



Guidelines and tips to volunteer for Mock Interviews

Thank you for joining us for Step Up Mock Interviews! Please see here for helpful guidelines and tips to be set up for success!

INTERVIEW SPACE

You will be set up with your own table and chairs for you and your interviewee. We will provide handouts and pens; we recommend bringing your own water.

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
- Many 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 are interviewing 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 at a slightly slower pace.
- 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 assume all participants are students. Many are already out of school.
- DO NOT raise your voice or talk abnormally slowly, especially with English Learners.
- 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 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 the conversation after the interview.** You will be giving the intern the feedback guide you filled out before they leave the interview table. If you need assistance during the interview, find a Step Up staff member in the room.