



## Guidelines and tips to volunteer for Mock Interviews

Thank you for joining us for Step Up Mock Interviews! The following guidelines and tips are providing to help set you up for success as volunteer with us.

### INTERVIEW SPACE

Interviews are held in a large room. You will be set up to interview each Step Up participant across a small table and there will be another volunteer-participant pair seated a short distance away at your same table. We will provide handouts and pens and there are water stations in the room.

### THINGS TO REMEMBER ABOUT OUR YOUNG PEOPLE

- They're showing up! They have already completed hours of Step Up training and prerequisites, so they are invested in Step Up
- Some youth have already gone through Step Up before and have chosen to come back. For many others, this is their first time in Step Up. All paths can be celebrated!
- Interviews can be intimidating, and we will be in a big room with a lot of new people. Participants may be shy or nervous, or excited and lively, depending on their personality or mood. All is good!
- Remember you are talking to the leaders of tomorrow!

### YOUR APPROACH

Be friendly and welcoming! Have grace and patience with the young people you are working with. They are extending their trust to Step Up and our volunteers.

### CONNECTING & COMMUNICATING

You will be a role model for the students you interview throughout the evening. Thank you for modeling some of these best practices for mock interviews:

- DO be warm and professional.
- DO use the questions provided and rephrase as needed to promote understanding.
- DO listen actively and ask follow up questions curiously.
- DO use your body language, gestures and appropriate visual cues to help with understanding.
- DO speak with a normal rhythm and consider a slightly slower pace with English Learners.
- DO NOT raise your voice or talk abnormally slowly, especially with English Learners.
- DO extend patience and flexibility. Remember many of our youth are observing Ramadan, but please refrain from making assumptions on who is or isn't fasting.
- DO NOT use idioms or jargon, or switch word use if a participant seems to understand the first choice. For example, if you start talking about a "job" do not switch to saying "position" or "internship" or another term. Instead, stick to "job."

### STRUCTURING YOUR TIME

Interviews are a series of 2-4 quick 10-minute rounds. Plan for approximately 8 minutes of interviewing and 2 minutes for providing constructive, positive feedback.

**Please use the mock interview feedback guide to take notes during your interview and to guide you in providing verbal feedback after the interview.** You will give the intern the feedback guide you filled out for them before they leave the interview table. If you need assistance during the interview, raise your hand and a Step Up staff member will be right over.