

OVERVIEW

Participants will be able to improve their job interviewing skills.

LEARNING OBJECTIVES

1. Participants will learn what constitutes “job interview skills.”
2. Participants will learn the purpose of an interview and how to prepare for an interview.
3. Participants will learn to identify types of interviews and how to respond to different interview questions.
4. Participants will learn to research the company, corporation, or employer prior to an interview.
5. Participants will be able to describe their strengths and skills.
6. Participants will learn how to deal with their nerves and anxiety prior/during an interview.
7. Participants will learn to dress for success.
8. Participants will learn verbal and non-verbal communication cues.
9. Participants will learn to avoid interviewing mistakes.
10. Participants will be able to properly end an interview.
11. Participants will learn how to send thank you notes and follow-up e-mails.

PERFORMANCE INDICATORS

1. Correctly describe techniques to prepare for a job interview.

2. Demonstrate the ability to answer common interview questions.
3. Identify correct/incorrect questions to ask during an interview.
3. Correctly identify what the employer is looking for.
4. Demonstrate the proper attitude during an interview.
5. Demonstrate proper body language during an interview.
6. Correctly identify information and places to research the company prior to the interview.
7. Complete a successful mock interview.
8. Correctly write a thank you note or follow-up e-mail.

MATERIALS

- ▶ Projector/Screen
- ▶ PowerPoint Presentation
- ▶ Pens/Blank paper
- ▶ White board/Flip chart if needed/markers
- ▶ Handouts:

Handout #1A - Interview Trivia	Handout #5 - Most Common Interviewing Mistakes
Handout #1B - Interview Trivia (Answer Key)	Handout #6 - Building 60 Second Commercial
Handout #2 - Phone Interview Tips	Handout #7 - Common Illegal Interview Questions
Handout #3A - Tell Me about Yourself	Handout #8 - Non-Verbal Communication Tips
Handout #3B - Tell Me about Yourself (Answer Key)	Handout #9 - Interviewing Do's and Don'ts
Handout #4A - Interview	Handout #10 - Thank You Letter Tips

Question Activity	
Handout#4B - Possible Interview Responses	Handout #11 -Video Conference or Video Phone Tips

Instructor Notes

PREPARATION

- ▶ **Facilitator Guide** - Read guide, familiarize yourself with content and flow of activities and decide on schedule. Make note of optional activities you may want to include.
- ▶ **Participant Handouts** - Review handout content and update as necessary. Photocopy all handouts in advance.
- ▶ **Guest Speakers/Team Training-** Plan session segments if applicable.
- ▶ **Measurement/Evaluation Criteria** - Workshop Evaluation Form
- ▶ **Resource Materials** -Books, videos, websites & additional materials as needed.



ADDITIONAL RECOMMENDED MEDIA

- YouTube Video - Overcome Interview Nervousness
http://www.youtube.com/watch?v=Q6mz_yn6em0
- Blog - Seattle Interview Coach
<http://blog.seattleinterviewcoach.com/2009/02/140-google-interview-questions.html>
- Twitter- @careerealism
- Washington Post News Article on Digital Job Interviews
http://www.washingtonpost.com/business/capitalbusiness/at-hilton-worldwide-job-interviews-are-going-digital/2014/01/31/c3e96308-8775-11e3-916e-e01534b1e132_print.html

ACTIVITIES

1. Welcome (Slide 1)

Welcome to the Interviewing Workshop.

Instructor note regarding handouts and extra references:

Suggest distributing handouts in four sections to prevent participants from reading ahead or perhaps being familiarized with answers before questions are asked.

The sections would be:

A: #1A (Handout #1B “Trivia Answers” is for instructor to review after the participants take the quiz. The answer sheet need not be distributed since you want a chance for participants to discuss different answers.)

B: #1B and 2

C: #3A

D: #3B, #4 thru#9

2. What You Will Learn (Slide 2)

Facilitator can say: “By the end of this workshop you will be able to”:

- Correctly describe job interview skills.
- Correctly describe techniques to prepare for a job interview.
- Demonstrate the ability to answer common interview questions.
- Identify correct/incorrect questions to ask during an interview.
- Correctly identify what the employer is looking for.
- Demonstrate the proper attitude during an interview.
- Demonstrate proper body language during an interview.
- Correctly identify information and places to research the company prior to the interview.
- Complete a successful mock interview.
- Correctly identify proper follow-up strategies after an interview.

Distribute handout #1A “Interview Trivia” Administer and review answers

3. Purpose of an Interview (Slide 3)

Facilitator provides an overview of the generally accepted purpose of an interview.

Facilitator can say: “What is the purpose of a job interview?”

The purpose of an interview is for the employer to determine:

- Whether you can demonstrate the skill they are looking for.
- Whether you can solve their problem (s) or meet their challenge (s).
- Whether you are able to contribute.
- Whether you are the best fit for the company/organization or program.



4. **Two Way Process (Slide 4)**

Facilitator can say: “An interview is a two-way process with an opportunity for you and the interviewer to address your mutual interests. The interviewer is determining whether or not you would be a good fit for the organization, and you are determining whether or not the organization would be a good fit for you.”



5. **Inter-View (Slide 5)**

Facilitator can say: “Take a look at the word “interview”. What does it mean?

“Inter” means- between, together and mutual.

“View” means- to examine, survey, inspect.

So an interview is an opportunity for a mutual examination.”

- What have you done and what can you do for this employer?
- How can you help the employer be successful?
- How can employer help you achieve the objectives of the job, directly or indirectly?
- How comfortable are you and how comfortable are they with you being hired?

6. **Types of Interviews (Slide 6)**

Facilitator can discuss types of interviews and how they are conducted with participants.



Facilitator can say:

“There are different types of interviews. The list of possible interview questions can be quite large and overwhelming. Fortunately, there are really only four different types of interviews.

The four types of interviews we are going to learn about are”:

Screening or informational Interviews

Hiring Interviews

Behavioral-based Interviews

The Multiple Mini-interview

Screening or Informational Interviews and Hiring Interviews are the two most common interviews.

It is important to know something about the different types and styles of interviews before you begin to interview for any type of job.

One Final Thought

An interview that includes a meal or takes place in the context of a social setting should still be considered a “serious” interview. Even if the conversation is casual, conduct yourself in a positive light, you are still being evaluated directly and/or indirectly. Be careful when ordering. Never more than one alcoholic drink, if offered, perhaps none. Think twice about your meal selection, avoiding, for instance, the spaghetti and sauce which drips on your shirt, or the very stringy cheese that is on top of French onion soup.



Screening Interviews (Slide 7)

Facilitator can say: “A screening interview is basically a “first impression” or to see if the applicant meets the basic skills sets an employer is looking for.”

These types of interviews are usually conducted by the Human Resources Department or by a recruitment consultant at job fairs to screen in and screen out candidates to determine which candidates will be forwarded to the next step. There are different types of screening interviews:

- Job Fairs sponsored by your One Stop Office, or On-Campus Interviews for recent college graduates
- Preliminary Interviews
- Telephone Interviews
- Group Interviews

An **informational interview** is where you can explore a specific job, company, or career field with a professional to get feedback. You can get feedback about your resume, your career direction, or get suggestions about further places to check out to explore the field. It **also is called networking**.

You will be in a much better position if you take the initiative and ask questions about the position and compare your background and strengths and how they match the job requirements.



Facilitator asks customers to take out **handout 2: Phone Interview Tips**. Go over worksheet with customers.



Hiring Interviews (Slide 8)

Facilitator can say: "Interviews are usually conducted by a person or a group of people either with authority to hire or ability to influence the hiring decision. This is your opportunity to demonstrate good listening skills, to ask intelligent questions and illustrate through discussion your accomplishments and how you can help them."

Two common types of hiring interviews are:

- 1. Panel or Board Interviews** - these are generally conducted by two or more people simultaneously. Each person usually takes turns asking questions and has their own separate agenda. You can expect to be interviewed by anywhere between 3-10 people or more.
- 2. Series Interviews** - these consist of individual or small group interviews in the company. You will meet with interviewers one at a time rather than in a group.

Important tip: To help you anticipate the interview process, when you are setting up the interview appointment, it is good to ask what the format of the interview will be. Hopefully this will avoid you walking into a room expecting a one-on-one personal interview and have half a dozen faces looking at you when you enter the room. Knowing what to expect can help you get in the right "mind set".



The Multiple-Mini Interview (Slide 9)

Facilitator can say: “This type of interview is used by medical and dental schools. Applicants move between interview stations and are observed by a single rater. Applicants are then selected by employers based on their rating scores.”

Each station covers a different issue, including communication, collaboration, ethics, health policy, critical thinking and awareness of health issues. This technique is used by employers that have a high investment in new hires.

The Behavioral Interview (Slide 10)



Facilitator can say: “A behavioral interview can occur in a couple of different settings and use different techniques.

A behavioral interview is often similar to that of the Mini Interview we just mentioned. A behavioral interview places an individual in an actual work setting and the person is asked to either complete a task (type a document, program a machine, make a product, prioritize items in an inbox) or describe in detail how they would handle a task or specific situation. “

In this case, you want to be able to show how you approach the task and describe what and why you are selecting a specific set of actions. In a way, you are describing how you process and think through a task, challenge or problem.

Another setting you may encounter during a behavioral interview is a group interview. This type of behavioral interview is composed either by other applicants for the same position you are applying for, current employees or both. The group will be given a task or process to discuss and solve. The key in this case is you have to be able to show your ideas and views while also working with others in a team. Interviewers are seeing if you listen, help to connect two ideas into a better solution, ask clarifying questions in a positive manner, etc. This is not a setting where you project: “My idea is better than all of yours.”

7. **Before the Interview (Slide 11)**

Facilitator discusses the importance of being prepared for any of the above interviews that participants may be faced with.



Facilitator can say: "It is important to be prepared for a job interview. The more information you have about a perspective employer the better prepared you are during the interview. Knowing about the organization and employment requirements are vital to your interview preparation and success."

Four things to remember:

Research the Company- their vision, mission & culture

Research the Position

Research the interviewer- if you know that in advance

Prepare yourself

1. Key points about yourself to communicate
2. Questions to anticipate

Let's review the above items....



Research the Organization (Slide 12)

Facilitator can say: "It is imperative that you research the organization you will be interviewing with."

Knowing about the organization can help you to feel and appear more confident while answering questions. You can better gear your answers (strengths and skills) to fit the position.

Tips on what to research:

- The primary purpose or mission of the company
- Company Goals and priorities
- What services or products they sell
- Latest annual sales or revenue information
- Major competitors
- Work environment/structure
- What an average employee looks like
- Hot issues about the industry

Where to research:

- Company Website (“About Us” pages or mission statement)
- Current and past employees
- Business Review Magazine
- Google
- LinkedIn
- Talk to People
- Local Library
- DOL Website
- Twitter/Facebook
- Annual Reports
- Press Releases
- Bios of employees
- Twitter/Facebook

Research the Position (Slide 13)

There are a few things you should discover when researching the open position. These include:

- Find out the major responsibilities of the position.
- Find out the qualifications and skills required.
- Find out if training and/or education is required.
- Find out the typical earnings of this position, advancement, career path and employment outlook.
- Look for opportunities for continuing education and training in this position.
- See if you can get details on the position- travel requirements, hours, pay situation (commission, etc.) Don't do this too aggressively- it might appear negative.



Facilitator can ask participants where they might find this information when researching the position. Facilitator can jot these ideas on a flip chart or newsprint. Facilitator can go over the generated list and begin the next section to see if all ideas were covered.

Where to Look for Information (Slide 14)

You can look for information on the position and the company in the following locations:

- You can obtain a job description from the company.
- You can attend the company information session (if one is being offered).
- Access company profile on their website.
- Network with people that work, hire or teach in the career field in which you are interested.
- JobZone or Indeed for two examples of salary ranges for position.

8. Know Yourself, the Company, and Your Strengths (Slide 15)

Facilitator can briefly cover assessing individual strengths and skills.

Facilitator can say: “The first step in preparing for an interview is to know your strengths and skills and to identify how they will best fit the organization.”

Strengths are personal traits and can be described as your unique qualities. For example, a trait can be that you're dependable, flexible or punctual. These are different from skills which are knowledge-based and are typically acquired from education and experience. Examples of these are language skills, analytical skills.

Identify and clarify your short and long term goals.

Think about your values and interests.

When you are discussing these strengths/skills, always be prepared to provide an example of how you demonstrated them and how it can contribute to the organization.

Preparing Your Answers (Slide 16)

Facilitator discusses the importance of preparing answers during an interview, as well as how to answer types of questions during an interview, such as: Resume related questions, behavioral based



questions, general interviewing questions as well as how to prepare questions to ask.



Facilitator can say: “Once you have determined the personal traits and skills you possess that best match the company profile and position description, you will need to organize your thoughts so that your answers flow naturally. There are a number of questions you may be asked during an interview.”

Experienced interviewers ask clever and potentially difficult questions. They usually do not have very much time and are skilled at getting to the point. Preparing in advance allows you to illustrate good communication skills and express yourself in a well-organized, professional manner. Don’t let yourself get “stumped” by difficult questions.

PRACTICE - you cannot think of all the questions that may be asked of you but you can prepare by practicing how to answer potentially difficult questions.

Write down and memorize your accomplishments ahead of time. For each accomplishment, follow the answer with a specific example. Work this out by repeating it. If you’re a student, use relevant course work that relates to the position described. To answer a negative question, demonstrate how you learned from the experience and that you took responsibility for any mistakes.

For a technical interview:

Show that you are a logical thinker and explain your thinking - don’t show that you guessed at the answer.



Distribute and Review Handout #3A: “Tell Me about Yourself”

Note: **Handout 3B** “Tell Me about Yourself (Key)”, is for the facilitator’s use to follow up with customers on their answers.

9. Interview Activity (Slide 17)

Let’s Practice an interview question or two

Choose a position that you may be likely to interview for

Count off by two's

Distribute Handout #4A: Interview Question Activity

Pair up and make this like an interview...start with shaking hands and introducing yourselves. One person will pick a question for the other to answer. Once person responds, discuss what was easy or difficult, or how they might improve their response. Then the person who answered first will ask a question, and so on. Be helpful and honest. We'll discuss any of these you'd like as a group.

Distribute Handout 4B: Possible Interview Responses, and discuss answers they want to talk about first.

Ask if there are any other questions that anyone would like to offer for a group reaction or suggestion how to approach it.

Behavioral Questions (Slide 18)

Facilitator can say: "The intent of a behavioral question is to ask that you tell a story that shows what happened and not just tell it. For instance, if the question is, "How did it feel to complete this important and month long project for your company?" A short answer would be "I was happy". But a behavioral response would be: "I was smiling and complementing others who pitched in with our revision of our file systems. Some were laughing, saying we need a break and others were saying, what's next?" And describe how you completed the task."

Think of the **STAR method** of response when answering: *Situation, Task, Action and Result* when composing your full behavioral response.

How do you know if you are being asked for a story about how you handled something? Here are some hints:

- "Tell me about a time when you solved a problem" → "a time" tips you off.
- "What would you do if you had a problem to solve?" → Hopefully you know the answer would not be : "Solve it", but a story that gives a description of how you did solve something.

Again, the interviewer is interested in how you think something through in addition to getting the job done.

Go back to handout #4A, ask participants to choose the obvious behavioral question and say what suggests the question is asking for a story.

Most Common Interviewing Questions (Slide 19)

Facilitator can say: Preparing through practice and anticipating what will happen is a key. Let's first look at some mistakes.



Distribute Handout #5: The Most Common Interviewing Mistakes

Review mistakes

What to Bring to an Interview (Slide 20)



Facilitator can say: "It is important to be prepared with a list of things you will need to bring to the interview with you. Here are a few things you should bring with you to an interview":

Copies of Resume

Copies of References

Pad of paper and pen

Portfolio?

Address and room location for the interview plus phone number

List of past employers with addresses, dates, and phone numbers for completing forms with accuracy

Copy of possible questions to ask

During the Interview (Slide 21)

Now that you have arrived on location, make sure you greet the security guards, receptionists, and anyone you come into contact with professionally and with courtesy. You do not know the relationships within the organization and word may travel fast if you are rude or unprofessional. Be prepared to share hands with the interviewer but recognize that there might be situations where this isn't possible. Don't forget to pay attention to your body language and be a good listener. Observe the interviewer and follow their cues.

This is an opportunity to tell your story.

Not the whole story--but the parts that are important AND would apply to the job you are interviewing for.

There is no one answer to the statement, "Tell me about yourself"

This allows you to direct your response showing your strengths and accomplishments that would be useful in the job you are interviewing for.

One approach to answering a broad statement like, "Tell me about yourself" is the "60 Second Commercial" or "Elevator Speech"



60 Second Commercial (Slide 22)

Take out hand out #6: Building Your 60 Second Commercial, and fill in some details as I explain them.

Areas of Expertise

Education--certificates, diplomas and degrees. Relevant training you have received or given.

How have you shown expertise on the job? Any volunteer experience that is relevant?

Fluent in any languages? Have knowledge about anything? Any recent training or seminar that you learned a new skill or procedure?

Strengths and Accomplishments

Use transferable skills (those common to many type jobs)

Communicated? Evaluated? Analyzed?

What have you done that was noteworthy or very appreciated by a boss, customers or coworkers?

Examples of what you have done that would be of use in this new job.

List How You Have Grown Throughout Your Career

Get along with co-workers? What would they say about you?

Work ethic: Loyalty; Integrity; Attitude; Ability to Learn?

Any awards for what you have done or things you contributed towards that received professional or work related recognition?

Don't lie. If you have a problem, you need to be prepared to describe it accurately and easily, here or in another part of the interview.

Personal traits that make you unique

Do you have a sense of humor and has it positively affected how work has been done?

How do you deal with different types of customers?

Are you detailed? Open to suggestions? Willing to help out?

What attracts you to this company?

Opportunity? Personal growth? Company reputation? Pride of workers you know?

Is there a match between what the job is and your qualifications?

Use your research!

NOTE: If done well, you will have 5-30 minutes of “material” written above from which to choose. Your job is to edit the parts that are most important so you can say it in 60 seconds (OK, maybe 90) in a relaxed manner. Practice speaking to a mirror or with a friend.

10. **Additional Questions During an Interview (Slide 23)**

Facilitator can ask all or some of the following questions and jot down responses on a whiteboard:



- What additional questions might you be asked during an interview that you should be prepared for?
- What do you need to do to prepare for the actual interview?
- What questions can you ask the interviewer?
Suggested responses could include: Is there any additional information I can provide? Is this a new position? Why is this position currently open? If it isn't a new position, what happened to the last person who held the position? What are you looking for in an ideal job candidate? Do you have any hesitations or reservations about hiring me? What would my responsibilities be? What challenges are you currently facing?
- What are some common illegal interview questions? How can you respond to these questions?

Suggested responses:

Facilitator may say: “When you're asked an improper or illegal interview question, you have three choices”:



1. You can refuse to answer, and tell the employer that the question is improper or illegal. You may feel better, but chances are you'll be back pounding the pavement tomorrow.
2. You can answer the question as asked. You may feel worse, but you'll still be in the running.
3. You can answer the concern that probably lies behind the question, and ignore the improper question itself-the best of both worlds. It is important that you decide before starting an interview just how sensitive you are about specific topics, and how you intent to handle them if they come up. Decide NOW. These questions can also be a red flag for you. Why is the interviewer asking these questions and do you want o work for this type of organization?



Common Illegal Interview Questions (Slide 24)

OPTIONAL ACTIVITY

Note: If Facilitator chooses not to do this optional activity, then they can hide this slide before they give the workshop.



Facilitator can initiate a full group exercise on common illegal interviewing questions by asking the group how they would answer each of the following questions.



Handout# 7: Common Illegal Interview Questions

Q: Do you plan to have children?

A: I plan to pursue a career whether or not I decide to raise a family. The interviewer may have a genuine concern about how long that candidate might remain on the job. But the question is improper at best and illegal in many states. This answer ignores the inappropriate question but answers the interviewer's concern.

Q: Are you aware that we've usually hired a more athletic person for this job because the pressure and fatigue of a lot of travel? (Read: not overweight).

A: There's no task in your job description that I cannot perform.

Q: What's your general state of health?

A: I'll be glad to take a pre-employment exam by your company physician to be sure I'm able to handle the job. (The employer may be trying to uncover maladies ranging from AIDS to drug addiction. Your answer relieves those concerns without directly replying to the question).

Q: Is your spouse employed?

A: Yes, and very supportive of my seeking employment here. (Some employers believe that people from dual-income families have less incentive to work, are less dependable, and therefore, are less productive. You've skirted the illegal question, laid to rest the concern and avoided an unpleasant confrontation).

Q: Have you ever been arrested other than for traffic violations?

A: There's nothing I've ever done that would give your company any concern that I'd breach any trust that the job you have requires. (Some states allow questions about convictions, but not arrests. The interviewer may be concerned about employee dishonesty, hence the question. Your answer satisfies the concern without turning off the interviewer).

Q: When was your last physical exam?

A: Answer with the actual time frame, example: two years ago. (This is an area in which you decide ahead of time whether to give a direct response to an inappropriate question; one that the employer may be using to learn about physical handicap. Since discrimination for handicaps is illegal, you're on safe ground to answer directly).

Q: What hobbies do you have?

A: I collect stamps and coins, ski in the winter and sail with a friend on his boat in the summer. (Is the interviewer trying to find a pitcher for the company's softball team? There's no reason not to give a direct answer, although you're looking for a job based on your professional skills, not your sports ability).

Non-Verbal Communication (Slide 25)

Facilitator can discuss non-verbal communication with participants and tell them that they should pay particular attention to their non-verbal communication during an interview.



Facilitator can say: “Actions speak louder than words. This is particularly true in an interview situation where body language plays a significant factor in determining whether an employer sees you as a trustworthy, confident, capable individual who has a future with their company.”

Interestingly, research has shown that words by themselves account for only 7% of the impact of your message, 38% of the message is transmitted by tone of voice and the remaining 55% is communicated by body language.

The more interested you are in what you are saying, the more interested the interviewer will be in listening to you.

If you smile during the interview, you will present yourself as a positive, “can-do” individual who is likeable and would fit in with an existing team.



Distribute Handout #8: “Non-Verbal Communication Tips”

Emphasize selected parts and give examples.

Reducing Interview Jitters (Slide 26)

Before starting the interview the more prepared you are, the better you can deal with nerves and anxiety. Some anxiety is healthy and normal but some of these tips will help alleviate some of your pre-interview anxiety.

Tips:

- Feel good that you have been selected for the interview.
- Give yourself credit- no matter what the outcome this is great practice!
- If you work out or simply exercise, stick to your routine and exercise the day before or that morning.
- This is a great opportunity to showcase your talents!
- Get ready the night before, prepare your clothes for the interview, shine or dust off your shoes.
- Prepare and practice your interview responses

- Get a good night's sleep.

In summary, let's go over some Do's and Don'ts...

Distribute Handout 9: Interviewing Do's and Don'ts

26. **Closing the Interview (Slide 27)**



Facilitator can say: "At the end of the interview be sure to express your enthusiasm and desire for the job by saying it. Ask what the next steps will be in the process. Ask for the business cards of the interviewer(s). This will help with the follow-up after the interview. Summarize and market your skills and strengths. Thank the interviewers for their time. Smile and shake hands and offer to provide any additional information they may need."

After the interview is complete- within 24 to 48 hours (don't delay!) send a thank you letter or email. A well thought-out follow up can shoot you to the top of the candidate list. This is very important because a thank you note gives you one more chance to remind the employer about the special skills that you can bring to the company. The thank you note should be short and to the point.

Hand out #10 "Thank you Letter Tips" and #11 "Video Conference or Video Phone..."

Review each handout.

Reflecting and learning from your Interview (Slide 28)

After the interview, go home and write down everything you can about the interview. Make sure to write down what went well and what didn't. If you don't get the job, this information could prove very helpful later on.

If possible see if you can get feedback from the interviewer. Contact the interviewer if you didn't get the job and ask them if there was something you could do to improve your interviewing skills. If the interviewer has nothing to offer, they just went with a different candidate, ask the interviewer if they would consider you for any additional openings in the future, if they are aware of any similar positions that you might be a good candidate for, or if they would be willing to forward your information to anyone they know who might be looking for a candidate with your skills. In effect you might convert this disappointment into a Networking opportunity.

**Good Luck! (Slide 29)**

Facilitator can say: "Above all, you should not put all your eggs in one basket: Keep looking and networking for more job openings until you get that offer you will accept. Be prepared for disappointments and don't let them get you down. A typical job search can include many applications and perhaps new career building."

You need to believe in yourself and believe there is a job out there for you even if it takes some time. Accept and give help to others in the process. And utilize the support and suggestions from family, friends, associates and your One Stop Staff.

**ADVANCED OPTIONAL ACTIVITY****For Behavior-based interviewing:**

Facilitator can have participants write their best interview questions on an index card (one question per card - two or three cards per person). Then gather up all the cards and hand them out randomly - no one is allowed to take their own card. Participants read and rate the question by giving it a score of 1 - 10 with 10 being the best kind of question. Then participants write the score directly on the 'back side' of the index card. The index cards are passed

around 5 times (if you have enough participants). After each card has 5 ratings, all cards are passed back to the front and the facilitator quickly tabulates the questions in highest score to lowest score order. Read the best questions to the group for reaction and discussion.