

## Panel Interview: Webinar Activities

### Score in Your Next Panel Interview

# PRACTICE FOR THE WORLD CUP

**Introduction:** This brainstorm activity and homework was designed to be facilitated after participating in the *Spike the Ball in Your Next Panel Interview-Discussion Activity* and will better prepare attendees for *The World Cup & The Highlight Reel*.

This instruction sheet will provide the facilitator with the necessary information needed to facilitate. As the group facilitator you can expect:

**Time Needed to Facilitate:** This brainstorm activity requires approximately 30 minutes to facilitate and participants should dedicate 30 minutes or more to the homework.

**Before You Get Started:** Please print and gather all materials needed prior to facilitating.

- [Practice for the World Cup - Instruction Sheet](#) (facilitator details)
- Flip chart and markers
- [Practice for the World Cup- Brainstorm List](#)

Reminder: Throughout the activity, suggested wording for the facilitator is indicated by **(read)**. You can read directly from this script or convey the directions in your own words.

### *How to Handle a Panel Interview: Score in Your Next Interview*

## **PRACTICE FOR THE WORLD CUP (BRAINSTORM)**

### *After viewing the webinar and participating in the discussion*

**Brainstorm Facilitator Instructions:** Provide each team member the list of 12 interview questions (labelled *Brainstorm List*). Review as many of the interview questions as time allows. Ask the participants to make suggestions on how to prepare their answer for a panel interview and to consider how their preparation may differ from a one-on-one interview.

\*\*On a flip chart, capture the important points the group suggests.

**Directions (read):** I'm going to give each of you a list of possible interview questions. Together we're going to review each of the questions and brainstorm possible answers and how to prepare for the question. Finally, we'll brainstorm how these answers and the

preparation needed might differ from a one-on-one interview. Feel free to make notes on the *Brainstorm List*.

**Brainstorm List (read):**

1. Why should we hire you?
2. What are your career goals?
3. Describe the skills you have that would be valuable or beneficial to this position?
4. Where do you see yourself in 5 years?
5. Give an example of a time when you showed initiative.
6. What management style do you prefer?
7. What are your best time management tools?
8. Describe a time when you were working on a team project and there was a conflict in the group. How did you handle the situation?
9. Tell me about an achievement that you're proud of?
10. What is it about this position that interests you?
11. Give an example of a time when you had to explain a complex issue to someone who was unfamiliar with the topic.
12. What would you do in your first week on the job?

**Review:** After the brainstorm, briefly review and focus again on the panel aspect.

**(read):** This brainstorm activity was designed to get you thinking about how preparing for a panel interview might differ from a one-on-one interview. There is no way to prepare an answer for every single question that might be asked in an interview. However, by knowing what job you're interviewing for, who you'll be interviewing with, and which skills are needed to do the job, you can narrow down the types of answers you might need to have on the tip of your tongue. If I asked each of you these interview questions right now, could you adequately answer them?

**Facilitator Note (optional):** You can break attendees into groups or pairs and assign one or more of these questions as an additional group activity. If you have printed the *(Optional) Sample Question Cards* give one to each group now. Ask each group to discuss an appropriate response for their question and how your answer or response might be different in a panel as opposed to traditional interview.

1. Tell me about the most difficult customer you've ever encountered. What did you do to satisfy the customer? Was it enough? What could you have done better?
2. What do you think is the most important principle governing customer service? What kinds of things do you do to ensure that this principle is always followed?
3. Considering your present employer's customer service policies, tell us about the ones that work well.

4. Tell me about a time when you had to go above and beyond the call of duty in order to meet a customer's needs.

Give each group time to discuss and then come back together to report their findings. Ask other participants to contribute or add any other ideas.

**Wrap Up:** Let the class know they did a great job and then move on to explanation of the homework assignment.

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### **PRACTICE FOR THE WORLD CUP (HOMEWORK)**

*After viewing the webinar and participating in the discussion and brainstorm*

#### **Homework (30 minutes or more)**

**Facilitator Instructions:** The homework assignment is a time for attendees to prepare for the mock panel interview. While this is not mandatory, participants will benefit from the opportunity to prepare. The time spent on this assignment should help them understand and be able to explain the preparation process to job seekers.

**Overview (read):** At the next meeting you will participate in a special mock panel interview. This will be a fun activity that will help you better understand the preparation required for a panel interview, while simulating the interaction that takes place in this type of interview.

You will have the opportunity to ask and answer questions. Each of you will have (Insert amount of time before next meeting). You should take this opportunity to prepare for our next meeting and the mock interview activity. Use the brainstorm list and the suggestions made by the team to assist in your preparation.

**Directions (read):** Each of you needs to use NCWorks Online or other employment listing resources to locate one job description that complements your current career plan. If you're unable to identify a career path, then select a job description that appeals to your interests. After you locate a job description:

- Research the company
- Prepare your answers to the interview questions
- Be prepared to participate in a mock interview during the next meeting

**Wrap-up:** Before the group departs, confirm participants understand the assignment and give them the date and time of the next meeting. Encourage them to take their assignment seriously and to work together in small groups if they wish. Never miss an opportunity to use training to build positive relationships!

