

# 2020 MassHire Awards

INGENUITY

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# Ingenuity

in·ge·nu·i·ty

/,ɪnjə'n(y)ooədē/

the quality of being clever, original,  
and inventive



- New program in Boston – launched in spring 2019
- Goal to diversify the tech industry and give a leg up to individuals by providing training and a year-long paid apprenticeship
- Intensive screening process
  - Online assessment
  - Phone screen with Apprenti team
  - Interview with Apprenti team
  - Interview with Company hosting the apprenticeship
- Sought MassHire assistance to recruit for their programs



# The Meeting

- Discussed recruitment strategy
  - Heard about program's strengths and where it faces challenges
  - Candidates struggled to convey motivation, drive and persistence in a field where many had little to no experience
- Identified areas where MassHire Downtown Boston could assist
  - Interviewing Basics
  - Mastering Behavioral Questions
  - Mock Interviews



# The Plan

- Integrated MassHire resources into the Apprenti selection process
  - Online assessment
  - Phone screen with Apprenti team
  - MHDB offers Interview Basics and Behavioral Question workshop
  - Interview with Apprenti team
  - MHDB offers mock interviews to each candidate
  - Interview with Company hosting the apprenticeship
- Merged content from existing MassHire workshops
- Mock interviews scheduled during coaches “downtime”

# The Outcome

- Candidates consistently felt more confident about their interviewing abilities after MHDB workshops and mock interviews.
- Greatest gains were around:
  - Developing and asking the interviewer thoughtful questions
  - Describing a time when they overcame a challenge
  - Demonstrating tenacity and perseverance through responses
- Continued this partnership for 3 cohorts

# Adjustments During Covid-19

- Workshops offered remotely via ZOOM Webinar
- Mock interviews conducted using ZOOM Meeting



# Ingenuity?

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OR

offering resources in a slightly different way to meet a partner's common goal – YES!





# Your turn

- Has your center ever been asked to offer one of your workshops for a special audience?
  - What have been the barriers to accommodating that request?
  - How could they be overcome?
  - What resources do you have to overcome them?
  - Could an accommodation benefit other customers and the center?

# Thank you

## **Susan Buckley**

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