

# HELP WANTED

## Participant Workbook

**MULTI MEDIA HRD PVT. LTD.**

Maker Bhavan 2, Ground Floor,  
18, New Marine Lines, Mumbai - 400 020.  
Tel. : 2203 2281 / 82 / 83 • Fax : 2205 8062  
E-mail : [info@multimediahrd.com](mailto:info@multimediahrd.com)

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## **INSTRUCTIONS**

As you view the videotape "HELP WANTED" make some notes in the space provided on each page of the workbook. These note-taking pages are opposite some questions on the different subject areas covered in the program. Continue turning the pages of the workbook as the video progresses so that your notes will be available to you.

To aid in completing this workbook, an entire outline with the key points of the videotape has been placed in the front of the workbook.

Please turn to the next page before the videotape starts.

# NOTES

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# **OUTLINE OF THE PROGRAM “HELP WANTED”**

## **I. Plan and prepare for the interview**

- A. Develop a current job description
- B. Make a list of the job skills required to be successful in the position
- C. Study company EEO and Affirmative Action guidelines
- D. Write out specific job-related questions

## **II. Ensure location is conducive to effective communication**

- A. Arrange to limit distractions and interruptions
- B. Build rapport by greeting the applicant and by putting them at ease
- C. Speak in a relaxed tone
- D. Try to remove physical barriers

## **III. Ask specific questions that are job related**

- A. Focus on questions about past performance and work experience
- B. Ask open-ended questions
- C. Use probing questions to gain additional information
- D. Listen actively using the 80/20 rule
- E. Stay in control and redirect the applicant if necessary
- F. Get a balanced picture
- G. Take notes
- H. Let applicant know when the interview is over

## **IV. Objectively evaluate all of the job-related information about the applicant**

- A. Review notes from the interview
- B. Review application form
- C. Include personal observations, testing and reference checks
- D. Compare these to the original job description and job-related skills

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# PARTICIPANT WORKBOOK

In the space provided below, answer the questions as they relate to your particular store and your position as an interviewer. Consult your trainer/facilitator where specific store policy is concerned.

## I. Plan and prepare for the interview.

A. Write a sample job description for a position you might be expected to fill.

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B. List specific job-related skills that would be required to be successful in the position described above.

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C. Write out several questions which will help you determine the applicant's suitability.

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## **II. Ensure location is conducive to effective communication**

- A. What things can you do to ensure that you have an appropriate atmosphere or location in which to conduct an interview?

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- B. List a few questions or comments that you might use to build rapport with an applicant.

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### III. Ask specific job-related questions

- A. Write several questions you might use to determine an applicant's past experience, as well as their performance in previous jobs.

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- B. Give a couple of examples of open-ended questions you might use to allow the applicant to tell his/her own story.

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- C. Give examples of hypothetical questions you might ask in an interview.

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- D. If you were getting a particularly one-sided view of an applicant, either negative or positive, what kinds of questions might you ask to get a balanced picture?

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#### **IV. Applicant Evaluation**

A. What kinds of personal observations could you make about an applicant during an interview?

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B. In addition to a personal interview, what other kinds of hiring criteria does your company use?

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