

# HOW EMPLOYERS INTERVIEW AND ONBOARD YOUTH

Critical goal: Your recruitment practices should leave employees with a clear sense of what your company wants in a role and who you are as a company—your mission, values, culture, and people.



## RECRUITMENT

Young people may not be used to talking with employers. If you can put them at ease, you will get a better idea of their personality and fit with your business. Take the time to find out what motivates them whether it was sports at school, family, or a hobby. You will notice their verbal and non-verbal communication become relaxed and engaged.

## FIRST INTERVIEW

Most young people approach an interview like a school exam, hoping that they will give a correct answer to any question asked. They don't realise that the interview is a conversation and an introduction between two people. If they don't get the job, they often wonder what question they answered wrong.



Welcome the person, be friendly and make interview questions comfortable. Be truly curious about this young person.



When a young person is struggling to answer a question or give an example, phrase it as a leading question. "Ask what would you do.." rather than "What have you done..."

Understand the whole person. What support is in place for that young person to start work.

Young people love organisations that talk about their culture, values and opportunity for growth. Get talking about all the good you are doing.

Give them a tour and show them around your workplace, making them feel comfortable and welcomed.

Sometimes the best way to see if a young person might be right for the job and your company is to offer them a paid work trial as part of the interview process.



# INTERVIEW QUESTIONS

For young people



## FRIENDLY QUESTIONS TO ASK A YOUNG PERSON:

1. Tell me about yourself. Be prepared to prompt, by asking about where they live, grew up, went to school and what their family does for work.
2. Ask them about any work experience they may have. Include Gateway, volunteering, helping family members, under the table jobs.
3. What were your favourite subjects or why did you go into that field of study?
4. What do you like to do in your spare time?
5. What kind of work do you like to do? What do you not like doing?
6. How would your friends describe you?
7. Who was your favourite teacher/mentor and why?
8. Why does this job/industry appeal to you?
9. Do you know anyone who works in this industry/job?
10. What are you looking for in a job?
11. How will you get to work every day?
12. What will you do with your first pay?



## MORE IDEAS

Kiwis tend to undersell themselves in interviews and young people often don't recognise the skills and strengths they have as valuable to an employer. Asking someone to describe the tasks they did in a project or job gives a clearer picture of competencies.



Example based interview questions "Tell me about a time..." are insightful but difficult to answer if you've had limited work history. Reframe the question to "What would you do in this situation..."

Young people will have questions but may be too shy to ask. Interviewers can pre-empt these questions by saying "Would you like me to tell you about a normal day here?". Be passionate about your business, talk about the corporate culture and the values of the organisation that will resonate with young people.



# BEFORE THEY START

A few basics



## DOCUMENTS

Agree a way to handover and receive all Employment Documents and pre-screen requirements. Young people may not have a printer at home or have access to a car to return documents easily. Ensure your Employment Agreements, Staff Handbook are up to date and comply with NZ Employment Law. Seek advice if you are not sure.

## EMPLOYMENT AGREEMENT

Go over the Job Description with the young person so they understand it. Take them through the paperwork they need to complete. Be on their side.



Informational meeting with staff, allocate time for your young person to meet with key team members to introduce each other.

## TOOLS

Ensure all the tools that young person will need are available and ready for them. Work boots, computer access, ID cards.



## ORG CHART

Give the young person a feel for the organisational structure, provide an organisational chart or staff list with phone numbers.

## STAY IN TOUCH

Keep in touch between the offer stage and start date, their anxiety about starting a new job will be high. Ask how they are going to get to work on their first day, help with transport arrangements. Ask and answer questions about what to wear and who to ask for when they arrive.



# ON-BOARDING

The first few weeks can be daunting for a young persons in a new job



## HEALTH AND SAFETY

Health & Safety is paramount in every workplace. Ensure you have emergency contact information for your young person and that their Health & Safety induction is thorough. Assume no previous experience around Health & Safety. Review your young person's understanding of policies frequently.

## TRAINING & SUPPORT

For the job to be done well it might require some training and support. Keep this in mind when planning the first two weeks. Throwing someone in the deep end or hit-the-ground running onboarding does not suit young people.

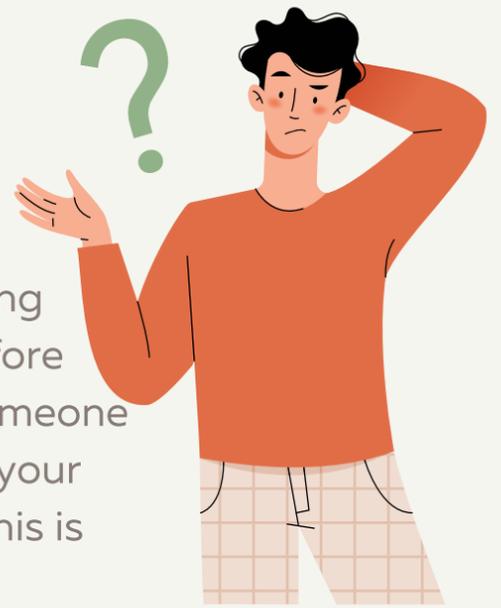


## FEEDBACK

Be truthful. No one appreciates fake feedback. Be honest and upfront in a friendly way.

## MENTOR

Assign a current employee to mentor your young person, introduce them to each other on or before the first day. This is not their supervisor, it is someone neutral in the company that can help navigate your new employee through the first 3-6 months. This is an important relationship of trust.



## WHANAU

Ask your young person how their family feel about their new job. Encourage them to share your contact details with whanau and be available to answer any questions they have. Offer to meet them or give a tour of your site. Parents on an employers side are gold!

