



MG Robert M Joyce, Installation Management Academy
School for Family and MWR

NAF Personnel Management:

Recruitment, Readiness & Retention

Session 4
Participant Guide



Virtual Classroom Course

Interviewing & Checking References

*“At the end of the day you bet on people, not on strategies.”
Larry Bossidy, former CEO, AlliedSignal*

In Session 4, the Learners will review and then create a rubric for their behavior-based interview questions they developed in Session 3. We will then conduct a mock interview using their questions and rubric. We will then touch briefly on checking references, focusing on the main intent -- to gather more information about potential new employee by developing a relationship with person on the phone who is giving the reference.

Objectives

- Review/Create rating scale (rubric) for behavior-based interview questions
- Evaluate a series of hypothetical interview questions for appropriateness
- Practice interviewing candidates for job openings
- Describe reference check process
- Discuss how to get the most out of a reference check

Pre-Session

- Review HO-004-PM(OPM Ref Check)
- HO-004-PM(Inappropriate Interview Q)

In addition to the Participant Guide, have available:

NA

The following Forms are Job Aids for review

1. JA-004-PM(DA Form3439)
2. HO-004-PM(Inappropriate Q)

Adobe Connect:

Your virtual classroom is located at <https://sfmwr.acms.com/pm>

Please login 15 minutes prior to the start of your session

Conference Calling



OCONUS

For OCONUS there are several dialing options. You will need to test each option to determine which one is best for your location.

Option 1 – dial 94 866-748-1120

Option 2 – dial 94 517-623-2946

Option 3 – dial 517-623-2946 as if you are dialing a local commercial number

Option 4 – dial 809-463-3376, wait for a second dial tone, and then dial 1-866-748-1120

CONUS 866-748-1120 (No DSN for CONUS calling)

Participant Pass Code: 64104442#

OPMs Structured Interview: A practical guide

Behavior-based interview questions? Yea or Nay

Q1: Describe a situation in which you had to deal with individuals who were difficult, hostile, or distressed. Who was involved? What specific actions did you take and what was the result?

Q2: Is there anything you would have done differently?

Q3: Would you have responded differently if the difficult individual had been a young man like you?

Q4: A very angry client walks up to your desk. She says she was told your office sent her an overdue check five days ago. She claims she has not received the check. She says she has bills to pay, and no one will help her. How would you handle this situation?

Q5: What is your favorite kind of food?



Panel Interview Protocol

- Welcome the candidate
- Introduce each panel member
- Thank the candidate
- Briefly describe the job
- Explain the interview process
- Inform the candidate that notes will be taken
- Ask if there are any questions before beginning
- At the end thank the candidate
- Ask if there are general questions
- Excuse the candidate

Individually: Write Interview Q from Activity 3.4 on following page. Listen to interview. Score Amy's responses and make notes.



Phone Sub-Conferencing Exercise

Activity

- In your group, come to a consensus about what rating the potential employee would receive for each question.
- Type rating on slide for your group
- 10 minutes

Technical

- Dial into phone sub-conferencing (group number determines if you should dial 1##, 2##, 3##)
- To return to main phone conferencing, dial 0##
- Raise your hand if you have questions

Behavior-based interview questions, rating and notes:

Question 1:

Earned Point Value: ____

Interviewer's Notes: _____

Question 2:

Earned Point Value: ____

Interviewer's Notes: _____

Question 3:

Earned Point Value: ____

Interviewer's Notes: _____



Checking References

- 1) Who should conduct reference check?
- 2) How many references should be gathered?
- 3) What's best -- most recent or less recent reference?
- 4) Do you need consent to check reference?
- 5) What if a potential Team Member doesn't want you contacting former employer?

Steps to conducting Reference Check:

1. Decide who is going to check the potential team member's references.
2. Briefly describe the position and duties the potential team member will perform
3. Ask open ended questions.
4. Ask "Would you rehire this candidate if s/he once again applied for a job with your Organization?"
5. Ask, "Is there any other information you would like to share?"
6. Thank the person for his/her time.

AR 215-3 states that verification of previous employment will be made using DA form 3439.



Post-Session Assignment (4)

Assignments

- Read the *The new one minute manager* by Session 6.



See syllabus and Participant Guide for Session 5 Pre-Session assignment(s).

For use of this form see AR 21 5-3; the proponent agency is ASA (MS&RA)

USAPL V1.01B3

Recreation Assistant Resume Samples

Mary Smith

8 Example Avenue, New York, NY 65987

Contact #, Email Address

OBJECTIVE

Seeking a Recreation Assistant position with the Department of Veterans Affairs which will require me to utilize my skills, abilities and experience to ensure the organization's success

SUMMARY OF QUALIFICATIONS

- Over 1 year experience as Recreation Assistant
- First Aid and CPR Certified
- Highly skilled in conducting and promoting recreational activities
- In-depth knowledge of performing recreation program duties to include program set-up
- Hands-on experience in instructing participants in a range of recreational activities such as sports, crafts and active games
- Able to clean and watch equipment use
- Proven record of issuing equipment and submitting reports on condition of equipment

ACCOMPLISHMENTS

- Athletic Scholarship Candidate – Basketball Division II – ABC State University
- High school Academic All American
- First Team All State

EXPERIENCE

May 2010 – Present

- Volunteers of America – Greater New York, New York, NY
Recreation Assistant
- Greet visitors and customers enthusiastically and efficiently
- Answer the phone and forward calls to the appropriate person
- Take and deliver messages for co-workers
- Collect payments and process transactions for special events
- Perform daily close out of a cash drawer
- Perform clerical duties such as typing, copying and faxing
- Perform basic housekeeping and janitorial functions

EDUCATION

High School Diploma – May 2010

SPECIAL SKILLS AND CAPABILITIES

- Effective communication skills
- Natural interest in sports and recreation
- Basic computer skills
- Excellent knowledge of Microsoft Office Suite

Julia Smith

332 Example Street, Edmonton AB S9R 6E9

Contact #, Email Address

OBJECTIVE

Seeking a Recreational Assistant position with an organization that will allow me to completely utilize my skills

KEY QUALIFICATIONS

- Over 6 months of experience as Recreational Aide
- Comprehensive knowledge of basic sports activities, their rules, and fundamentals
- Highly skilled in organizing, planning, and directing activity programs for customers
- Able to contribute to the records of customers' development toward their goals
- Substantial knowledge of the theories and principles of supervising recreational activities
- Demonstrated ability to assign, plan, systematize, train and oversee youths and kids involved in recreation and sports activities
- Knowledge of methods, practices and tools used in recreation programs
- Profound ability to learn the methods, practices, and equipment

WORK EXPERIENCE

Oct 2011 – Present

Genesis HealthCare – Township of Monroe, NJ

Recreation Aide

- Help with the issuing and collecting of recreation supplies
- Sanitize outdoor recreation facilities and areas
- Admit customers to recreation events
- Serve food in eating area; clean and wash kitchen and utensils
- Assist employees in the conducting of recreation activities
- Refer questions from community to designated body

Summer 2010

Town of Flower Mound – Flower Mound, TX

Recreation Aide

- Assisted in planning and promoting recreation based on the requirements and interests of the customer
- Encouraged social communication throughout group recreation
- Assisted customers with leisure time recreation
- Helped in maintenance, storage, and use of the recreation department supplies
- Offered programs in all recreation part areas

EDUCATION

High School Diploma – 2011

SPECIAL SKILLS

- Good communication skills
- Great attention to detail

AMY SMITH

123 Main Street • Atlanta, Georgia • 30339

Home: (555) 555-1234, Cell: (555) 555-1235 asmith@sample~resume.com

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Objective: Seek the Position of Recreation Worker

SUMMARY: Remarkably resourceful Recreation Worker with more than four years experience in planning and conducting recreational activities, such as sports, excursions, games, creative arts, clubs, and life management skills for people considered to be in the care and/or custody of the State of Minneapolis.

Summary of Qualifications

- Profound working knowledge of recreational and athletic activities, rules, and procedures.
- Immense working knowledge of current CPR and first aid procedures and supplies.
- Uncommon working skill in administering CPR and emergency first aid procedures.
- Remarkable working skill in operating recreational and maintenance equipment.
- Uncommon working ability to deal tactfully and efficiently with the general public, especially young people.
- Proven ability to work effectively with staff including directors, supervisors, leaders, aides, groundswokers, and volunteers.
- Excellent ability to communicate both in writing and in spoken.
- Exceptional ability to read and follow instructions.
- Excellent ability to read charts and graphs.

Professional Experience

Rainbow County Department of Works, Minneapolis, MN

2002 - Present

Recreation Worker

- Operate cash register.
- Charge for services rendered.
- Make change for guests.
- Give refunds for vending machines.
- Z-Out cash register.
- Distribute and collect recreation equipment.
- Distribute shoes to customers.
- Collect shoes after customer's game.
- Assist bowlers with score keeping.
- Distribute pool balls and cue sticks to customers.
- Collect pool equipment after customers' game.
- Distribute board, card and other free-of-charge games to customers.
- Collect various free-of-charge games after customer use.
- Clean work area.
- Wipe down counter, ball returns, score tables, video games and walls each morning.
- Keep work area clean (includes keeping shoes, bowling balls and pool cues in proper place).
- Report large cleaning needs to manager.
- Run errands for managers when requested.

- Assist managers with minor bowling machine repairs.
- Help with room set-ups when requested.
- Lift, move and set up tables, chairs and other furniture.
- Set up audio/video equipment.
- Rearrange rooms when needed.
- Provide polite, effective and efficient service to all customers.

Education

High School Diploma (2002)

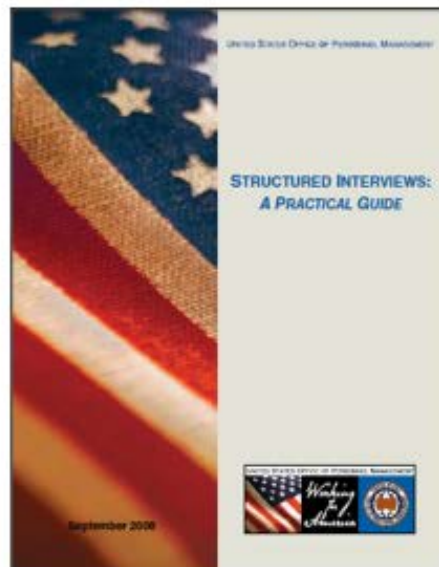




Session 4 Objectives

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4-2



OPMs *Structured Interviews:*
A practical guide

4-3



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4-4



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4-9



Class Candidate's Interview Panel

Asking 1 st Interview Question	
Asking 2 nd Interview Question	
Asking 3 rd Interview Question	

Directions for interview activity:

- Three classmates will ask interview questions on Note pods
- All classmates should rate the Candidate's responses (take notes on p. 5 PG)

4-5



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4-9