

One on one Interview Script

Note: As this is a one on one or a direct interview with the applicant without any central presentation, it becomes all the more important on **how you show up and the energy you bring into the conversation.**

If the energy is low and if the applicant feels like they did not have a good conversation, you might lose out on them, so don't miss this chance to have an exciting conversation and leave them inspired!

A telephonic call is to be made prior to the applicant explaining about MAD, the roles and the interview so that the applicant can already come prepared for the roleplay during the interview.

Time	Flow	Guideline	Script
Knowing the applicant and their motivation			
1 min 10 seconds	Ice Breaking + Introduction	<ul style="list-style-type: none">- Welcome the candidate with a warm smile- Ensure the candidate is well comfortable in their seat before you start off	<p>Hello <applicant name> How are you doing? <wait for an answer></p> <p>How was your day so far? <wait for an answer></p> <p><i>If you notice they are nervous, make them comfortable with a warm smile. You can set context of the flow of the interview</i> "Hey, this is going to be more like a conversation to know a bit about yourself and why you're here. So feel free to be comfortable and ask as many questions you have."</p> <p>Okay, let me begin by introducing myself, I am <your name> and I have been part of MAD for <number of years you've been in MAD> years. I have done <your previous roles in MAD> roles over the years and I am currently doing <your current role> Make your intro relatable & inspiring!</p> <p>Can you tell me about yourself and what you do?</p>
1 min 5 secs	Why MAD?	<ul style="list-style-type: none">- Ask them 'Why do you want to work with children'- Demonstrate curiosity- Have an open body language	<p>Great! Alright, so let's get started. Can you tell me how did you hear about MAD & why you want to work with children and youth in need of care and protection?</p>
Understanding Commitment			

45 secs	Understanding of Applicant's Current Schedule and Commitment to Integration	<ul style="list-style-type: none"> -Begin by showing genuine interest in the applicant's daily routine. -Encourage the applicant to provide specific details about their typical day and week. -Emphasize the importance of incorporating the volunteer commitment into their existing schedule. 	<p>To get to know you better, could you please share with me how your typical week usually unfolds?</p> <p>It's essential for us to understand how we can align our commitments with your existing schedule.</p> <p>Please go ahead and provide as much detail as possible so we can work together to integrate this volunteer opportunity seamlessly into your routine.</p>
30 secs	Assess Commitment and Reliability	<ul style="list-style-type: none"> - Explain the significance of consistent attendance for the child's trust and learning. - Look for a clear, confident commitment from the candidate. 	<p>We require MADsters to commit 4-6 hours per week for a year. Building a relationship with the child is as important as teaching them, and it can only be built when they trust that one person will turn up every week. When a volunteer leaves midway, it not only affects their learning experience but disrupts this trust-building process and negatively impacts the child and youth. Can we count on you to be there for the child and youth every week for a year?</p>
Understanding Values			
1 min 20 secs	Cause above self	<ul style="list-style-type: none"> -Present a challenging scenario to assess the applicant's problem-solving abilities. -Encourage the applicant to detail their approach to balancing work responsibilities effectively. -Look for strategies that demonstrate prioritization, adaptability, and proactive communication. 	<p>Great, now I have a scenario for you to consider. Imagine you have a major assignment due or a critical project at work on the same day you are scheduled to teach a class. How would you manage this situation to ensure that you fulfill both responsibilities effectively?</p> <p>We are interested in understanding your problem-solving and time management skills in handling such challenging scenarios. Please share your approach with us, including how you would prioritize tasks, communicate with relevant parties, and ensure successful completion of both commitments</p>
1 min	Leadership Through Ownership	<ul style="list-style-type: none"> - How the volunteer has the potential to take ownership to solve a problem than cribbing about things - Check if the candidate demonstrates leadership by proposing a plan to improve the situation. 	<p>Imagine you are part of a group project. You are not aligned with the way your group leader is leading the project and conducting meetings. They are being very unproductive, going in circles, and leading to no outcome. You also notice that only half of the people are doing all the work while the rest aren't contributing. What would you do to address this situation and ensure the project progresses effectively?</p>

Mobilization and communication skill

30 + 60 secs	Assess Communication Skills and Mobilization for MAD	<ul style="list-style-type: none"> -Ask the candidate to speak with energy and passion. -Remind the candidate to keep the message short and to the point. - Look for how well they can convince someone to join 	Great, now I'd like to see how you communicate the mission and excitement of volunteering with MAD to others. Imagine I'm a friend or acquaintance and you have just 60 seconds to convince me to apply for volunteering with Make a Difference. Go ahead and make your pitch to me! Feel free to take a moment to gather your thoughts before you start. Ready? Go!
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Teaching (ASV) and mentoring (Wingman) skill

8 mins Roleplay	ASV section Roleplay & feedback (10 mins)	<ul style="list-style-type: none"> -Check that they are able to deliver content at students' level (FP / ED / TR) - Give feedback 	<p>Great ! Alright, so let's get started. Did you prepare for your task? Which one did you choose? <Applicant says which task they chose> Alright go for it.</p> <p>Roleplay: Imagine I/we are a child/children/youth and you are teaching this concept to me. I may not behave like a child but I will respond like a ____ grader (based on their choice of grade) You have 5 mins to teach. Ensure that you are considering my needs and understanding throughout the lesson, as the child.Include any platform or method that you find relevant to make the child understand the concept and to check for the understanding.You can choose to be as creative as you can, considering it's an online platform and you have ample resources to utilize.</p> <p>Here is a timer that I will switch on for 5 mins. So use your time wisely. Are you ready?</p> <p>Based on how they teach, ask them to first reflect on their own teaching and identify what they could have done better. Then, provide them with some critical feedback on their lesson. Tell them how they could have done it differently.</p> <p><At this point, make a decision whether you want to hire them></p>
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8 mins	Wingman section Roleplay & feedback (10 mins)	Refer to the script here Roleplay Part - I Pallavi (age 20) is an aftercare youth. She ran away from her PG two days before her re-exam, to move in with a man. She has been in a relationship with this man for six months now. If she misses her re-exam, she will have to repeat the whole year The youth feels that her family was pressuring her by saying that they would marry her off to another man whereas the youth's family denies the same. Pallavi has gotten in touch with you over a phone call where she expresses her interest in continuing her education. The objective of the role play is to push the applicant out of their comfort zone and see how they respond in a stressful situation. A few of the ways you can respond are: Push back the applicant in solutions/suggestions provided to see their level of perseverance. Mention what Pallavi's mother says: "My mother just want to get me married to the man she choses. Also, "My mother is ashamed of me and doesn't want to meet any of her relatives or friends. She says I have caused so much damage to her reputation." You can start whenever you are ready. We will timebox it to not more than 5 mins. Re-iterate that this is not made-up and check if they are still comfortable to progress with wingmanship	
Slot finalization and closing			
3 mins	Final decision and slot allocation (5 mins)	(very critical) <i>(Recommend them an option based on city requirements rather than completely giving them a choice which will leave them confused and make them constantly change their mind)</i>	If you have decided to hire them... <ol style="list-style-type: none">Center finalisation: Okay, I want to understand your Center, day and timings preference. These are the center in the city. I want to recommend <enter Center name> based on the current need. Is this okay with you? <Wait for their response and mutually decide best center for them based on MAD's need and volunteer convenience>Age group finalisation: Are you more comfortable teaching younger (5th to 7th) or older grades (8th to 12th). <If you as an evaluator are confident they can teach older children, recommend them older group due to the priority>Day, subject and class finalisation: Start with filling 12th and 10th standard first. Show them the options available on the 12th and 10th

			standard platform and finalize their slot.
30 seconds- 1 minute	Any Questions?		<p>Lastly, as you know, we look out for a number of things from time availability to positivity, understanding of MAD, ability to work in teams, overall maturity and child connect. We do this because we believe that our children deserve the best! We usually get about 15,000 applications every year, so we'll let you know within a week or so, and we have to try and choose the best for the children we work with. I hope you understand.</p> <p>Alright, that's all from our end. Any questions for us?</p> <p>If NO</p> <p>It was a pleasure meeting you, hope you found the recruitment workshop useful so far. Please wait outside. A volunteer will let you know about the way forward. All the best!</p>