

## Module 2

Welcome to the Office of Career Success!

My name is Beth Dorsette and I am one of the Career Educators with OCS.

In this module, we present you insights into what goes into an interview and how you can be successful.

First of all, let's chat about interviews. How often do we experience interviews?

We usually think of job interviews when seeing the word "INTERVIEW" ... **did you know that** there are many kinds of interviews we all experience in daily life?

If we want to buy a car, we interview the sales person about what they have to offer in their car. If we want to decide on what to order in a restaurant, we might interview the waiter on the chef's recommendations.

Bottom line, an interview is a meeting when the individuals involved **share information** that is used to "**evaluate**".

In this module, sponsored by our Office for Career Success, we will analyze what elements help make a solid interview that leads to career success.

We focus on that relationship between student (as job seeker) and employer (as the entity responsible for hiring interns or employees).

We refer to the National Association of Colleges and Employers (NACE) to help guide us.

NACE is a non-profit organization with over 14,000 members including colleges, universities and employers. We follow NACE for the latest information and best practices regarding career, employment and professional development for college students.

They have eight different career readiness competencies. Through this module, you will see reference to some of these NACE competencies.

We are designing this as part of our office's mission to elevate the career education for all GU students as well as the community. We will include materials to support your learning journey.

Because the job seeker is there to share information, they must **prepare!**

How can they provide the right information if they do not know much about the employer?

And what about **first impressions**? Do they matter? We will talk about that.

How do we **navigate bias** which may be a frequent experience for those who are Deaf, DeafBlind, DeafDisabled and Hard of Hearing as well as those with intersectional identities? Stay tuned for that!

In our fourth unit we will share tips on how to effectively **follow up**. To close out this module, we share resources and learning materials to support our content in this module.

## PREPARATION

How many of you enjoy studying for tests? How many of you find that studying pays off? Chances are, you do think studying pays off! Why is that?

Of course, it is because you arrive “armed with information”. All the fresh content is there in your mind which is a weapon now ready to fire!

There are several strategies we recommend to help prepare for an interview.

It is important to be prepared. This gives the clear message that you value the employer and their time.

This also helps let them know that you are willing to do whatever it takes to stand out from the crowd. It's a win-win!

Where do you start? There are two important tasks you want to do.

First, you want to find out who this employer is, what they do, and how they do it!

What type of company are they? Answers to seek as you study your employer.

Government: Federal? State? Local?

Non-profit: What is the mission and who do they serve?

Private: Are they huge and publicly traded? Or are they a small family-owned business?

Where do they get their funding? Government? Donations? Services or products that are sold?

What are their gaps? What do they need support with the most?

What are their products or services? Do they align with your career goals and values?

What is their track record? Do they have experience hiring deaf employees or other disabilities?

What is the second task we recommend you do? Study the job description and develop a list of questions you would ask a person applying for this position?

Feel free to consult with others for their answers. For example, if you are looking for a teaching job, you know that the school will likely want to know about your experience with children.

If you are hoping to score an accounting gig, they will want to know about which accounting software you have experience with.

This is easier than it looks!

We will show you a sample job description for our practice. This job description came from the Clerc Center seeking a Childcare Assistant.

If you are interested in working for this employer, what kind of questions do you think they will ask? Let me show you!

## SCENARIO 1

**Student:** I think this is a good opportunity for me to gain student experience and meet my lifelong dream of becoming a teacher!

**Faculty:** Yes, this looks like a great opportunity for you!

**Student:** What kind of questions do you think they will ask me? I want to make sure I'm prepared!

**Faculty:** Let's look at what the job description says, it will list specific duties and responsibilities.

- Plan age-appropriate activities.
- Providing snacks, assigning roles and responsibilities for each child.
- Being creative with activities.
- Ensuring the safety of all students.
- React quickly and appropriately in crisis situations.
- Monitoring students, a self-starter and agile.

**Student:** Good point! I bet they will ask me about the ideas I might have for age appropriate activities.

**Faculty:** They may also ask you about your experience with planning activities for different age ranges.

**Student:** True. I can talk about my summers as camp counselor with teenagers and also all the times I spent babysitting for my neighbor's young children!

**Faculty:** Cool. What would you do to make sure you are keeping the students safe?

**Student:** I would learn what the school rules are and how to get help during emergencies.

**Faculty:** Makes sense. The school will probably ask you if you feel confident making sure the students feel safe. Entrusting you to supervise their precious children, how will you make sure the students stay safe?

**Student:** I do not get distracted easily. I have great focus and can overcome temptations. Safety is very important to me.

Narrator Beth: Notice how the student reviewed the job description and practiced interview questions ahead of time. Do you think she's ready? Let's see how she does in her interview.

### **SCENARIO 2:**

Clerc Center staff asking: What does student safety mean to you?

Student smiling and explaining (confidently): I am glad you asked! Safety is so important to me and I care very much about all our children. If I am on duty, I make sure to stay focused and not become distracted. I would also take the time to thoroughly understand all the rules so I would know what to do in an emergency crisis situation.

Beth: Good job! Her preparation really paid off!

Now let's take a look at an interview where the student DID NOT prepare ahead of time.

### **SCENARIO 3:**

Clerc Center staff asking: "What does student safety mean to you?"

DIFFERENT student: Umm.. I guess that means students are safe for me? They're safe...I don't know.

Narrator Beth Now you can see what a big difference preparing for an interview does! When you review the job description and practice your responses before the interview you will have a much higher chance of securing the job!

## FIRST IMPRESSIONS

Hiring managers often decide in the first few minutes whether they want to hire you. They will still go through with the interview and hiring process, but sometimes they can control how the interview goes based on their first impressions.

For example, an employer who does not have favorable impressions might stick strictly to the scripted questions and not allow time for deviation. If an employer has a positive first impression they may create time in the conversation that allows the candidate to sell themselves.

We will focus on universal standards that cross cultural norms.

These include:

- 1– professional attire,
- 2– greeting etiquette,
- 3– eye contact,
- 4– virtual backgrounds
- 5– and making that Bison Pitch.

**What is professional attire?** You may have seen lots of advice out there encouraging you to wear a suit and tie, or to downplay your cultural background such as your hair or nails.

We want you to feel good about yourself and how you identify yourself. The more confident you are, the more it shows!

First, if you prepared ahead you would have learned about the company you want to work for.

If they are a large international law firm, chances are they value business attire.

If they are a small non-profit working outdoors, chances are they do not worry as much about business attire.

Check out what their top leaders typically wear in the workplace. You can get a sense of this through their LinkedIn profiles or social media posts.

Once you have that information, you can go through your closet and search for items that make you look and feel good.

We want you to appear clean. This means you would check yourself to make sure there are no food stains or dog hair!

Also check your teeth to make sure no food is stuck there.

Avoid wearing items that can cause strong reactions by others

## SCENARIO 4

You good?

Hello. Happy to be here with you.



**Let's talk about proper greeting etiquette.** You want to stand up and shake hands with your interviewers.

If you do not like hand contact, you can smile and wave hi and say "It is very nice to meet you." and clasp your hands in a subtle signal that you do not shake hands.

You want to introduce yourself right away - "Hello, I am Beth. It is so nice to meet you. What is your name?".

After each person introduces themselves, carefully and slowly repeat their name to make sure you understood it correctly.

Avoid making jokes or comments about their names, positions or appearance.

**SCENARIO 5 (parts 1 and 2):**

Hello! Hi. I am Molly Sternson-Harrismann.

Oh WOW! There is no way I'm going to remember how to spell that long last name, just impossible!

Hello! Hi. I am Molly Stranson-Harrismann.

Wow, beautiful name! Do you mind slowly fingerspelling again please? I want to make sure I get it right!

Oh, sure!

We encourage you to maintain consistent **eye contact** throughout the whole interview. Rather than looking around the room, maintain eye contact with the interviewer. Let's compare these next scenes, and think about who the interviewers would hire.

## SCENARIO 6

Tell me about yourself.

My name is Breanna and I'm from Canada. I'm a psychology major in my senior year.

Hello, I'm Midajah and I'm from **Brooklyn**, New York. I'm a senior at Gallaudet University, majoring in PER.

Hi, my name is Tashinalynn. I'm from Colorado. I'm majoring in PER here at Gallaudet University, and I'm in my senior year.

When you maintain eye contact in a gentle and respectful manner, you are informing the other person that you value and appreciate their attention.

Sometimes we have a hard time making eye contact for different reasons. This is normal!

We suggest that you practice making eye contact with a group of friends or even in the mirror. You can also look at the foreheads of people's faces, this may help reduce anxiety on your part.

Sometimes we do Zoom interviews.

Other videoconferencing platforms include WebEx and Google Meet.

That has become the normal experience for many these days.

What are ways you can make a solid impression as soon as you turn your camera on?

First, one of the more obvious pieces of advice is to make sure your computer is fully updated with the latest software. Test it with someone before starting. That way, you are not waiting for that long update right before your interview starts!

Second, you want to make sure your background is clear and crisp.

The lighting should focus on your face and upper torso.

The background should not be distracting.

As much as you may love your pets or relatives, avoid having them make cameo appearances.

## SCENARIO 7

Hello. Hi! My name is Megan, I am a senior majoring in Education, and I'm from Indiana.

Hello. Hello! I am Aaron, I'm from New York City.

When will you be finished with your interview?

Well I just started the interview! What's wrong?

Ok, well I want to go see the movie, the new movie Lion....no I mean, SpiderMan.

You want to go to the movies now?

Yeah. It just came out on Friday.

What time?

I don't know, I can go look at the movie times.

I heard the movie was dope...

You want to go now?

Hello, I'm Midajah. I'm from New York, hold on....One second.... I haven't eaten all day, sorry.

Um, I'm from New York and I'm a senior at Gallaudet University. Hold on.... I'm majoring in PER, Recreation Education, I mean Physical Education and Recreation.

Hello.

Excuse me, do you mind lowering your screen? I can't see you.

Hello. My name...

Hello, my name is Tashinalynn. I'm from Colorado. I'm a senior at Gallaudet University, majoring in Social Work.

Those scenes show you what NOT to do!

Now, let's review the components that make a perfect Bison Pitch.

Remember, first impressions are important. The first time you meet someone can be considered your Bison pitch.

Here is an example.

### **PERFECT PITCH**

**Hi you're Tim, right?**

**Yes, I am.**

**I had to stop you to let you know I saw a video**

**LinkedIn explaining your business and start up experience.**

**It was so fascinating.**

**Sorry to bother you. My name is Franco.**

**I am a sophomore at Gallaudet University pursuing a degree in**

**Business Administration**

**I was really inspired by the story you shared on that video.**

**Your background is amazing.**

**You definitely have so much knowledge.**

**I would love to have the opportunity to discuss more deeply about your background in business.**

**Would you mind grabbing lunch?**

**Sure!**

**How can I get in contact with you?**

**Here, I'll give you my business card.**

**I'll be in touch. Thank you so much.**

**It was nice to meet you.**

**You too!**

We have reviewed several pieces of advice about:

preparation,

professional attire,

greeting etiquette,

eye contact,

virtual zoom backgrounds

and bison pitch.

If you ever feel you need to refresh your memory, come back and review this video any time!



## NAVIGATING BIAS

This unit will focus on navigating Bias.

What does that mean for us, as deaf individuals?

We all have our own thoughts and feelings about different things...and people. These are based on our life experiences and what we have been taught by others. There is no human without biases.

At the same time, we must be careful not to allow biases to influence our actions.

We live in a country where there are laws against discrimination and have helped transform the lives for deaf people everywhere, as well as those from underserved communities and who have intersectional identities.

Despite all those safeguards in place, we still experience bias and it can be harmful.

Here is a short chat...

Hello, my name is Micah. I've worked as a Peer Mentor at Gallaudet for the last 4 years as a student. I have some questions for you, please start by introducing yourself and explain what you do at Gallaudet.

Hello, I'm Dr. Jeremy Brunson. I'm the Executive Director of the Division of Equity, Diversity, and Inclusive Excellence here at Gallaudet.

What does that role entail?

My role basically means I am running daily operations here for DEDI. With that, I establish **workshops**, I supervise my team and we make plans on how to improve diversity, equity and inclusive excellence at Gallaudet. That can look like coordinating with programs, sometimes it's about training or ensuring the community is up to date with what's happening in the world.

Thanks, and that's a perfect segway to my next question. What does bias mean to you?

## **FOLLOWING UP**

Imagine you've had an interview. Maybe you think it went well... or maybe you know it did not.

What do you do now?

Do you follow up? Of course you do!

This is a very important part of the interview process even though it takes place after the interview. It helps communicate any lingering questions or issues.

Let's look at a chat with two HR representatives on best practices for following up on an interview.

## CLOSING

Wow! We covered A LOT in this module about interviews! First, let's start with a quick recap of what we learned throughout this video.

We talked about:

preparation

first impressions

navigating bias

following up.

Contact our Office for Career Success to learn more about mock interviews.

Employers love working with us to arrange mock interviews. They are happy to give feedback afterwards. It is an awesome way to practice your interviewing skills. More practice, the better!

## Resources

We have many programs and units throughout Gallaudet who would be great sources of support.

For example, you might want to ask a student majoring in theater art how to build confidence.

You might want to ask a faculty professor about their best or worst interview experience.

You might want to check with GTS to make sure your computer is all set up optimally for virtual interviews.

Different programs can provide moral support on navigating bias.

Bottom line, there are many awesome resources on Gallaudet campus. Research and use them!

To learn more about the National Association of Colleges and Employers (NACE) competencies, visit: [NACEWeb.org](https://www.naceweb.org)

We are sharing learning materials with this module. Our rating scale will help you measure another person's skill on each of the important elements that go into a successful interview.

There is also a rubric that rates a whole interview based on these elements.

We also have an evaluation for you to fill out about this module!

We really hope you enjoyed this video and learned a lot. Thank you for watching!