

Insider Careers Conference

Volunteer Brief: Mock Interview Workshop

Thank you for volunteering your time to contribute to The Brokerage's Insider Careers Conference.

The support of volunteers is vital to these workshops, giving students an in-depth insight into various career paths. During the conference, our young people will experience a variety of workshops, which have been designed to help them maximise their key skills and past work experience so that they can make the most of the opportunities available in the city in the future. Most of the young people who are taking part have had some work experience in the past, however they lack confidence in their ability to communicate the skills that they acquired from their past experiences to help them secure future roles. Similarly, although the students have some idea about the industries in the city, they are unsure about the variety of roles available and would like to gain further insight into where they could go in the future.

We are expecting around 35 young people between the ages of 16 and 21, who are studying at school/college/university, on a gap year or about to go into work. All our young people come from local state schools and meet our eligibility criteria. They come prepared to make the most of the conference as they have all self-selected to be here.

This workshop focuses on developing interview skills with the young people participating in mock interviews and receiving practical feedback. For this, volunteers are asked to act as the interviewers and provide tailored feedback for each individual they work with.

Session Breakdown

15 mins - Welcome and introduction to interview techniques by The Brokerage

20 mins - Volunteers to interview delegates

10 mins - Volunteers to provide delegates feedback

Wrap up and Close

Part 1. Introduction to interview techniques and group division

A brief introduction, led by Brokerage Staff, to interviews (and the different types of interviews) and how students can maximise their experience when answering interview questions.

Part 2: Mock Interviews

Volunteers will conduct a series of short "mock interviews" with small groups of delegates.

The objective is to give participants an opportunity to practise their interview skills and gain confidence in "marketing" themselves to potential employers. You will be asked to provide feedback to the participants on their answers and behaviour - which is a valuable chance for them to become aware of both their strengths and areas that they may need to develop. You can choose to provide this feedback immediately after each question or at the end of the session.

Prior to your participation, The Brokerage will give a general introduction to interviews and we will then divide the participants into small groups for the activity. The size of the groups depends on how many volunteers are taking part but ideally each group will have 2-3 participants.

Your Role

Volunteers to interview delegates

During this portion of the workshop, you will be interviewing the young people with the questions set out below. Please work through the questions one by one at the pace of the young people. You do not need to scribe their answers.

- 1. Please give me an example of a time you worked in a successful team...**
Note: please ensure the young person talks about what they did, and not what the team did
- 2. Tell me about a time when you overcame a challenge.**
- 3. Please give me an example of a time when you have taken on a leadership role...**
Note: young people typically struggle with this - explore different routes to 'leadership', e.g. through school projects.
- 4. Please tell me about a time when you have spotted an opportunity for improvement within your school, workplace or outside...**
- 5. Please give me an example of when you have come up with a new solution or idea to resolve a problem or issue...**
- 6. What key skills and qualities do you have to offer?**
- 7. How do you like to work?**
Note: i.e. Do you prefer to work collaboratively or independently? (alone/in a team/extrovert/introvert/etc.)
- 8. Why are you applying for an internship this summer?**
- 9. Questions for the interviewer...**

Note: you may want to have a discussion about good questions to ask in an interview.
E.g. 'What do you like about working here' or 'What does success look like in this role?'

All students will have been made aware of the STAR technique (see next page) and how to approach strength-based interviews from the theory section which takes place before interviews begin. Please encourage the young people to adopt the habit of saying 'I' instead of 'we' when answering questions.

The STAR technique helps to structure answers to strength-based questions.

- S** Situation (describe the situation you were faced with)
- T** Task (what were you asked to do in this situation)
- A** Action (what action did you take to complete this task)
- R** Result (what was the result of your action)

Feel free to ask them to elaborate on their answers (young people often start by giving too general answers lacking specific personal detail) or to give another example if appropriate. If there is time, it would be good for you to answer the question yourself as well so they have a realistic general idea of the standard required, a balance of encouragement and reality being important if people are to have a chance of competing in the jobs market. Briefly summarise each question with your group, stressing important things such as body language, business awareness and giving appropriate personal examples.

This session has two key benefits to the participants—they find out about interview techniques, but also that meeting employees of the business is important in itself. Finding out about how you approach interviews and what examples you have used yourself, where (or if) you went to university, what you studied etc. can really build a young person’s confidence and help their motivation.

If you complete all of the mock interview questions with the young people before the end of the session, please talk to the young people about your role and experience.

Advice on potential challenges and problems

The common challenge arising in this sort of activity is shyness among the participants. Please encourage any especially reticent participants, for instance you could talk about how you might have dealt with nervousness in the past. Equally, you may need to ask any particularly confident or talkative young people to wrap up their answers so that everyone in your group can have their turn.

Another potential problem occasionally occurring is participants talking amongst themselves during the exercise. This should not arise on this particular programme as the participants are at sixth form level or above and should be motivated. However, if it does, don’t be afraid to ask them to pay attention. Staff from The Brokerage who are facilitating on the day will be on hand to monitor how the session is going, please feel free to ask them for assistance during the activity.

Providing feedback

You will receive one notes sheet to use in the workshop, where we suggest you note any comments/advice you would like to give to the students directly. Feedback to the students is only given during the activity directly by you to the students, not afterwards via The Brokerage. Please give feedback in an objective manner e.g. “you spoke very quietly and not all of the group could hear you” instead of “you were too quiet when speaking”. You do not need to scribe their answers to the questions

After the conference, you will also be sent an online feedback form to complete, which is for your overall thoughts on the conference itself and your volunteer journey with The Brokerage thus far.

Tips for providing student feedback

- Be solutions-focused
- Be specific
- Talk about the situation, not the individual
- Balance positive with negative

Please read through our Volunteer Code of Conduct before the session.

We hope you enjoy the session! Please approach a Brokerage member of staff if you have any queries or concerns throughout the session.

Volunteer Code of Conduct

The Brokerage asks that all volunteers contributing to our workshops carefully read and follow our code of conduct below.

- Volunteers will not be responsible for the welfare of participants and should immediately inform Brokerage staff of any concerns they have regarding the safety and welfare of a participant at a workshop.
- Business contact details can be exchanged with students aged 18 and over, however volunteers should not disclose their personal contact details to a participant or accept the personal contact details of a participant. If such a situation does arise, a Brokerage staff member and/or the accompanying adult with the participants should be informed. Any contact with participants after the workshop should be directed through the Brokerage.
- Volunteers are not required to answer any question they feel uncomfortable with; in return they should be sensible with regards to the information they provide and the questions they ask participants.
- Volunteers must not discriminate against, or show discriminatory attitudes towards, any race, religion, gender, sexuality or disability.
- Volunteers should be aware that they are in a position to which many participants aspire and should therefore behave appropriately and show respect to all participants and staff members.

NB: Health and Safety, Equal Opportunities and Child Protection Policies for The Brokerage are available in full on request.

Volunteer Expectations

We have outlined the expectations of volunteers to make sure our opportunities are meaningful and successful. What we ask from you:

- I accept that I take part in the volunteering opportunity at my own risk, but participation is voluntary, therefore I have the right to withdraw at any time should I feel uncomfortable.
- Full guidance and instructions will be given, and I will comply with all instructions in relation to the programme in which I am participating, with note to safeguarding requirements and data protection.
- If you are unsure as to whether an approach or action is appropriate or not, I will first consult the facilitator or lead organiser before taking action.
- I understand that during my participation in the programme, I must take reasonable care for the health and safety of myself and reasonable care of the property of others.
- I accept that The Brokerage will not be liable for any loss, damage, action, claim, costs or expenses which may directly or indirectly arise as a consequence of my participation in the Insider Careers Conference
- I understand that The Brokerage will not pay any compensation or reimburse any associated costs, expenses or losses or accept responsibility for any changes deemed necessary relating to the volunteering programme. This includes cancellation if necessary.
- I agree to inform the appropriate Brokerage staff member as soon as possible if circumstances change and I am no longer able to participate in the volunteering programme, with ideally no less than one week's notice.
- I understand that I am representing my company within the Insider Careers Conference so I will act as an external ambassador for my organisation and uphold my company's core values.
- Whilst volunteering, I understand I need to keep work emails and calls to a minimum, and only respond if it is a business emergency.
- I understand that it is expected for me to read any briefing notes sent out in advance of my volunteering opportunity before the session commences.
- I accept that any photographs and video footage taken at the volunteering opportunity may be shared with The Brokerage and any partnering organisation and may be used for promotional materials by The Brokerage. Therefore, I consent to the sharing of those photographs or films in which they feature, unless I otherwise specify at the event.

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Data Protection

The information you provide to The Brokerage will be treated in the strictest confidence and will be used only for the purposes of the administration of the activity and volunteer participation in it. The Brokerage will hold the names of volunteers in accordance with its internal data retention policy and only for as long as is reasonably necessary, for the purposes for which it has been collected.

For more information about The Brokerage, please visit: www.thebrokerage.org.uk

Notes