

**Summary Report for Individual Task
805B-79T-4401
Conduct an Officer Applicant Interview
Status: Approved**

Distribution Restriction: Approved for public release; distribution is unlimited.

Destruction Notice: None

Foreign Disclosure: FD1 - The materials contained in this course have been reviewed by the course developers in coordination with the RRS, Fort Jackson foreign disclosure authority. This course is releasable to students from all requesting foreign countries without restrictions.

Condition: A prospect arrives at your location for an Officer Applicant interview. You have access to your RWS, web based applications, reference materials, general office supplies, required documents, and leadership guidance. Standard MOPP 4 conditions do not exist for this task. See the MOPP 4 statement for specific conditions.

Standard: Prepare for and conduct a Strength Maintenance interview using CCS (Comprehensive Communication Skills) to include : prepare; execute (open, build trust, address concerns, discuss present, close); and follow up.

Special Condition: None

Safety Risk: Low

MOPP 4: N/A

Task Statements

Cue: None

DANGER
None

WARNING
None

CAUTION
None

Remarks: None

Notes: None

Performance Steps

1. Identify the type of strength maintenance interview you will conduct:

- a. Recruiting interview (go to Step 2).
- b. Attrition/retention interview (go to Step 3).

2. Conduct recruiting interview.

- a. Prepare for the recruiting interview.

NOTE: Prepare the interview area (when possible) by eliminating any potential distractions. Obtain RRPIs, regulations, and publications for use during the interview.

(1) Review results of prospecting interview (if applicable).

(2) Set objectives.

(a) Primary objective.

(b) Backup objective.

(3) Plan strategy.

b. Execute the recruiting interview.

(1) Open.

(a) Greet (ID/ARNG).

(b) Verify changes to APPLE-MD (if pre-qualification conducted during prospecting interview).

(c) Set agenda.

(d) Check interest.

(2) Build trust throughout interview by:

(a) Establishing rapport.

1 Use nonverbal skills (eye contact, body language, etc.).

2 Use verbal skills (volume, pitch, inflection, and enunciation).

3 Monitor surroundings (demonstrate respect for others feelings and time, be aware of distractions and check your attitude).

(b) Listen actively.

1 Confirm (restate your understanding of interviewee's statements).

2 Acknowledge (simply acknowledging the interviewee's statement was received).

3 Clarify (asked questions to further understand).

(c) Address concerns.

1 Ask questions (to understand).

2 Acknowledge.

3 Answer honestly.

(3) Discuss and present.

(a) Ask targeted questions.

1 Use open and closed questions.

2 Uncover motivators and values, THE TEAMS.

(b) Present targeted solutions.

1 Link relevant ARNG features that benefit the interviewee.

2 Explain benefits and how they work/impact the interviewee.

(c) Check for acceptance (see Note).

(d) NOTE: If no acceptance repeat step (3) as necessary. If you are unable to meet your primary objective, move on to your backup objective. Upon meeting your primary or backup objective move on to close. If you are unable to meet your backup objective thank the prospect (or lead) and ask for a referral.

(4) Close.

(a) Restate previously discussed benefits.

(b) State next logical step.

(c) Ask for commitment.

(5) Follow-up if the prospect is:

(a) Contracted, stay connected. Avoid the post-enlistment gap.

(b) Considering, review the interview, plan how you'll follow-up. (end of task).

3. Conduct attrition/retention interview.

a. Prepare for the attrition/retention interview.

NOTE: Determine incentive eligibility. Prepare the interview area (when possible) by eliminating any potential distractions. Obtain RRPis, verification documentation (such as UMR PQR), regulations, and publications for use during the interview.

(1) Review results of previous attrition/retention interviews (if applicable).

(2) Set objectives.

(a) Primary objective.

(b) Backup objective.

(3) Plan strategy.

b. Execute the attrition/retention interview.

NOTE: For retention interview validate Soldier's extension/immediate reenlistment eligibility after checking for acceptance.

(1) Open.

(a) Greet (ID/ARNG).

(b) Set agenda (what/why/time).

(c) Check for acceptance.

(2) Build trust throughout interview by:

(a) Establishing rapport.

1 Use nonverbal skills (eye contact, body language, etc.).

2 Use verbal skills (volume, pitch, inflection, and enunciation).

3 Monitor surroundings(demonstrate respect for others feelings and time, be aware of distractions and check your attitude).

(b) Listen actively.

1 Confirm (restate your understanding of interviewee's statements).

2 Acknowledge (simply acknowledging the interviewee's statement was received).

3 Clarify (ask questions to further understand).

(c) Address concerns.

1 Ask questions (to understand).

2 Acknowledge.

3 Answer Honestly.

(3) Discuss and present.

(a) Ask targeted questions.

1 Use open and closed questions.

2 Uncover motivators and values, THE TEAMS.

(b) Present targeted solutions.

1 Link relevant ARNG features that benefit the interviewee.

2 Explain benefits and how they work/impact the interviewee.

3 Check for acceptance.

NOTE: If no acceptance repeat step (3) as necessary. If you are unable to meet your primary objective, move on to your backup objective. Upon meeting your primary or backup objective move on to close. If you are unable to meet your backup objective thank the Soldier and ask for a referral.

(4) Close.

(a) Restate previously discussed benefits.

(b) State next logical step.

(c) Ask for commitment.

(5) Follow-up if the prospect is:

(a) Contracted, stay connected. Avoid the post-extension/immediate reenlistment gap.

(b) Considering, review the interview, plan how you will follow-up. (end of task).

(Asterisks indicates a leader performance step.)

Evaluation Guidance: Score "GO" if Soldier correctly performs all performance measures. Score "NO GO" if Soldier incorrectly performs one or more performance measure. Provide on-the-spot correction should the Soldier experience minor difficulty. Consider directing self-study or on-the-job training for Soldiers who experience major difficulties in task performance.

Evaluation Preparation: This task may be evaluated by two methods:a. Self Evaluation. Perform the task on the job using the materials listed in the Conditions Statement. Evaluate yourself, using the performance measures, graded IAW the Evaluation Guidance section.b. Supervisor's Evaluation. Ensure that the Soldier(s) have the material shown in the Condition statement to accomplish the task. When you feel they are able, have them perform the task on the job. Grade them using the Performance Measures, IAW the Evaluation Guidance section.

PERFORMANCE MEASURES	GO	NO-GO	N/A
1. Identified the type of strength maintenance interview.			
a. Recruiting interview (go to Step 2).			
b. Attrition/retention interview (go to Step 3).			
2. Conducted recruiting interview.			
a. Prepared for the recruiting interview.			
(1) Reviewed results of prospecting interview (if applicable).			
(2) Set objectives.			
(a) Primary objective.			
(b) Backup objective.			
(3) Planned strategy.			
b. Executed the recruiting interview.			
(1) Opened.			
(a) Greeted (ID/ARNG).			
(b) Verified changes to APPLE-MD (if pre-qualification conducted during prospecting interview).			
(c) Set agenda.			
(d) Checked interest.			
(e) Determined eligibility (APPLE-MD) after checking for interest if not, conducted during prospecting interview.			
(2) Built trust throughout interview by:			
(a) Established rapport.			
1 Used nonverbal skills (eye contact, body language, etc.).			
2 Used verbal skills (volume, pitch, inflection, and enunciation).			
3 Monitored surroundings (demonstrated respect for others feelings and time, aware of distractions and checked attitude).			
(b) Listened actively.			
1 Confirmed (restated understanding of interviewee's statements).			
2 Acknowledged (acknowledged the interviewee's statement was received).			
3 Clarified (asked questions to further understand).			
(c) Addressed concerns.			
1 Asked questions (to understand).			
2 Acknowledged.			
3 Answered honestly.			
(3) Discussed and presented.			
(a) Asked targeted questions.			
1 Used open and closed questions.			
2 Uncovered motivators and values, THE TEAMS.			
(b) Presented targeted solutions.			
1 Linked relevant ARNG features that benefited the interviewee			
2 Explained benefits and how they work/impact the interviewee			
(c) Checked for acceptance (see Note).			
(d) NOTE: If no acceptance, repeated step (3) as necessary. If unable to meet primary objective, moved on to backup objective. Upon meeting primary or backup objective moved on to close. If unable to meet backup objective thanked the prospect (or lead) and asked for a referral.			
(4) Closed.			
(a) Restated previously discussed benefits.			
(b) Stated next logical step.			

(c) Asked for commitment.			
(5) Followed-up. If the prospect is:			
(a) Contracted, stay connected, avoided the post-enlistment gap.			
(b) Considering, reviewed the interview, planned follow-up (end of task).			
3. Conducted attrition/retention interview.			
a. Prepared for the attrition/retention interview.			
(1) Reviewed results of previous attrition/retention interviews (if applicable).			
(2) Set objectives.			
(a) Primary objective.			
(b) Backup objective.			
(3) Planned strategy.			
(4) For Retention interview, determined extension/immediate reenlistment eligibility of Soldier and determine incentive eligibility. Prepared the interview area (when possible) by eliminating any potential distractions. Obtained RRPis, verification documentation (such as UMR PQR), regulations, and publications for use during the interview.			
b. Executed the attrition/retention interview.			
(1) Opened.			
(a) Greeted (ID/ARNG).			
(b) Set agenda (what/why/time).			
(c) Checked for acceptance.			
(d) For retention interview, validated Soldier's extension/immediate reenlistment eligibility after checking for acceptance.			
(2) Built trust throughout interview by:			
(a) Established rapport.			
1 Used nonverbal skills (eye contact, body language, etc.).			
2 Used verbal skills (volume, pitch, inflection, and enunciation).			
3 Monitored surroundings (demonstrated respect for other's feelings and time, be aware of distractions and check your attitude).			
(b) Listened actively.			
1 Confirmed (restated your understanding of interviewee's statements)			
2 Acknowledged (simply acknowledging the interviewee's statement was received.)			
3 Clarified (asked questions to further understand).			
(c) Addressed concerns.			
1 Asked questions (to understand).			
2 Acknowledged.			
3 Answered honestly.			
(3) Discussed and presented.			
(a) Asked targeted questions.			
1 Used open and closed questions.			
2 Uncovered motivators and values, THE TEAMS.			
(b) Presented targeted solutions.			
1 Linked relevant ARNG features that benefited the interviewee.			
2 Explained benefits and how they work/impact the interviewee.			
(c) Check for acceptance (see Note).			
(d) NOTE: If no acceptance repeat step (3) as necessary. If you are unable to meet your primary objective, move on to your backup objective. Upon meeting your primary or backup objective move on to close. If you are unable to meet your backup objective thanked the Soldier and asked for a referral.			

(4) Closed.			
(a) Restated previously discussed benefits.			
(b) Stated next logical step.			
(c) Asked for commitment.			
(5) Followed-up. If the prospect is:			
(a) Contracted, stay connected, avoided the post-extension/immediate reenlistment gap.			
(b) Considering, reviewed the interview, planned follow-up (end of task).			

Supporting Reference(s):

Step Number	Reference ID	Reference Name	Required	Primary
	AR 40-501	Standards of Medical Fitness	Yes	No
	AR 600-9	The Army Body Composition Program	Yes	No
	AR 601-210	Active and Reserve Components Enlistment Program	Yes	No
	DA PAM 611-21 SMARTBOOK	MOS Smartbook	Yes	No
	NG PAM 601-1	Personnel Procurement - Army National Guard Strength Maintenance Program	Yes	No
	NGR 600-100	Federal Recognition and related Personnel Actions	Yes	No
	NGR 600-101	Warrant Officers, Federal Recognition and Related Personnel Actions	Yes	No

Environment: Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert to ways to protect our environment during training and missions. In doing so, you will contribute to the sustainment of our training resources while protecting people and the environment from harmful effects. Refer to FM 3-34.5 Environmental Considerations and GTA 05-08-002 ENVIRONMENTAL-RELATED RISK ASSESSMENT.

Safety: In a training environment, leaders must perform a risk assessment in accordance with ATP 5-19, Risk Management. Leaders will complete the current Deliberate Risk Assessment Worksheet in accordance with the TRADOC Safety Officer during the planning and completion of each task and sub-task by assessing mission, enemy, terrain and weather, troops and support available-time available and civil considerations, (METT-TC). Note: During MOPP training, leaders must ensure personnel are monitored for potential heat injury. Local policies and procedures must be followed during times of increased heat category in order to avoid heat related injury. Consider the MOPP work/rest cycles and water replacement guidelines IAW FM 3-11.4, Multiservice Tactics, Techniques, and Procedures for Nuclear, Biological, and Chemical (NBC) Protection, FM 3-11.5, Multiservice Tactics, Techniques, and Procedures for Chemical, Biological, Radiological, and Nuclear Decontamination.

Prerequisite Individual Tasks : None

Supporting Individual Tasks : None

Supported Individual Tasks : None

Supported Collective Tasks : None

ICTL Data :

ICTL Title	Personnel Type	MOS Data
79T ARNG Recruiting and Retention-SL4	Enlisted	MOS: 79T, Skill Level: SL4, ASI: V7, Duty Pos: REA, SQI: 4