Meeting Manners

Review the following to make the best first impression for telephone, virtual, and in-person interviews. Please ask the resource before you take screenshots, cell phone pictures, or otherwise record the meeting. Remember, being thoughtful and curious reflects the type of person you are and demonstrates why you participate in the World Affairs Challenge program.

- Be ready at least 10-15 minutes early
- Find a quiet space with no interruptions
- Check headset or microphone for sound quality
- Turn off/silence your phone and computer notifications to avoid distractions
- Mute your microphone until you are ready to talk.
- Be respectful of the community resource's time
- Be prepared to take notes (on a computer or in a notebook).
- Always ask permission to record anything for meeting

Telephone Interview Tips

- Make sure your phone is fully charged
- Connect with your partner on WhatsApp, so you have a backchannel in case something goes wrong
- Always let someone know if you put them on speakerphone or will record the conversation
- Speak slowly, clearly, and at a reasonable volume
- Use a positive tone of voice when people cannot see your body language

Virtual Meeting Tips

- Dress professionally, and comfortably
- Is your background tidy? Distracting backgrounds are generally discouraged.
- Make sure your full name appears properly in the meeting.
- Avoid conversations with household members off-camera.
- Do not walk around while on camera during live sessions.

In-person Interview Tips

- Dress professionally, and comfortably.
- Stay mindful of your body language
- Map out the address and your transportation the day before
- Be sure to arrive 5-10 minutes early. **It is better to wait than to be late!**

Demonstrate Active Listening

Active listening allows the community resource to feel heard and included. By the end of the meeting, you should have a basic understanding of the community's concerns and needs.

Most important: Listen carefully to community members as they discuss their concerns and Priorities.Use the 80/20 rule. The goal of the interview is to understand what the community resource has to share. Therefore, the community resource should speak for 80% of the time and you (or your team) for 20%.

Active vs. Passive Listening. There is a difference between active listening and passive listening. An active listener focuses on what is being communicated instead of simply "hearing" what is said. A passive listener is not fully present for the conversation. The key to being an

active listener is to be self-aware: Do you have difficulty listening or paying attention? If you are tired, are you easily distracted? When you are aware of your state of listening and what might impact that, you can better prepare.

Check out these active listening tips:
● Maintain eye contact (Unless, of course, you are the note taker).
● Don't interrupt. If you have a follow-up question, write it down.
● Ask follow-up questions, so you have clarity on what was shared.
● Use non-verbal cues to show you are engaged.
● Do not snack during the conversation, or otherwise engage with any activity that is not relevant to the interview.

Note Taking
If you plan to type notes on a computer, be sure to mute your mic while typing. Have multiple pens and some paper nearby in case you experience a technical issue and need to take handwritten notes. If you handwrite your notes, you will need to transcribe them into a document that you can share with your team.
All notes should contain the date, who was in the meeting, the name of the community resource, and the list of questions asked. Once you have reviewed your notes for clarity and grammar, upload the document into the team's Google Classroom Drive folder located in the Classwork tab so everyone can read it.
During the Interview
The interview will likely happen in this order:
1. Introduce yourself (name, school, location).
2. Briefly explain what you hope to gain from the conversation (use your elevator pitch!).
3. *** Ask permission if you want to record the conversation.
4. Ask your first question.
5. Before you say goodbye, Thank them (again) for their time.