INTERVIEWING TIPS
Desk Aid

Proficiency Points	Information Gathering Examples (Not Inclusive)
1. Greet the customer appropriately.	• Introduce yourself to customer. • Ask, "How are you?"
2. Develop rapport.	• Engage in small talk. • Put customer at ease.
3. Ask the customer what he specifically wants and needs.	• Ask, "How may I help you today?" • To confirm your understanding, restate or summarize the customer's request.
4. Use active listening techniques.	• Engage in a two way conversation • Encourage customer to ask questions. • Ask clarifying questions. • Make suggestions to help the customer get what she wants and needs
5. Explain the relationship of Workforce Solutions to the customer.	• Explain what Workforce Solutions can and cannot provide. • Offer referrals for additional service if needed. • Provide options for the customer • Make clear what we expect of the customer in return, i.e. report for interviews
6. Ask about the customer's job search since last visit.	• Ask the customer to share the results of her interviews. • Ask what the customer thinks she might do differently in the next interview.
7. Review and update information as appropriate.	• Explain to the customer what you are entering in the database and why it will help her *before* you start typing. • Enter information that might make better matches, and to inform other Workforce Solutions staff who might also be helping the customer.
8. Review expectations of Workforce Solutions and the customer.	• Identify actions the customer will take - what *she* will do. • Explain assistance Workforce Solutions will provide – what *we* will do.

INTERVIEWING TIPS
Desk Aid

Proficiency Points	Information Gathering Examples (Not Inclusive)
9. Give the customer the next step.	• Explain the next step. • Have the customer summarize the next step.
10. When to call a supervisor or manager	• Customer requests a manager. • Customer is disruptive. • Customer takes issue with the service offered or denied. • The situation may call for an exception to usual procedures.