

Fresno Regional Workforce Development Board

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OPERATIONAL DIRECTIVE

FRWDB OD # 07-17, Revision C

Date Released: July 14, 2021

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: July 14, 2021

Subject: Interview Preparation Workshop

Applicable Program: All

Revision History: Initial Release – 7/6/17, Rev B – 7/20/17

This Revision C updates terminology, adds virtual process, and incorporates the digital case file process.

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 guides are to be provided to the participants prior to the first day of the workshop.
- This workshop will be conducted in a facilitated workshop setting either in person or virtually.
- All participants must complete the Interview Preparation workshop prior to the mock interview.

- 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 guides which includes Your Interview Story and Your Answer for the 5 modules listed above to successfully complete the workshop.

Service Code Direction:

- Staff opens and closes the appropriate service code on the day the participant begins the Interview Preparation Workshop (IPW) and marks it as a successful completion. When creating the CalJOBS service code staff must select IMAGO as a provider and IMAGO Interview Preparation Workshop as the program name.
- Staff must case note that the participant finished the workshop successfully. If the participant doesn't complete all of the five assignments, staff must continue working with the participant until all assignments are successfully completed. If the participant doesn't complete all of the five assignments, the IPW will be considered unsuccessful, staff must case note that the participant was unsuccessful and change the completion code to unsuccessful.
- **In Person:** must be completed the same day. After the completion of the IPW, the facilitator is required to provide each participant with an IMAGO Login and show participants all of the IMAGO services and resources available to them.
- **Virtual:** When participants are attending the IPW virtually the facilitator is required to provide each participant with an IMAGO Login on the first day of the workshop and show participants all of the Imago IMAGO services and resources available to them upon completion of the workshop.
 - The instructions for creating an IMAGO login are provided in the attached Fresno Workforce IMAGO Account Creation document.

Upon successful completion of the workshop each participant will receive a Certificate of Completion. A copy of the Certificate of Completion must be uploaded to CalJOBS in the participant's Document (staff) section and labeled accordingly under the "Document Tags" field in CalJOBS and documented in the case notes.

Digital Case File Naming Convention/Upload Process

All documents/forms must be uploaded to CalJOBS in the Document (staff) section and labeled accordingly under the "Document Tags" field (Keywords that will be indexed with the attachment) in CalJOBS.

The digital case file standard as described below includes the naming convention of all documents uploaded to CalJOBS. Provider staff must use the digital case file naming convention for documents as follows:

- Utilizing the CalJOBS Case Management System in the Document (staff) section
- Upload/Scan a document
- Input Document Tag name below that is in **bolded underline text:**
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Interview Preparation Workshop/ (Insert Document Tag Name Below):

- Certificate of Completion

Please contact the FRWDB Adult Program Manager or Youth Program Coordinator if any questions.

Attachments

- Fresno Workforce IMAGO Account Creation
- Online Workshop IMAGO Instructions
- Online ZOOM Instructions
- IMAGO Facilitator's Guide

Form:

GEN-006, Certificate of Completion