

## **2nd Interview Script**

*Do not “pitch” in the 2nd Interview. Your role is to help the candidate build confidence through asking questions that elicit a response illustrating how a position with Family Heritage meets their career/life goals.*

Build Rapport for 1-2 minutes. Introduce yourself in 60 seconds or less.

*“Do you have any pressing questions before we begin?” (Asking this question lets you hear what has been on their mind the last 24-48 hours. Use your discretion as to whether you answer that question immediately or during the course of the 2nd IV. But make sure you answer it.)*

1. **Go over slides 2-5.** “As you have seen from the career overview, finding the right FIT is one of the biggest priorities for us and for you. Based on what you know so far, why do you feel like this might be a FIT?”
2. “Believing in what you do matters; how do you feel about our products?” *Listen for relatability or experiences and ask them to share if comfortable. We want to see if there is an “emotional” connection to our products VS if they just think they’re “logical”.*
3. **Go over slides 6-8.** “How do you feel about walking into a business without a pre-set appointment?” (Listen for positive attributes and their level of confidence in themselves.)
  - What gives you confidence you can handle rejection when you get started?
4. “Understanding that this is an ownership position, you set your own schedule; how many hours do you see yourself working here?” *Wait for a response.* “Our most successful people work a very consistent 8:00AM-5:00PM, Monday-Friday schedule. Would you have any problem buying into that system?” (*Listen for their commitment to time.*)
5. “Have you ever been paid based on your performance before? How do you feel about commission/being in control of your income?” *Wait for a response.* “How does your family feel?”
6. “What are your monthly income requirements? What would you like to earn, and what is your bare minimum?” **Go over slides 9-17.**
7. “Is it important for you to be in a leadership position? Why? Why would you be an effective leader?” (*Listen for leadership attributes. Don’t accept surface level answers. Dig! Where did you learn those traits from? Who is your mentor and what have you learned from him/her?*) **Go over slides 18-26.**
8. “Tell me about other careers you’re interviewing for right now?” *Wait for a response.* “What is your timeframe to start a new career?”

9. "On a scale of 1-10, how interested in this career are you?" Wait for a response. "Why?" (If not 10... "What's keeping you from being at 10?" This will draw out their concerns that can be addressed.)

10. "What do you believe differentiates you from other candidates we have in the interview process?" (Again, ask the 2nd level question. "Tell me about that, can you elaborate...?" Allow them to sell themselves.)

11. Go over slides 27-30. "Do you currently own an iPad?" If not: "Can you afford to acquire one prior to training"

*End the Interview on a positive note. Let them know that you'll reach out on the next steps within 24 hours via email.*

*If you're moving forward, attach 2 spotlight videos, the enneagram test, and the ROP Video in an email. Then you're going to call or text them to let them know to check and to schedule a 2 hour follow day with a duplicatable agent.*

*If you're not moving forward. Have your HC send a "Moving On" email to them.*

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Key Notes & Score:

Personality: 1 2 3

Experience: 1 2 3

Situation 1 2 3

X-factor: 0 1

TOTAL \_\_\_\_\_

How to score a candidate:

Personality/Communication Skills:

1 = Makes you feel like a dentist. (Have to pull teeth for information)

3 = Outgoing, energetic, enthusiastic, relatable, listens without interrupting

Experience:

1 = Little or no experience working with the public

3 = Multiple years of sales/insurance experience with a record of stability.

Situation:

1 = Needs a paycheck next week; Has \$10K in bills per month; Single-parent with little/no support and very strict schedule.

3 = Financially comfortable with low monthly expenses; Can wait 4-6 weeks until first substantial paycheck; can live off of spouse's income early in career.