

# PREPARING CANDIDATES FOR CLIENT INTERVIEWS

## Coaching Card

Calling all Coaches!

The Preparing Candidates for Client Interviews module provides you with a great opportunity to coach your recruiters on this important knowledge and key skills. Whether it's a rookie or a seasoned veteran, your team looks to you for your support. This coaching card lists activities, questions, and exercises that will help you validate whether your team member has mastered these skills and knowledge.

Keep in mind that you will likely have to do these exercises a few times before your employee internalizes the material and becomes unconsciously competent. To support your employee be sure to use this coaching card to reinforce and re-certify skill mastery every few months to keep the learnings top of mind.

Go get 'em, Coach!



**Please allocate 60-90 minutes to review and complete all elements of this training module (course, job aids, playbooks, quiz results, missions) before coaching your employee.**

**Once you and your employee complete the course, please complete the coaching action items noted below.**

**For maximum coaching effectiveness, you may need to break up your coaching session into multiple 1:1 coaching sessions (with each employee) rather than complete them all at once.**

- Review the quiz results with each employee including any questions answered incorrectly to ensure the employee understands what the correct answer is and why.
- Review your employee's completed missions. Allow your employee to self-diagnose what they did well and what they can improve on.



**45 Minutes**

Coach, ask your employee the following questions:

- The training discusses four goals and objectives for recruiters who prepare their candidates for client interviews. What are they?
- Explain what a mock interview is and its purpose.
- Why are candidate mock interviews the most effective means for preparing candidates for client interviews?
- Explain to me the best practices highlighted in the training for how coaching candidates on how to close a client interview.
- Explain to me the best practices highlighted in the training for how candidates should handle salary-related questions in a client interview interview.

**Coach, role play with your employee the following scenario. Coach play the role of the candidate. Your employee should play the role of the recruiter.**

**Pretend your employee (recruiter) has just called you (candidate) to explain to you that they want to schedule a time to conduct a mock candidate interview. Allow your employee to explain the purpose of the call including the mock candidate interview and why they want to conduct a mock interview with you.**



**45 Minutes**

As you participate in and observe the role play consider the following:

- Is your employee using the job aid provided in the training that includes a script?
- What exactly does your employee say to introduce themselves and set call expectations?
- What do they say to explain the purpose of the mock interview?
  - Do they sound natural? Nervous? Scripted? Confident or unsure of themselves?
- How clearly do they explain what will be covered in the mock interview?
- Do they set expectations for how the mock interview will end?
- Do they explain the benefits to participating in the mock interview?

**Repeat this exercise daily until your recruiter is “conversation ready.”**



**30 Minutes**

Coach, ask your employee the following questions:

- How do you feel about facilitating candidate mock interviews?
- On a scale of 1-10, how confident are you in facilitating candidate mock interviews?
- What fears and concerns do you have about running candidate mock interviews?
- In what ways does facilitating candidate mock interviews push you outside of your comfort zone?
- Why do think many recruiters resist or avoid candidate mock interviews all together?
- How do you feel about using the job aid included in this training module to assist you?



**30 Minutes**

**Coach, role play with your employee the following scenario. Coach play the role of the reference. Your employee should play the role of the recruiter.**

**You and your employee should engage in a role play in which your employee interviews you as the candidate. You are role playing the candidate mock interview.**

As you participate in and observe the role play consider the following:

- Do they use the job aid provided in the training?
- Are they prepared with their interview questions?
- Do they seem organized or is the interview haphazard?
- Do their interview questions follow a natural, chronological sequence or do they seem random, jumping from one topic to the next?
- What mock interview questions do they ask?
- Will their questions genuinely prepare the candidate for the client interview?

**Repeat this exercise daily with new and additional sample candidate resumes and job descriptions (job orders) and practice repeatedly until your recruiter is “conversation ready.”**