

## Practical Exercises:

### 1.- Worked Exercise:

**Recall a time when you felt angry, or upset?**

My boyfriend didn't turn up on time to see the film we'd booked at the cinema. I was annoyed with him

**What caused this? (This is the trigger).**

The lateness and the thought of missing the film

**How did you react?**

I told him off when he arrived. He could have sent me a text to let me know.

**How did you feel afterwards?**

A little bit upset as he was upset with me. He'd forgotten his phone too.

**Did you react without understanding the full picture?**

I hadn't realised the bus was late because of an accident and I'd assumed he'd had his phone with him.

**What could you have done differently?**

Waited until he'd arrived to buy the tickets, or ask to see the later film using the tickets, and having a drink whilst we waited

This shows that we have choices to make about how we behave, and we also make assumptions based on previous experience, which wasn't the reality in this situation.

### 2. Your Example:

**Recall a time when you felt angry, or upset?**

**What caused this? (This is the trigger).**

**How did you react?**

How did you feel afterwards?

Did you react without understanding the full picture?

What could you have done differently?

### Impressions Exercise

The purpose of this activity is to generate ideas of what you can do to improve your attitude. So, imagine it is your first day of a new job that you have worked really hard to get. Think through what you would do to make a good impression on your team members and supervisor and make a list of these. Think about why it might be important to make a good impression on your first day.

What attitude could make a good impression?

What would create a poor impression?

Answers:

### Suggested Good Impressions:

Getting to work on time

Working as hard as I can

Paying close attention to my work

Doing my work as I am told and if I am unable to do something or have questions, I ask my supervisor or team members

Being friendly on the job

Showing that I can solve a problem that has arisen

Learning about health and safety and company rules

Using company materials and equipment properly and as shown

Behaving professionally

Suggested Poor Impressions:

Going to be late, and not calling in to let the supervisor know

Doing something I shouldn't be doing, like texting when I should be working

Thinking I know how to do something, but not asking about the correct procedure, and then making a mistake

Taking an immediate dislike to someone who isn't like me

Not mixing in with the team

Not being friendly to customers

Goal- setting

Based on the answers above, I am most proud of my ability to:

One area I'd like to improve is:

Some strategies I might use to improve this area:

Exercise:

Think of a time when you felt negative. What was the negative self-talk?

What would have been more positive self-talk?

What negative self-talk examples can you think of right now? List 3 examples.

How could you rephrase that negativity into positivity? Write down your answer.

**3. Let's look at an example of a role profile:**

**PERSONAL SHOPPER – ROLE PROFILE**

**Purpose:**

To support the launch of a new store, we are establishing a team of specialist Personal Shoppers to provide assistance and enhanced service to our customers, from arrival at the store, to confidential meeting to discuss needs, to assisting in individually-designed dressing rooms, and completing a professional, personalised check-out service. There may be an infrequent requirement to visit a customer's home or premises within the locality.

**KEY RESPONSIBILITIES**

- To meet and greet clients
- To obtain shopping lists from clients prior to their arrival.
- To undertake Personal Shopping as requested by client.
- To take clients to the hospitality section and offer tea/coffee whilst they wait

- If visiting a client's home or premises, to collect monies, service fees for the shopping from client and to arrange to bring these into the Finance Department once a week for reconciliation and banking. A card reader is provided and full training to use this.
- Ensure a full-end-to-end service is delivered which is of high quality and meets customer requirements.
- Establish strong personal relationships with clients to encourage customer loyalty and increase sales, meeting and exceeding sales goals
- Respond to customer queries and needs effectively & efficiently, acting with urgency to deliver results
- Execute loyalty program benefits to qualified clients; devise ways to surprise & delight clientele
- Deliver goods to client's home, storing safely and securely as directed by client if required.
- Complete relevant administrative tasks as requested, e.g. booking appointments
- For home visits, to complete accurate expenses claim forms on a monthly basis and ensure these are submitted to the Business Development Senior Manager on time.
- Undertake additional related duties within the scope of the post at the request of the Business Development Senior Manager.
- Working hours are 36 per week: 10am – 4.30pm Tuesday to Saturday inclusive, with an unpaid 30 minute lunch break, and evening work of 6 hours per week, on a rota basis, on working days only.

#### **PERSONNEL SPECIFICATION – EXPERIENCE & COMPETENCES**

To have high-end customer experience, superior market, product & brand awareness, and exceptional ability to match to customers' needs

To possess a full driving licence, have use of a roadworthy vehicle during working hours and be insured to transport goods.

To be fully aware of the need for a high level of accuracy and organisation skills, when it comes to recording information, and handling monies and receipts

To be flexible and possess the ability to work independently, using own initiative and be self-motivated to offer a personal, quality service

To have the experience and ability to work as part of a high-performing team

Excellent English verbal and written communication skills are required

#### **OTHER:**

Salary £9.20 per hour –to A discretionary bonus is offered for those who exceed sales targets - A stakeholder pension scheme with matched contributions (4% employee/4% employer) - 45p per mile is paid for any necessary travel - 29 days holiday including statutory holidays are provided -

#### **4. Application Form – Personal Shopper**

**This is a sample of an application form you might have to fill in for this position. Have a go at filling this in using your own information. We've added guidance for filling in the personnel specification criteria. See if you can create your own responses.**

Please complete this form legibly and return it on or before the closing date specified in the advertisement. Candidates must outline clearly how their qualifications and experience meet both the essential and desirable requirements. All information given will be treated with the strictest confidence.

#### **1. POSITION APPLIED FOR: PERSONAL SHOPPER**

#### **2. PERSONAL DETAILS**

Surname:	Telephone number (Home):	
Forenames:	Telephone number (Mobile):	
Title:	Telephone number (Work):	
Address:	Postcode:	
<b>Do you have the right to work in the UK?</b>  Note: the company will require proof of this right before an offer of employment can be confirmed – e.g. Birth certificate and/or any other appropriate document required to confirm your right to work in the UK as required by the Asylum and Immigration Act 1996	<b>Yes</b>	<b>No</b>

#### **3. EDUCATION**

<b>From</b>	<b>To</b>	<b>Type of School - High School or College</b>	<b>Examinations taken and Qualifications Gained (Specify Grades)</b>
-------------	-----------	--	--

--	--	--	--

**4. FURTHER/ HIGHER EDUCATION**

<b>From</b>	<b>To</b>	<b>Name of Institution (state if Full or Part Time)</b>	<b>Subjects Taken and Qualifications Gained (Specify Grades or Degree Class Obtained)</b>

**5. MEMBERSHIP OF PROFESSIONAL ORGANISATIONS**

<b>Date Joined</b>	<b>Institute/ Organisation</b>	<b>Grade Of Membership (Where appropriate)</b>

**6. EMPLOYMENT RECORD** (Please list chronologically, starting with current or last employer)

<b>Name and Address of Employer and Nature of Business:</b>	<b>From:  To:</b>	<b>Job Title:  Job Function/ Responsibilities:</b>	<b>Final Salary and Reason for Leaving</b>

## 7. TRAINING

Details of training courses attended and awards achieved, including dates, if appropriate:

## 8. SUITABILITY FOR THIS POSITION

Please detail your suitability for this position under the relevant headings below stating when and where skills and experience were gained.

<p><b>Criteria 1</b> - To have high-end customer experience, superior market, product &amp; brand awareness, and exceptional ability to match to customers' needs</p> <p><b>This requires details of your customer service experience with specific examples of how you have 'delighted customers. You need to include what you did, how you did it, and what customer feedback you received.</b></p>
<p><b>Criteria 2</b> - To possess a full driving licence, have use of a roadworthy vehicle during working hours and be insured to transport goods.</p> <p><b>This is a straightforward answer. Having a roadworthy car and driving license with the right type of insurance is known as a job requirement.</b></p>
<p><b>Criteria 3</b> - To be fully aware of the need for a high level of accuracy and organisation skills, when it comes to recording information, and handling monies and receipts.</p> <p><b>You'll need to provide examples of applying a detail conscious approach, how you've organized a schedule and how you've handled money. If you've used spreadsheets, databases, or other recording system, you can add this in too.</b></p>

**Criteria 4** - To be flexible and possess the ability to work independently, using own initiative and be self- motivated to offer a personal, quality service

This section is exploring your motivation to be self-sufficient and not to be closely-managed. Obviously the company will provide guidelines and there will be a manager to report to, but you'll need to give examples of where you've operated independently, used initiative and delivered quality.

**Criteria 5** - To have the experience and ability to work as part of a high-performing team

You'll need to provide examples of effective team-work, and how you've worked as a team member; Think about if you've lead a team, or offered ideas to further team progress, or have offered support to other team members. The outcome of teamwork will be important to emphasise too.

**Criteria 6** - Excellent English verbal and written communication skills are required

This will be tested in how you've articulated your responses in the application form, and also in the interview, if you are selected. You'll need to confirm that you possess these as this is a job requirement.

## 9. DISABILITY DISCRIMINATION ACT 1995

If you require any special arrangements to be made to assist you if called for interview, please let us know in advance of the interview.

## 10. REFEREES

Please give the details of two work related referees, including your current or most recent post. Referees will not be contacted without your prior approval.

Name:	Name:
Position:	Position:
Company:	Company:
Address:	Address:

Telephone No.:	Telephone No.:
Nature of Relationship:	Nature of Relationship:

**11. VERIFICATION OF INFORMATION**

I certify that all information which I have provided is correct. I understand that any false information given may result in a job offer being withdrawn.	
Signature:	Date:

**5. Interview Content – Practice your Examples**

**Using the STAR Technique to Give Examples**

We covered providing these examples in the application form completion section, so let’s take some time to prepare example to be spoken at interview.

As a guide to the process of collecting behavioural examples, a technique called **STAR** is utilised. To be a good predictor of future behaviour, an example of past behaviour must contain:

- ⊕ The **S/T** - Situation or Task you faced.
- ⊕ The **A**ction you took. (What did the person do? What behaviours did they display)
- ⊕ The **R**esult of the candidate’s actions.

These are the type of questions you may be asked.

**Situation or Task (S/T)**

Describe what led up to that.

Could you give me a specific situation in which you used that approach?

What was the most memorable time when that happened?

What caused you to . . . ?

Why did you . . . ?

When was that?

What were the circumstances surrounding . . . ?

Who was that customer (co-worker, team member)?

What were you reacting to?

### **Action (A)**

Exactly what did you do?

How were your actions different here from . . . ?

How did you react?

Describe specifically how you did that.

What was your part of the project, and how did you handle it?

Walk me through the steps you took . . .

What did you say to him?

What did you do first . . . ?

### **Result (R)**

What was the result?

What was the outcome?

How much did you save? (if asked about budget)

Was it completed on time? (if asked about timeline)

What feedback did you receive?

What did you learn from the experience?

### **Practical**

The following are examples of the type of questions you could be faced with answering at interview: Spend between **30 - 40 minutes** preparing your answers to these questions, using the STAR technique below.

**Give me an example of a time you responded to a customer complaint?**

How did the complaint arise?

What was your role?

How was this resolved?

What feedback did you obtain?

Your reply:

S

T

A

R

**Tell me about a time when you worked well as part of a team?**

What was the project or task?

What was your role?

What did you do?

What difficulties did you encounter?

What was the outcome?

S

T

A

R

**Can you please tell me/us about a time when you had to prepare for an important customer face-to-face meeting?**

Why was it important?

What approach did you take to the preparation?

Did you involve others?

What happened as a result?

Your reply:

S

T

A

R

## **6. Reflections Exercise - After the Interview**

**If you are new to being interviewed, it may take some practice before you can really ace the interview. Take some time to answer the following questions.**

- 1. In general, how did the interview go? Did it proceed as you had expected or were you surprised by the process in some way? Explain your reasons:**
- 2. What do you think your best interview answer was? Why?**

3. If you were to meet with the interviewer again, what new questions would you want to be sure to ask?
4. How did the interviewer make you feel? Explain your thoughts:
5. What could you do to improve your interview performance next time?

## 7. Networking Exercise - Degrees of Separation

Picture or draw a dart board with three concentric circles (a middle bull's eye/target with a larger circle around it, and then another larger circle around it).

The middle circle – or the bull's eye – is your **FIRST DEGREE CONTACTS**. These are the people closest to you - those people in your life who you love and can depend on. You see these people often and have good relationships with them. Examples of people in your first degree might include: parents and siblings, best friends, relatives (including grandparents, aunts, uncles, and cousins), coaches, a boyfriend or girlfriend, etc.

Write down their name and relationship to you:

The next circle is your **SECOND DEGREE CONTACTS**. The people in this circle are those you know, but not that well and you might only feel comfortable interacting with them occasionally. These people are aware of you, and you are aware of them, but you don't have a close relationship. Some of these people might be those you say "hi" to in school or at the gym, the barista at the local coffee shop, the neighbour who waves to you while walking the dog.

**EXAMPLES** of people in your second degree might include: colleagues (if you have a job), teachers or career counsellors, your friends' parents, neighbours, etc.

Write down their name and relationship to you:

The outermost circle is your **THIRD DEGREE CONTACTS**. These are people who you **WANT** to meet or know. These are people who could potentially help you with your career dreams. This could be anyone. Don't underestimate yourself! These might include someone you see at a social event who's studying the degree you want to study, or working somewhere you're interested in working, e.g. a Store Manager at a boutique.

Arrange to speak to them, or seek to initiate a conversation. Brainstorm what you'd like to achieve from a conversation and put a deadline of when you will do this.

### **8. Reflections Exercise**

Think about a time when someone made a biased judgment about you or acted unfairly toward you because of your age, skin colour, clothes you were wearing, gender, the way you speak, where you live, how much money your family has, or some other reason.

Why do you think those assumptions were made about you?

How did that experience make you feel?

How do you think you should have been treated in that situation?

### **9. Self- Analysis Exercise**

Look at the list of Belbin styles and see if you can pick out those you think suit your own style and personality. Then look at some key characteristics that make a productive team member.

Then honestly rate your level of confidence in each area and then devise a plan for how you can improve some of the areas you think might need a "jump start."

### **1: RELIABILITY**

This means: You can be counted on to get the job done. Other team members know they can rely on you and don't have to check up on progress.

#### **Rating:**

\_\_\_ Not so confident

\_\_\_ Fairly Confident

\_\_\_ Very confident

### **2: EFFECTIVE COMMUNICATOR & LISTENER**

This means: You express your thoughts and ideas clearly and directly, with respect for others. You listen to and respect different points of view. Others can offer you constructive feedback – and you don't get upset or defensive.

#### **Rating:**

\_\_\_ Not so confident

\_\_\_ Fairly Confident

\_\_\_ Very confident

### **3: ADAPTIVE PARTICIPATOR**

This means: You are prepared – and get involved in team activities. You are regular contributor. You adapt easily when the team changes direction or you're asked to try something new.

**Rating:**

\_\_\_ Not so confident

\_\_\_ Fairly Confident

\_\_\_ Very confident

**5: SHARES OPENLY AND WILLINGLY**

This means: You are willing to share information, experience, and knowledge with the group.

You don't withhold information to elevate your position and self-worth.

**Rating:**

\_\_\_ Not so confident

\_\_\_ Fairly Confident

\_\_\_ Very confident

**6: IDEA GENERATOR**

This means: You can see possibilities and options when the team gets stuck. Offers creativity to projects and helps with idea-generation to help problem-solving.

**Rating:**

\_\_\_ Not so confident

\_\_\_ Fairly Confident

\_\_\_ Very confident

## 7: POSITIVITY

This means: You instill a 'can-do' attitude and enthusiasm when tackling challenges. You seek to strengthen your relationships with your colleagues by taking time out to build their positivity and self-esteem.

### Rating:

\_\_\_ Not so confident

\_\_\_ Fairly Confident

\_\_\_ Very confident

## 8: COMMITTED

This means: You are responsible and dedicated. You always give your best effort! If you see a team member struggling you go out of your way to help. You understand that the team strength is based on more than your contribution. You work with other members of the team to accomplish the job - no matter what.

### Rating:

\_\_\_ Not so confident

\_\_\_ Fairly Confident

\_\_\_ Very confident

## **9: PROBLEM SOLVER**

This means: You are good about not going out of your way to find fault in others. You apply a methodology to resolve problems and focus of resolving issues. Learning from problems is also shared with the team to prevent the same issues happening again.

### **Rating:**

\_\_\_ Not so confident

\_\_\_ Fairly Confident

\_\_\_ Very confident

## **10: RESPECTFUL**

This means: You treat other team members with courtesy and consideration - all of the time. You know when to restrain your emotions and see things from the perspective of other team members too.

### **Rating:**

\_\_\_ Not so confident

\_\_\_ Fairly Confident

\_\_\_ Very confident

### **Consider your Answers:**

**Did you have mostly “not so confident” checked off?**

If so, you are still developing your confidence as a team player. These skills often take some time to develop – so don't worry. It might be helpful to reach out to someone you know and

trust to help you focus on developing a plan for working on some of the skills in which you would like to be more confident. Don't be afraid to ask for help. Asking for help when you need it is another great skill of a productive team player.

**Did you have mostly “fairly confident” checked off?**

If so, you are pretty confident in your teamwork skills – but could probably use a little extra support or development in a few areas. Invite someone close to you (someone you know and trust), to work with you on the areas you would like to improve. Most people would be really happy to help you! Learning the strategies to become a good team member takes time, energy, and dedication.

**Did you have mostly “very confident” checked off?**

If so, you are truly confident in your ability to be a good team player. Work out an area or two where you would like to continue to see improvement (since we should always be striving to be the best we can be) and develop a plan for how to further grow those skills. Also try to offer support to someone you know who might be struggling with building his or her own level of teamwork confidence

Plan:

Define the development need

Ideas to develop this need

Who can help?

How will I know if I'm more successful?

Use GROW which we covered earlier, if it helps you to structure the development need:

GOAL:

REALITY:

OPTIONS:

WILL:

## **10. Customer Service**

### **Reflections Exercise**

- 1. Think of an occasion where you observed a customer experience. What style do you see customer display, and what behaviour did you observe – either positive or negative to justify your answer?**
- 2. What behaviour may a customer expect from you?**
- 3. What are the key differences in your positive and negative behaviour?**
- 4. What can you do to adapt your style to meet a customer needs (if you see yourself displaying any negativity)?**
- 5. How can you influence your customers to adapt their style to meet your needs?**

## **11. Final Activity**

### **Self-Reflection Employability Exercise**

How do you want your life to be? What do you want to be doing a year from now or five years from now?

What are the 10 most important work values to you?

(Think about: helping others, challenge, advancement, risk taking, change and variety, prestige, stability, making a difference, social status, leadership, making decisions, security, artistic creativity, self-expression, and any others which apply to your circumstances)

What would you do if time, money, and experience were not a concern?

What would you do or learn if you knew you couldn't fail? Put fear to one side and allow your imagination to work without restrictions. Would you start a brand new career or start your own business?

What are you passionate and energised by?

What are your current skills, abilities, and talents?

Who will you network with?

How will you change any behaviours or attitudes?

Who will you seek feedback from?

What is stopping you from moving forwards and achieving your goals, including any self-limiting beliefs about yourself? You need to identify anything that is holding you back. It may be a physical issue (e.g. you don't have the necessary qualifications), or it may be mental (e.g. you don't believe you can succeed). Whatever it is, identify it and deal with it using the GROW tool

What are all of your choices?

What will you commit to now to move forwards?

List three actions you will take within:

1 month:

6 months:

1 year: