

# Fresno Regional Workforce Development Board

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## OPERATIONAL DIRECTIVE

FRWDB OD # 07-17, Revision B

Date Released: July 20, 2017

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: July 20, 2017

Subject: Interview Preparation Workshop

Applicable Program: All

Revision History: Initial Release – 7/6/17

This Revision B corrects the number and names of modules to be used in the workshop.

This Operational Directive (OD) references: OD 12-15, WIOA Adult Customer Flow; OD 09-08, Adult Assessment Requirements; OD18-05 Adult Individual Employment Plan; OD 15-17, Job Readiness Workshop; OD 23-05, Career Track Application; OD 17-15 Youth Individual Service Strategy; OD 20-13 Youth Assessment and OD 13-15, WIOA Youth Customer Flow.

All providers of services are to implement this OD immediately.

The Interview Preparation workshop is an interactive multimedia tutorial that consists of 5 modules that focus on the 5 most popular job interview questions designed to develop the participant's interviewing skills.

### Interview Preparation Workshop Guidelines:

- All Providers must use the on-line IMAGO Interview Preparation Curriculum (<http://weareimago.com/>).
- Prior to beginning the workshop, each participant must be given "Your Interview Story" to fill out.
  - During each of the modules, the participants will identify common mistakes made during the interview. They are shown examples of good responses to help them know how to appropriately respond to the questions. At the end of each module the participants will complete the module worksheets, creating a personalized answer to each of the 5 interview questions.
- Interview Preparation Workshop must consist of the following five (5) modules:
  1. Tell Me About Yourself: Do's + Do not's
  2. Why Should We Hire You: Do's + Do not's
  3. Why Do You Want To Work Here: Do's + Do not's

4. What is Greatest Weakness: Do's + Do not's

5. Describe a Conflict You Experienced + it's Resolution: Do's + Do not's

- All of the module worksheets are to be pre-printed and distributed to the participants prior to the first day of the workshop.
- This workshop will be conducted in a facilitated workshop setting.
- All participants must complete the Interview Preparation workshop prior to the mock interview.
  - **Expectation:** Participants, who have recent employment history (within the last 6 months) and state that they can successfully interview with an employer, are not required to take the Career Pillar workshop.
    - If the participant fails to successfully interview for an employment opportunity, the BAS/designated Interviewing staff is required to meet with the participant and determine why the participant did not successfully interview and develop an action plan to resolve the causes of the failed interview. The participant will be required to complete the facilitated Interview Preparation workshop and complete their corrective action plan before receiving any additional employment opportunities.
- Each participant must complete all 5 of the modules and complete the workbook to successfully complete the workshop.
- After completion of the Interview Preparation Workshop, the facilitator is required to provide participant with an Imago Login and show participants all of the Imago services and resources available to them.

**Documentation:**

Upon successful completion of the workshop each participants will receive a Certificate of Completion. A copy of the Certificate of Completion must be placed into the participant file.

**Form:**

[GEN-006](#) - Certificate of Completion