



TWS 07-01

January 3, 2007

To: The WorkSource Contractor Management

From: Rodney Bradshaw
Mike Temple
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Subject: Learning through Practice—Interviewing Techniques

Purpose

Introduce the practice of using scripted scenarios to reinforce good interviewing techniques.

Background

The WorkSource staff has questioned the best way to help our customers get what they want and need from The WorkSource and be efficient with our time. A workgroup polled some office staff to find out what situations were both common and difficult to handle. The situations fell into three groups:

1. How can I say “no” and still give my customer good service?
2. How can I maintain control of the interview to keep the conversation on how to get a job, keep a job and get a better job?
3. What do I do when a customer is behaving badly?

The workgroup developed important points to emphasize in all of the practice interviews. The written scripts illustrate these points through a conversation that requires us to say “no”, control the interview, and/or work with difficult customers.

How to Use the Scenarios

These scenarios provide staff an opportunity to practice and observe how to handle some of the most common customer requests in The WorkSource offices. They illustrate important points to remember so that we will consistently deliver effective service to our customers – and they reinforce National Workforce Institute training.

One of the purposes of the scenarios is to develop consistency in handling common situations. Therefore, it is important to present and discuss them in the same way in each office.

1. Career office operators will hold a meeting with the training liaison and representatives of each office's management team to tell them how to use the scenarios.
2. The scenarios will not take more than 15 or 20 minutes to perform and discuss. They must take place out of public view.
3. Each office will allow all staff to participate by performing or watching two scenarios a month.
4. Someone in each office will introduce the script, distribute the "Interviewing Desk Aid", and assure the discussion that follows teaches the intended lesson.
5. Staff in attendance will sign a training roster and forward it to the training liaison.
6. The training liaison will ask for feedback from office staff on how to make the use of the scenarios as effective as possible.

Action

Career office contractors must make sure all of the above steps are completed and the first two scenarios performed in each office no later than January 31, 2007.

Questions

Staff should ask questions of their managers or supervisors first. Workgroup members listed below can also answer questions.

Arbor – Veda Chambers
Houston Works – Georgetta Mitchell
Interfaith – Jenny Johnson
SER – Nory Angel

Direct questions for the Board staff to Betty Drake betty.drake@theworksource.org, or submit questions to The WorkSource Q&A at <http://theworksource.org/staff/webqa.html>

Attachments

Interviewing Desk Aid
Training Roster
Scenario #1 – Customer wants gas cards
Scenario #2 – Customer wants us to type resume or complete an on line application