



LESSON 7

AFTER THE INTERVIEW

TOPICS

Interview reflection and feedback review
Employer expectations in the workplace
Survey

LEARNING INTENTION

The learner reflects on their mock interview performance, and has an understanding of workplace expectations.

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FOCUS

Reflection on the interview performance, behaviour and etiquette expected in the workplace.

STUDENT OUTCOMES

- Understanding of employer expectations in the workplace

OUTLINE

1. Interview reflection and feedback review

Discuss whether students were happy with their interview performance. Review students' interview evaluation forms and feedback on their application and interview performance. Provide an opportunity for students to make necessary changes to their resume and cover letter.

2. Employer expectations in the workplace

Open a discussion about workplace expectations/'hidden rules of work' supported by handout page 57-58.

Brainstorm techniques to manage stress before and during the interview. Ask who in the room has had a job in the past? What was the process of getting hired? This conversation can be supported by the handout on page 51.

3. Survey

Revisit surveys from Session One page 10. Students should go online using the surveymonkey link and insert their 'before' responses as well as answer the remaining questions. This helps inform recommendations and improvements for future programs.

OUTPUTS

- Updated resumes and cover letters
- RIJI survey

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EMPLOYER EXPECTATIONS IN THE WORKPLACE

Most employers and workplaces have a hidden set of rules. Unless you know the 'rules' or can learn them, you might find it difficult to land the job of your dreams or may risk losing it.

In looking at these rules, it is important to understand the difference between work life and home life.

In work, the purpose is to undertake certain activities in return for income or gaining experience to progress in your career or take on another career.

HELPFUL HINTS ABOUT THE HIDDEN RULES OF WORK

1. Be guided by your position description

Look to your position description for a guide on what is expected of you in terms of the activities you are required to perform.

2. Look around you for clues on how you are expected to behave.

Find a mentor if you can, someone who is successful in the business, and use their behaviour as a guide.

3. Look around you and notice how people dress

There is a uniform even if there is no official uniform.

4. Look around at how people present themselves

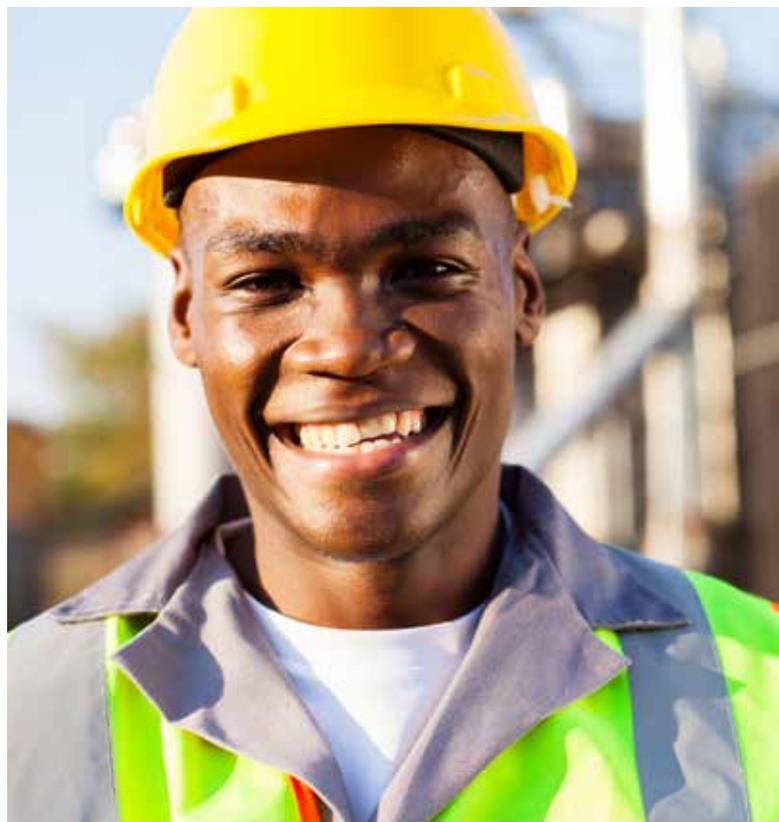
If you want to fit in, you need to take notice and do something not to stand out in a negative way.

5. Be on time or early and take breaks as allowed

People will notice if you take extra time.

6. Stay work focused

This means doing the work and even if it's quiet, asking for something else to do. It is important to stay off your



phone or social media as the employer is not paying you to socialise.

7. Confine your conversations mostly to subjects around and about work

Leave the other stuff for when you are talking with your family and friends (some personal talk is essential so that people can get to know you, but remember you are at work and make your conversations professional and appropriate).

8. Manners are important

How you address people, talk with people and conduct yourself is very important to successfully getting work and keeping it. Not only is this good manners, but our workplace behaviour is legislated to ensure there are no breaches of anti harassment and workplace bullying. Any conversations or behaviour that makes someone feel uncomfortable can be construed as harassment or bullying.

9. Email etiquette

If you are working in an office environment, email is a big part of your communication with internal and external stakeholders. Keep these tips in mind when using professional email:

- Keep your language professional avoiding slang and

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EMPLOYER EXPECTATIONS IN THE WORKPLACE

abbreviations. The same goes for greetings, people usually use 'hi' and 'hello' for the greeting, and 'Kind regards,' 'Regards,' 'Best,' 'Cheers,' for the sign off.

- Consider when to use 'reply all' and CC (include) people on emails. Usually, if someone is CC'd on an email, it means the sender wanted to keep them in the loop. So when you reply, you should 'reply all' to keep them in the conversation.
- On the other hand, if there are many people included on the email list, and your response is only relevant to the sender, avoid overloading people's inboxes, and just reply to the sender.
- Always use plain fonts and colours - (black/grey, size 10-12, Calibri, Cambria, Arial, Times New Roman etc.) and depending on your industry you may want to avoid emoticons/emojis.
- It's good practice to include an email signature so people know who you're representing. Copy your colleague's signatures and include the business/organisation (and address if necessary), your position,

email address and phone number. And don't forget to spell check!

- Make sure your email content is always professional. Nothing you say in email is private and can be tracked. You don't have to lose your personality and use robot speak, but take cues from others to understand what is acceptable.

10. Social media etiquette

Larger businesses/ organisations usually have a social media policy. There are common sense rules to follow when using social media in relation to your job:

- Don't forget that everything you post is in the public domain.
- Be respectful to your workplace and your colleagues.
- As a general rule, don't post anything that you wouldn't be prepared for your boss to see! For example, avoid criticism of your boss, colleagues or the workplace, and never share private and confidential information.