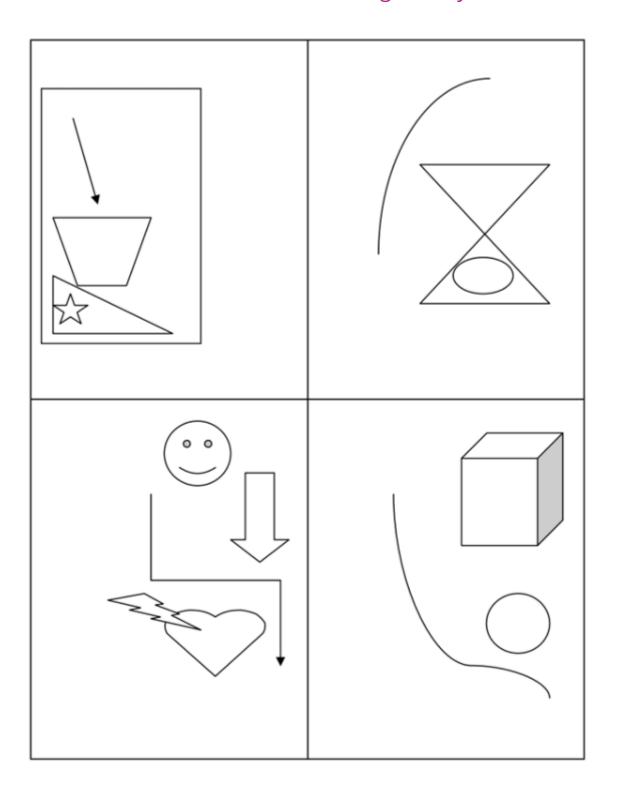




# Handout 1 - Drawing Activity







### Handout 2 - Are You Listening?

### SPEAKER

You are struggling with great anxiety because of tomorrow's interview for a job.

You can't find the right words to explain it to your best friend, and you're trying to find the way.

You are sad, nervous, biting your nails, and looking around. You need someone who will listen to you.

#### SPEAKER

You started a new job last week.

On the first day, you felt nervous and excited.

You weren't sure where to go or what to do.

Some people helped you, but others were too busy.
You're talking about how

it went and how you felt.

#### SPEAKER

At work last week, you had a very stressful day.

Everything seemed to go wrong.

A customer was rude to you.

Your manager gave you extra tasks.

You're sharing how overwhelmed and upset you felt.





### SPEAKER

You are talking about what happened to you yesterday.

You were having a nice day, but after coming home from work, you find out somebody robbed you.

You were terrified and you are now scared to go home.

#### SPEAKER

Fou've been looking for a job for a while.

You've applied to many places but haven't heard back.

It's starting to make you feel discouraged.

You want someone to understand how hard this is for you.

### SPEAKER

You recently learned to do something new at work or in training.

At first, you thought you couldn't do it.

But then you practised and got better.

You're proud of yourself and want to tell someone how it felt.





<b>S</b> LISTENER	<b>S</b> LISTENER	<b>S</b> LISTENER
Give advice you	¶s Interrupt and	© Don't make eye
weren't asked for.	prevent the speaker from finishing their	contact with the speaker.
	sentence.	
<b>S</b> LISTENER	<b>⊗</b> LISTENER	<b>©</b> LISTENER
Laugh when the	<b>11</b> Talk to someone	☐ Change the
speaker is serious.	else while the	subject frequently.
	speaker is talking.	
<b>S</b> LISTENER	<b>S</b> LISTENER	<b>S</b> LISTENER
Compliment the	😒 Put down what	•• Look around the
speaker frequently.	the speaker says.	room and appear
		distracted while the
		speaker is talking.
<b>S</b> LISTENER	<b>⊗</b> LISTENER	<b>S</b> LISTENER
♀ Act shocked or	Listen carefully	■ Scroll your phone
offended by what the	and ask relevant	while the speaker
speaker says.	questions.	talks.





OBSERVER	OBSERVER	OBSERVER
Watch how the	Watch how the	Watch how the
listener and speaker	listener and speaker	listener and speaker
behave. Stay silent.	behave. Stay silent.	behave. Stay silent.
OBSERVER	OBSERVER	OBSERVER
Watch how the	Watch how the	Watch how the
listener and speaker	listener and speaker	listener and speaker
behave. Stay silent.	behave. Stay silent.	behave. Stay silent.
OBSERVER	OBSERVER	OBSERVER
Watch how the	Watch how the	Watch how the
listener and speaker	listener and speaker	listener and speaker
behave. Stay silent.	behave. Stay silent.	behave. Stay silent.





## Handout 3 - Point of View

























# Handout 4 - I Messages

Scenario:	"I" Message:
You are working on a group project, and one member is not doing their part. You have repeatedly had to finish their work.	
Scenario:	"I" Message:
Your colleague has loud, personal conversations on the phone when you're trying to work.	





Scenario:	"I" Message:
Your boss keeps dumping new work on you, with little instruction, and not enough time. Despite working overtime, you're weeks behind.	
Scenario:	"I" Message:
You are a teacher. One of your learners is always looking at their phone during class.	





# **Scenario:**

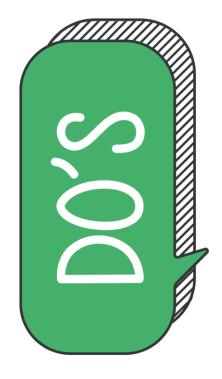
You've been driving your colleague to work for over a month.
They have never offered you money for gas.

# "I" Message:



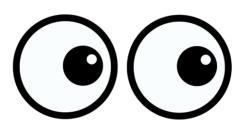


### Handout 5 - Interview Do's and Dont's





Make eye contact



Share examples, not just qualities











# Tell the truth if you don't know something





# Talk over the interviewer or rush to finish their sentence





# Lead the interview and ask most of the questions





# Show interest by nodding or smiling

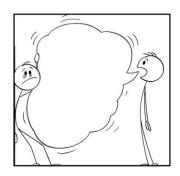








#### Oversharing your full life story when asked "Tell me about yourself"





#### Asking questions that test the interviewer (e.g., "What don't you like about this company?")





# Speaking negatively about past colleagues or bosses (even if it's true)





# Say something positive about the job or company









# Handout 6 - What are you good at?

### Personal Strengths (Who I am as a person)

• Reliable	I show up on time and people can count on me. I don't miss work without a good reason.
• Honest	I tell the truth and take responsibility for my actions.
Hardworking	I put effort into what I do and don't give up easily.
Patient	I stay calm when things take time or don't go as planned.
• Friendly	I smile, say hello, and make people feel welcome.
Willing to learn	I'm open to trying new things, even if I don't know them yet.
Positive attitude	I try to see the good in situations and people.
Calm under pressure	I don't panic when things go wrong or get busy.
• Focused	I can keep my mind on the task and avoid distractions.





Try my best	Even if it's difficult, I give it my full effort.

# People Skills (How I work with others)

Team player	I like working with others and helping the group succeed.
Good listener	I pay attention when people speak and try to understand them.
Respectful	I speak and act politely with everyone, even when I disagree.
Helpful	I like helping others without being asked.
Kind and caring	I notice when someone needs support and try to offer help.
Friendly with customers	I'm good at welcoming people and being polite in public.
Good at following rules	I listen to what needs to be done and follow instructions exactly.





### **Work-Related & Practical Strengths (What I'm good at doing)**

Good at keeping things clean	I like cleaning and making things look neat and tidy.
Good with hands	I like doing hands-on tasks like fixing, building, or using tools.
Like routine work	I enjoy jobs where I do the same task every day (e.g., laundry, sorting, stocking shelves).
Organized	I keep things in order and know where things belong.
Good with tools or machines	I feel confident using cleaning equipment, kitchen tools, or machines safely.
Follow instructions well	I listen and do exactly what I'm asked.
Work quickly and carefully	I don't waste time and I try not to make mistakes.





Good at managing time	I finish tasks on time and know when to ask for help.
Good memory	I remember tasks, rules, or instructions well.
Can do physical work	I'm okay with standing, walking, or lifting for longer periods.

### Handout 7 - Common Interview Questions

### ■ Tell me about yourself

Use these sentence starters to describe your background, experience, and strengths:

•	I have experience working in
•	I'm a person who is
•	I enjoy working with
•	I'm good at
•	Right now, I'm looking for a job where I can





V	What	are	vour	wea	kness	es?
	TTIME	ai c	your	TT GU		

Use these to share something you're working on and how you're improving:

•	Sometimes I find it hard to
•	But I'm working on it by
•	I used to have trouble with
•	But I've improved by
•	One thing I'm still learning is
•	I try to get better by
•	I get a bit nervous when
•	But I've learned to





### Can you tell me about your last job?

Use these to talk about your work tasks and experience:

- In my last job, I worked as a \_\_\_\_\_.
- My tasks included \_\_\_\_\_.
- I worked with a team to \_\_\_\_\_ .
- I liked that job because \_\_\_\_\_.
- I learned how to \_\_\_\_\_ .
- I left because \_\_\_\_\_.
- But I'm ready to start something new.





	6	Where	do v	vou see	yourself	in	one v	vear?
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Use these to show that you're motivated and thinking about your future:

- In one year, I hope to be working in \_\_\_\_\_

  and feeling more confident.
- I'd like to get better at \_\_\_\_\_ and maybe learn how to \_\_\_\_\_ .
- My goal is to \_\_\_\_\_ and grow step by step.



