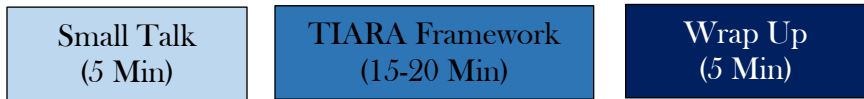


**TIARA Framework**  
by Steve Dalton

The Structure of an Informational Interview:



An informational interview is a great way to learn about a career or company of interest to you and the TIARA Framework Is an organized way to ask questions during an Informational Interview. This technique is created by Steve Dalton. For more information you can view these videos as well: <https://youtu.be/qKxjK2JtdGw> and <https://youtu.be/8FsUm5noXEM>.

Before you schedule a meeting, here are some key points to keep in mind:

- Being likable is easy
- Be an active listener and don't be distracted. Make them feel heard and appreciated.
- Don't ask all of the question below. Asking one question within each category works well and leave time for follow up questions. A 15 minutes conversation will probably not provide enough time to get through the TIARA framework and that's okay!

<b>TRENDS</b>	<p>What are the various jobs in this field or organization?</p> <p>What does your typical day look like?</p> <ul style="list-style-type: none"> <li>• What kinds of problems do you deal with?</li> <li>• What kinds of decisions do you make?</li> <li>• What percentage of your time is spent doing what?</li> </ul> <p>What sorts of changes are occurring in your occupation?</p> <p>What skills or talents are most essential to be effective in this field?</p> <p>What is the average length of time for an employee to stay in the job you hold?</p> <p>What work-related values are strongest in this type of work (security, income, variety, etc.)?</p> <p>How is the economy affecting this industry?</p> <p>From your perspective, what are the problems you see working in this field?</p> <p>What are the major frustrations of this job?</p>
<b>INSIGHT</b>	<p>Why did this type of work interest you, and how did you get started?</p> <p>What part of this job do you personally find most satisfying? Most challenging?</p> <p>Do you find your job exciting or boring? Why?</p> <p>What were the keys to your career advancement? How did you get where you are?</p> <p>If your job progresses as you like, what would be the next step in your career?</p> <p>If your work were suddenly eliminated, what kinds of work do you feel prepared to do?</p> <p>How has your job affected your lifestyle?</p> <p>What interests you least about the job or creates the most stress?</p> <p>If you could do things all over again, would you choose the same path for yourself?</p> <p>What abilities or personal qualities do you believe contribute most to success in this field/job?</p> <p>What entry-level jobs are best for learning as much as possible?</p>

ADVICE	<p>How did you get your job? What jobs and experiences have led you to your present position?</p> <p>How does a person progress in your field? What is a typical career path in this field or organization? What is the best way to enter this occupation?</p> <p>What are the major qualifications for success in this occupation?</p> <p>Do you have any advice for someone interested in this field/job?</p> <p>Do you have any special words of warning or encouragement as a result of your experience?</p>
RESOURCES	<p>Are there any written materials you suggest I read?</p> <p>Which trade/professional journals and organizations would help me learn more about this field?</p> <p>With the information you have about my education, skills, and experience, what other fields or jobs would you suggest I research further before I make a final decision?</p> <p>Who is the department head or supervisor for this job?</p> <ul style="list-style-type: none"> <li>• Where do you and your supervisor fit into the organizational structure?</li> <li>• Who else do you know who is doing similar kinds of work or uses similar skills?</li> <li>• What other kinds of organizations hire people to perform the functions you do here?</li> <li>• Do you know of other people whom I might talk to who have similar jobs?</li> </ul> <p>My strongest assets (skills, areas of knowledge, personality traits, values) are:_____.</p> <p>Where would they fit in this field? Where would they be helpful in this organization?</p> <p><i>If you feel comfortable and it seems appropriate: Would you mind taking a look at my resume?</i></p>
ASSIGNMENTS	<p>What things did you do before you entered this occupation?</p> <ul style="list-style-type: none"> <li>• Which ones have been most helpful?</li> <li>• What other jobs can you get with the same background?</li> </ul> <p>What are the educational, requirements for this job?</p> <ul style="list-style-type: none"> <li>• What other types of credentials or licenses are required?</li> <li>• What types of training do companies offer persons entering this field?</li> </ul> <p>Does your work relate to any experiences or studies you had in college?</p> <p>How well did your college experience prepare you for this job?</p> <p>What courses have proved to be the most valuable to you in your work?</p> <p>What kinds of experience, paid or unpaid, would you encourage for anybody pursuing a career in this field?</p>

*If you are interested in working for the same organization as your interviewee, here are some additional questions you could ask:*

- What do you like most about this company?
- How would you describe the working atmosphere and the people with whom you work?
- How does your company differ from its competitors?
- What does the company do to contribute to its employees' professional development?

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*Remember:*

*Thank them for their time and cite a couple of key takeaways from the conversation. Then ALWAYS follow up with a written and/or thank you email.*

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