

## The Brokerage Online Bootcamp February 2022

### Day 3: Mock Interviews

#### Volunteer Brief

Thank you for volunteering your time to contribute to the Online Bootcamp delivered by The Brokerage. The support of volunteers is vital to the programme; without which we would not be able to give so many students an insight into working life.

The Online Bootcamp is an intensive programme aimed at sixth form students (aged 16 to 18) and university students. This is the third day of the Online Bootcamp. It aims to provide students with the knowledge and skills they need to succeed in assessment centres.

The day has two main sessions. **The first session 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.**

The second session focuses on assessment practices and sees young people working in teams on a business case study. For this, volunteers are asked to act as assessors as the young people prepare and present their solutions.

#### Logistics

- All online sessions are monitored and facilitated by The Brokerage staff. Volunteers are not expected to facilitate sessions themselves. Where virtual breakout rooms are used, The Brokerage staff will supervise by rotating through the rooms and observing each group.
- Volunteer requirement: volunteers required for a one-hour slot (10:00-11:00am and 11:00-12:00pm respectively). Volunteers can choose to do one or both hours. Volunteers will work either 1:1 or with a small group of students, acting as their interviewers.
- The webinar will be hosted on the Zoom platform, and volunteers will be provided with the registration details in advance.
- We recommend that volunteers are in a suitable room with sufficient lighting and ideally a plain background, a laptop and good internet connection to allow the best setup for broadcast.

#### Schedule

**10:00 – 11:00** Mock interviews – Group 1 (**VOLUNTEERS REQUIRED** – click [here](#) to sign up)

**11:00 – 12:00** Mock interviews – Group 2 (**VOLUNTEERS REQUIRED** – click [here](#) to sign up)

After a short briefing, The Brokerage will divide the volunteers and students into small groups (we aim to have 1 volunteer to a maximum of 3 students; the final numbers will depend on the day's attendance) and invite you to join breakout rooms.

Volunteers will be interviewing the young people with the questions set out below and provide them with feedback on their answers.

Volunteers do not need to be recruitment professionals to take part in this activity, an experience of having been interviewed for jobs yourself will be enough for you to provide advice to students. The objective is to give participants an opportunity to practise their interview skills and gain confidence in 'marketing' themselves to potential employers.

Please work through the questions one by one at the pace of the young people. You do not need to scribe their answers. Please encourage participants to adopt the habit of saying 'I' instead of 'we' when answering questions.

### Questions

- 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. 'What is your working style?' (alone/in a team/extrovert/introvert/etc.)

- 8. Questions for the interviewer...**

Note: you may want to have a discussion about good questions to ask in an interview.

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 participants 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.

### Providing feedback

Feedback to the students is only given during the activity directly by you to the students, not

afterwards via The Brokerage. You can choose to do this for each question, or after all questions have been answered. Please give feedback in an objective manner e.g. “you spoke very fast” instead of “you spoke too quickly”.

Tips for providing student feedback:

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

### Potential Challenges and Problems

Given that this programme will be delivered over a webinar due to COVID-19 and the diverse range of students taking part in our webinar, we can never promise that a session will be perfect! Fortunately, students are generally appreciative of the opportunity to participate and keen to make a good impression during the webinar, so behaviour is usually very good and problems are rare.

Bearing in mind that structure and listening are often not particular strong points for school students, the challenges you could face include:

- If students are shy or struggling to answer questions, prompt with examples from your own experiences and ambitions.
- Sometimes, students can ask irrelevant questions, for example about an area outside your field, or about your social life, sports etc. While some conversations such as this can be useful to break the ice and find common ground, do feel free to rapidly move conversation on to more relevant areas.
- Silence - fortunately very rare, but often the hardest problem to deal with! If you get a particularly shy or quiet group that quickly runs out of discussion points, try asking them a few questions (e.g. “What careers are you interested in?” ) or answer a question that you think they should have asked.

The best advice we can give you is to be open and honest and to simply enjoy the activity, as this has always proved to be the best way to engage effectively with our participants.

### Volunteer Code of Conduct

We ask that all volunteers contributing to our webinar carefully read and follow our code of conduct.

In this document, “participants” refers to any young person participating in a webinar. Participants will be accompanied by members of staff from The Brokerage.

- The Brokerage shall provide briefing sheets when necessary, which volunteers shall read before participation to gain an understanding of what is expected of them during the session. Volunteers are encouraged to get in touch with the Brokerage should they have any questions.
- Volunteers will use any resources provided by The Brokerage appropriately, as per volunteer briefing sheets.
- Volunteers will not be responsible for the welfare of participants and should immediately inform The Brokerage staff of any concerns they have regarding the safety and welfare of a participant at a webinar.
- Volunteers should not disclose their personal contact details to a participant or accept the personal contact details of a participant, including via social media. If such a situation does arise, a Brokerage staff member should be informed. Any contact with participants after the webinar should be directed through The Brokerage or through the school of the participant.
- 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 or sexuality.
- 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.