



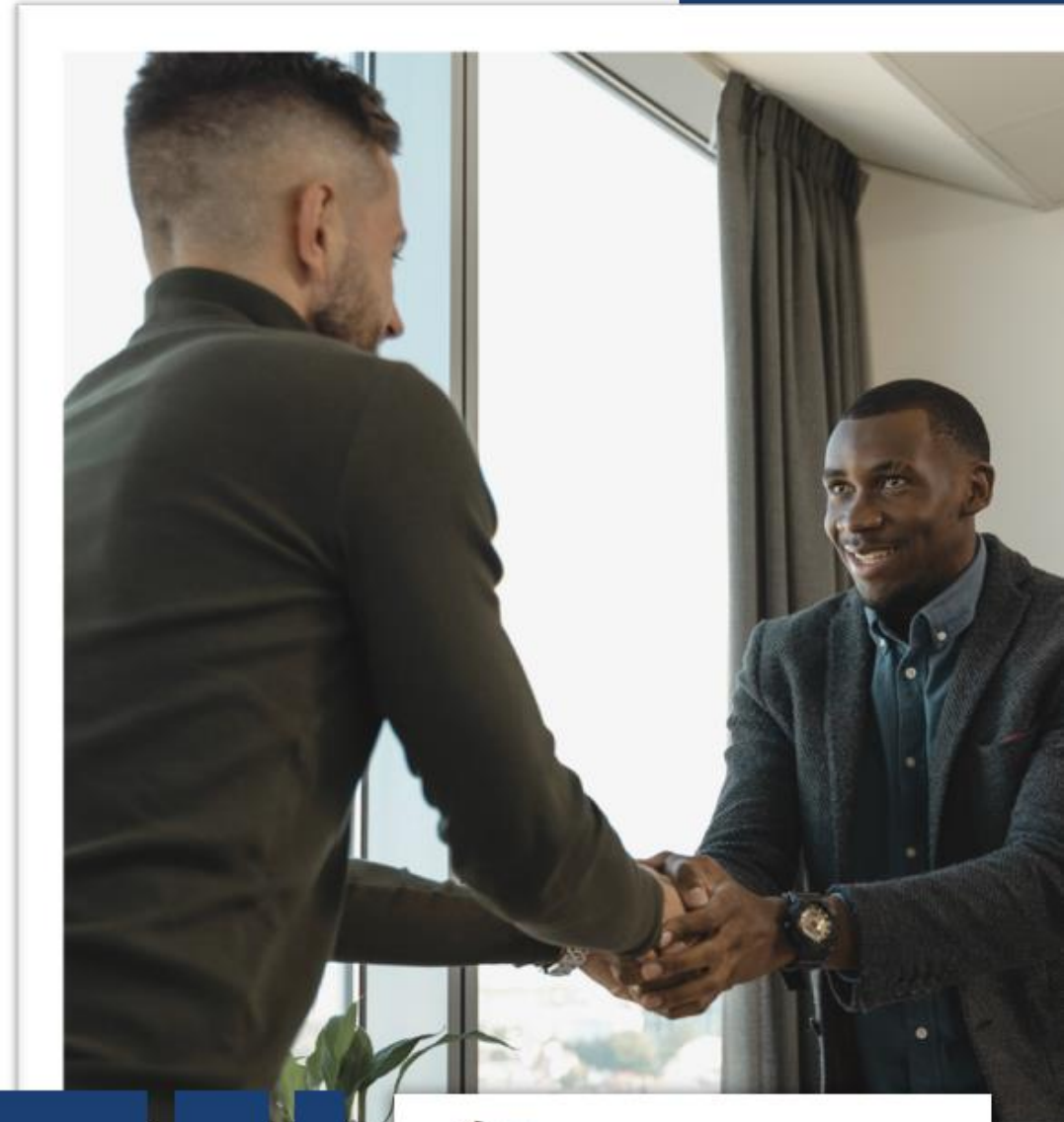
“Tell me more”:

Using interviews to build rapport & identify exceptional pre-apprentices

Tuesday, April 11, 2023

10 AM – 11 AM

Hosted on Webex



ILLINOIS WORKS
Pre-Apprenticeship Program



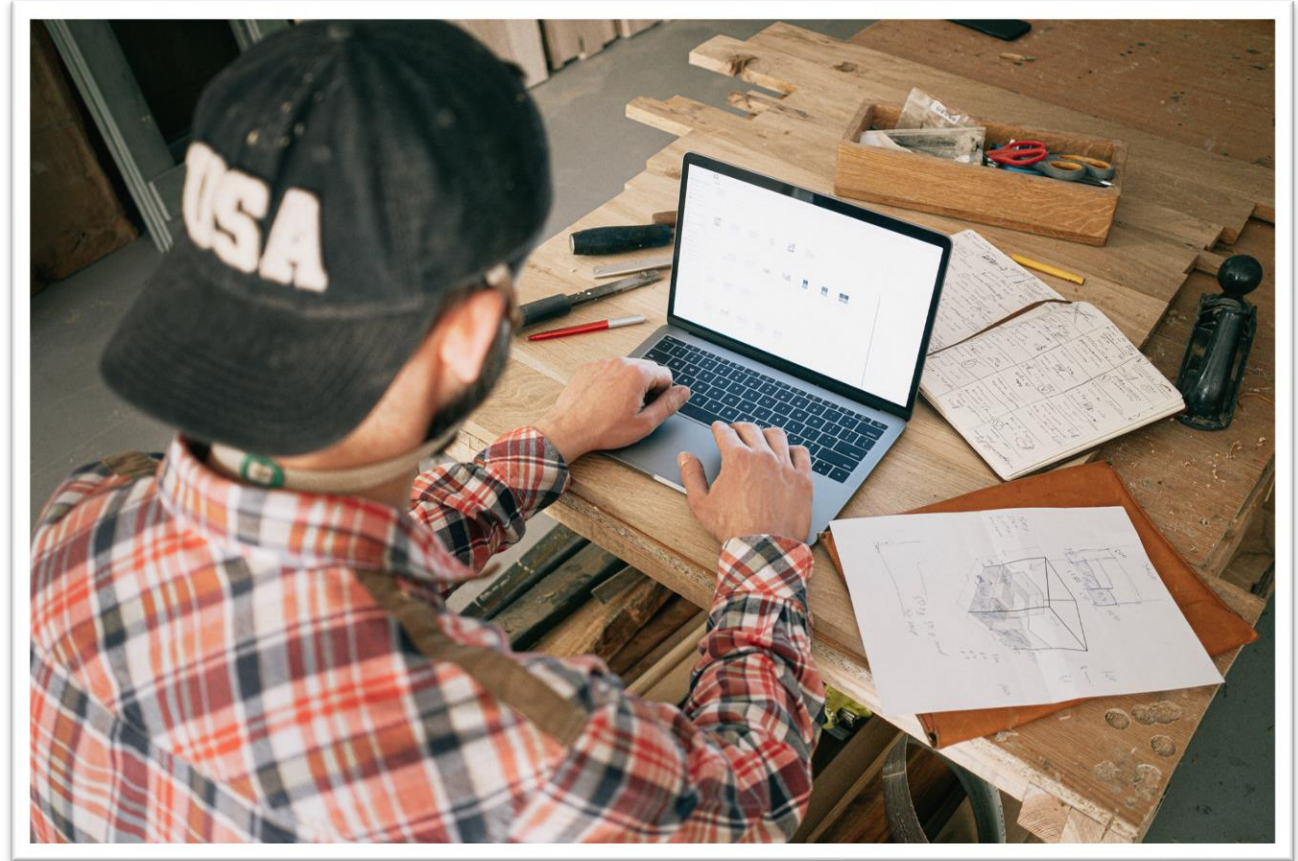
Overview

- Why are Interviews Important?
- Building Rapport in Interviews
- ILW Pre-apprenticeship Program (ILWPP) Interview Requirements
- ILWPP Interview Scoring
- Probing Questions
- Weighing Respondent Answers



Why are interviews important?

- Provides an opportunity for the applicant to explain their passion, interests, and any pertinent information
- Provides the participant with dedicated one-on-one time to ask questions and learn more about the program
- Demonstrates the seriousness of the program and the commitment that participants will need to demonstrate to succeed in the program



Why are interviews important?

- Begins preparation for any RAP interview requirements
- Provides an opportunity for rapport building between the team and applicant
- Interviews are vital for programs to see if the applicant is a match for their program and the industry—the better applicants are matched with the program, the higher the possibility for success.



Building Rapport in Interviews

Rapport is the creation of a professional relationship that features mutual understanding and connection that cultivates a trusting relationship between grantee staff and participants.

- Be prepared for the interview
- Actively listen
- Ask probing questions
- Be aware of your body language

Building rapport can help ease anxiety and tension brought on by interviews.



ILWPP Interview Requirements (Grantee Manual - Section 5)

1. Each applicant who meets eligibility for the program must be interviewed
2. Two staff members must interview the participant
3. Interviews can take place in-person, via web call, or on the phone
4. ILWPP interview sheet must be used
5. ILWPP interview sheets must be completed by the staff interviewers, not participants
6. Interviewers must each score the participant's answers. The average of the two scores will be the participant's interview score.
7. Interview sheets must be uploaded to IWRS. Interviewer names and the average score should be added to IWRS.



ILWPP Interview Scoring



The ILWPP Interview is based on 10 questions.

A participant can score 1 – 4 points per question.

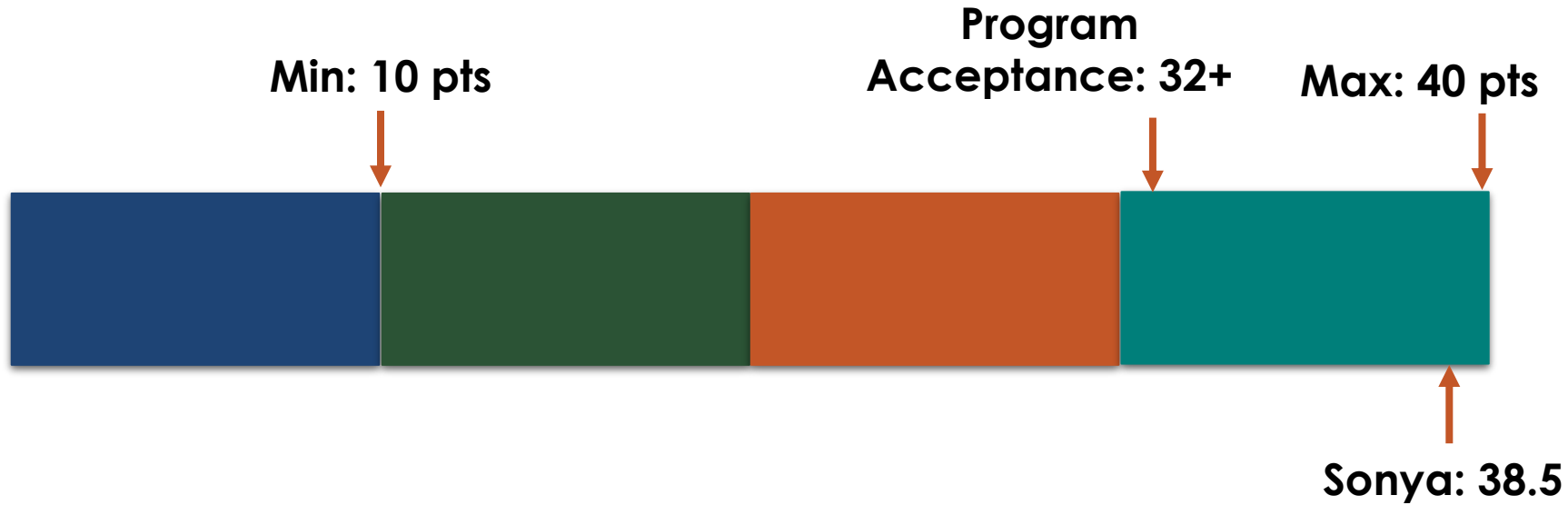
1: Poor 2: Average 3: Good 4: Excellent

Program Acceptance is 32 points or higher.

If a participant scores less than 32 they can be accepted but only for extenuating circumstances that must be documented in IWRS.



ILWPP Interview Scoring Example



Example: Sonya was just interviewed by two staff members at her local ILW Pre-apprenticeship Program.

Interviewer A provides Sonya with a score of 40

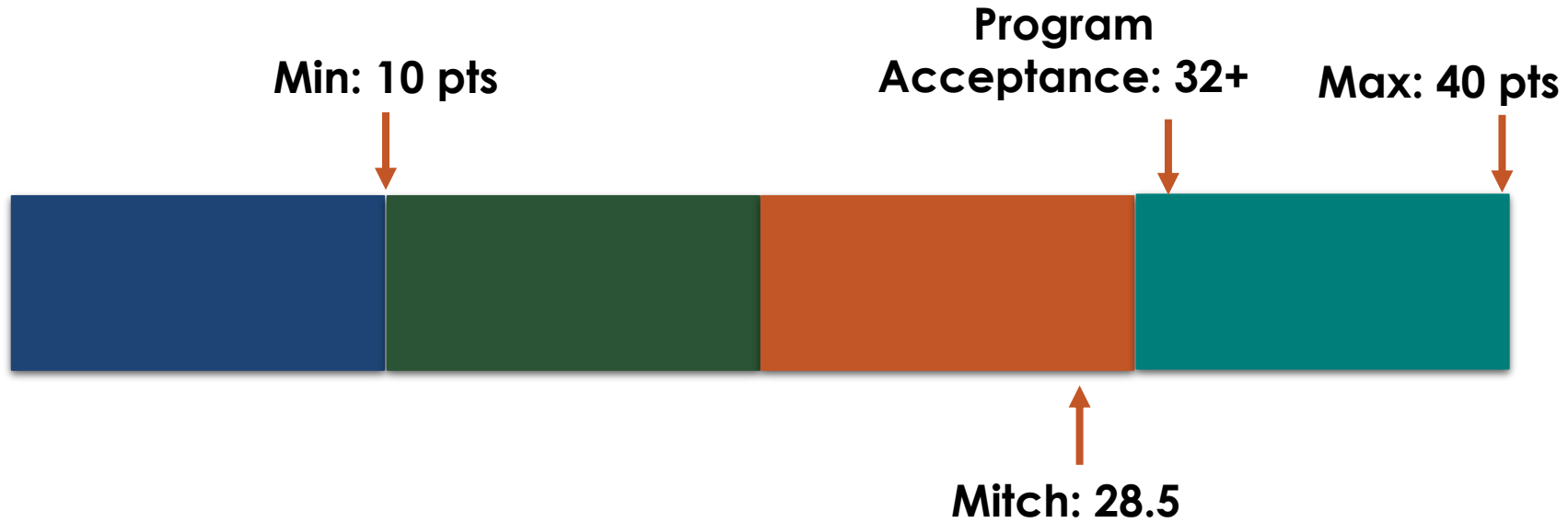
Interviewer B provides Sonya with a score of 37

What is Sonya's interview score? 38.5

Was Sonya accepted to the Pre-apprenticeship Program? Yes



ILWPP Interview Scoring Example



Example: Mitch was just interviewed by two staff members at her local ILW Pre-apprenticeship Program.

Interviewer A provides Mitch with a score of 30

Interviewer B provides Mitch with a score of 27

What is Mitch's interview score? 28.5

Was Mitch accepted to the Pre-apprenticeship Program? No





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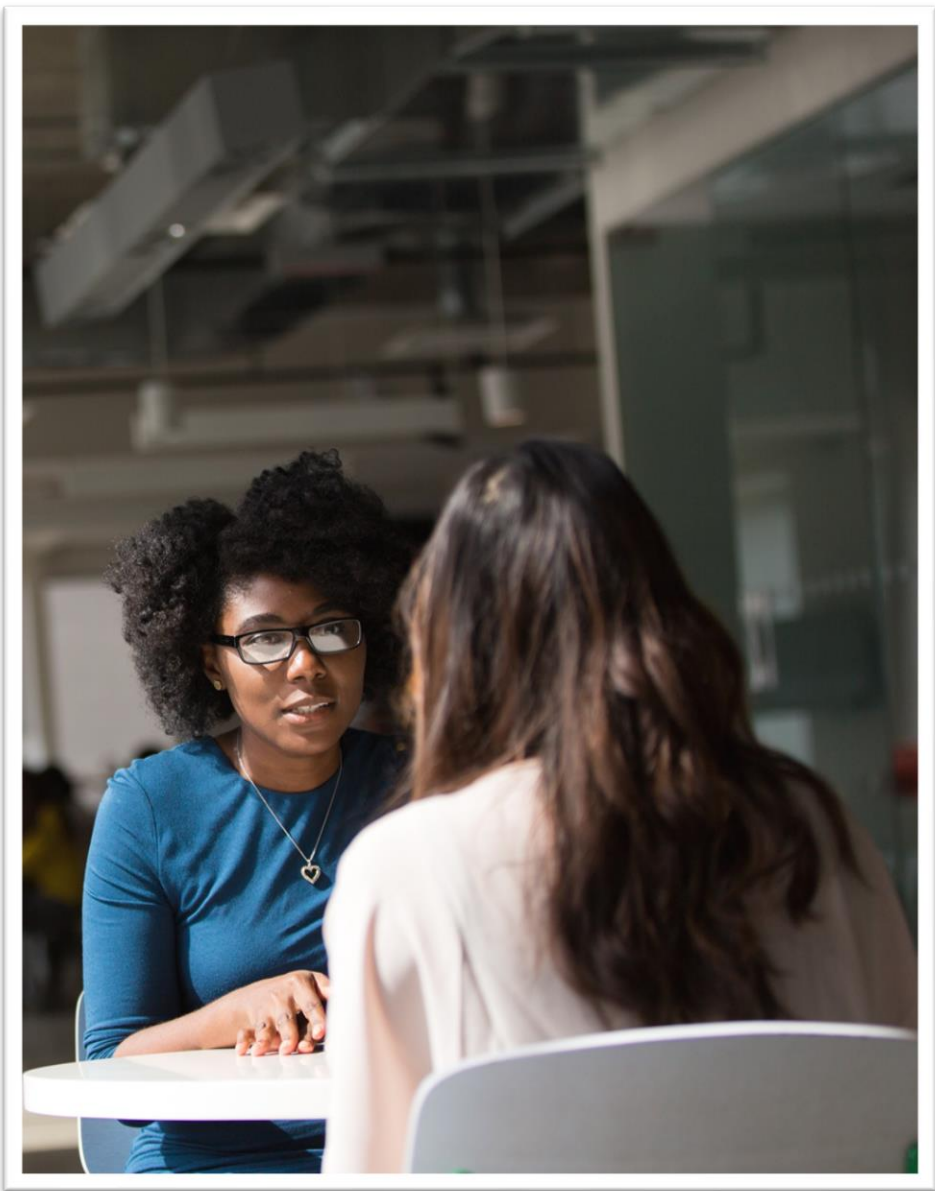
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Probing Questions

Each question on the ILW Pre-apprenticeship Program Interview sheet has at least one probing question.

A **probing question** is an open-ended question/statement that nudges applicants toward revealing more information about their interests, passions, or situation that will help the interviewer learn more about them.





Probing Questions

Examples of Probing Questions

- Thank you for sharing your strengths and weaknesses, can you tell me more about how you might use those strengths in this program?
- You said you were interested in a career in construction. Can you tell me more about what you hope that career looks like?
- Will you share more information with me about your passion or interest in carpentry?





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Weighing Respondent Answers



After completing the interview with the participant it is important to score and then discuss the participant's answers internally.

The interview is designed to give you some insight into where the participant wants to go and if their interests and career goals are aligned with the program.

Some answers can be red flags that the person will not be successful in the program or will not successfully transition.



Weighing Respondent Answers



Sample red flag answers:

“ In five years, I see myself owning a restaurant”

“I really enjoy working inside of an office and don't do well in outside environments”

“I don't enjoy physical work. I am better suited to an office job”

“Construction sounds interesting, but I don't really know if that's what I want to do long-term”





Questions?