask about convictions for acts of dishonesty or breach of trust.
 - These relate to fitness to perform the particular job being applied for, as stipulated by FDIC requirements.

What employers can't ask you

- Employers are **legally prohibited** from asking questions:
 - that could reveal a disability before making a job offer
 - about parental status (do you have kids or plan on having kids)
 - salary or pay history
 - whether you own or rent a home
 - related to: race, color, religion, gender/sex, sexual preference, marital status, national origin, or age*
 - Employers can ask about age if it is a factor in the job description
 - Examples:
 - Cocktail servers need to be 21 years old
 - Some law enforcement jobs have age limits

How to handle inappropriate qns

- Do not get defensive
- Redirect the interviewer
- **Example:** Ask....*“Can you tell me how this might be related to the job?”* and then ask a job related question.

After the Interview



- Say “Thank You” after the interview ends.
- Try to send an “Thank-You” email within 24 hours of the interview to every interviewer.
- In the “Thank-You” email:
 - Say “Thank You” again
 - In 2-3 sentences, reinforce your qualifications - why you are a good candidate
 - Use spell check
 - USE Proper grammar and punctuation
 - Do NOT abbreviate words or use slang

Thank You Email

EXAMPLE #1

*Hello,
im jasmin merkle. Thankyou for the interview. i would like to
work at [Company Name] keep me posted please thanks*

EXAMPLE #2

Hi [Interviewer Name - Mr. or Ms. XXX],

*Thank you so much for meeting with me today. It was such a
pleasure to learn more about the team and position. I'm very
excited about the position at [Company Name]. With my
experience, I know that I can make a valuable contribution to
your team.*

Please do not hesitate to contact me if you have questions.

Best regards,

[Your Name]

Wrapping Up

Tools



- Video: Job Interviews Good, Bad, and Ugly
 - <http://www.youtube.com/watch?v=Gww2vrlhieU>
- St. Francis House - Workforce Development webinars and blogs
 - <https://stfrancishouse.org/virtualwfd/>
- Free Mask(s)
 - DHVANI: <https://www.dhvani.com/pages/freemasks>
- Zoom tips
 - <https://www.usatoday.com/story/tech/2020/04/11/zoom-meetings-go-better-these-6-tips-look-your-best/5125980002/>
- MassHire Downtown Boston Career Center
 - <https://masshiredowntownboston.org/events-calendar/>



Take home message

- Practice, practice, practice for the interview
- Make a good first impression
- Be confident
- Thank the interviewer(s)



Most importantly...have confidence...you got this!

Next Steps

- Write a resume or revise the one that you have in order to get ready for the Virtual Job Fair!
- Attend upcoming weekly webinars hosted by Rising Together

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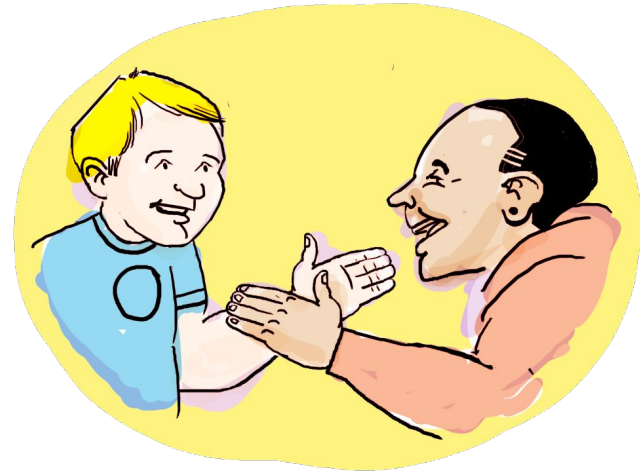
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Acknowledgments

- Boston Youth Advisory Board members
- St. Francis House
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- Funders
 - Heartland Alliance
 - Liberty Mutual Foundation
- Rising Together
 - St. Francis House, United Way, More Than Words, Boston YAB, Boston PIC, Bridge Over Troubled Waters, Office of Workforce Development, Health and Human Services Cabinet, and Department of Neighborhood Development

Video: Interview Do's and Don'ts

Write down all the “do's and don'ts” that you see.



<http://www.youtube.com/watch?v=Gww2vrlhjeU>

References

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5. <https://www.nolo.com/legal-encyclopedia/massachusetts-law-employer-use-arrest-conviction-records.html>
6. www.bridgespan.org. Legal and Illegal Interview Questions.



THANK YOU!