

Effective Interviewing Tips

**Why do organizations hire
the wrong employee?**

- Need to fill a position quickly
- Didn't research or find out enough about the candidate and candidate's skills
- Didn't identify necessary characteristics needed for the job
- Unskilled interviewers
- Failure to check references or review previous employee records if rehiring

**There are hundreds of thousands
of sites
for candidates to use
to prepare for
an interview.**

- Top 10 Things You Should Never Say in an Interview

- 10 Ways to Make a Great Impression at Your Interview

- Smart Answers to Common Interview Questions

- Job Interview Guide for Dummies

Rethink Your Interview Process

Take Time to Determine Your
Real Need



You're not hiring a position, you're hiring a result.

- Identify what successful looks like in the position – skills, attributes, etc.
- Think about cultural fit.
- Think about the team as a whole.




Take It Upon Yourself to
Ensure Every Candidate
Will Be at Their Best

All candidates should know exactly what to expect –no uncertainty.

- When, what, who, where, how long.
- Give info when scheduling the interview AND when starting the interview.

Do More Research on the
Candidate Than the
Candidate Does on Your
Organization



Know as much as possible ahead of time about the candidate.

- Start by studying the resume, application, etc.
- Phone-screenings, references, assessments
- Your goal is to read between the lines and get a “feel” for the candidate.

Prepare Interview Questions

Legal??

Illegal??



Are you a U.S citizen?

Illegal

Say instead:

**Are you authorized to work
in the U.S.?**

**Have you ever suffered a
workplace injury?**

Illegal

Say instead:

Accurately describe the job.

**Then say: Can you perform
all of these functions?**

**How long did you stay in
your last job?**

Legal

**Why do you want to work
here?**

Legal

What religious holidays do you practice?

Illegal

Say instead:

Are you able to work our required schedule of ...?

**How long have you been
working?**

Illegal

Say instead:

**How long have you been
working in (a specific
job/industry)?**

You cannot ask candidates about:

- Age
- Sex
- Religion
- Race
- National Origin
- Marital/Family Status
- Disabilities
- Health Status

Only ask questions specifically related to the job and its functions.

- Specific roles/responsibilities at other jobs
- Likes/dislikes pertaining to work
- Job knowledge

Prepare Some Basic Interview Questions

- **What are your strengths?**
- **What are your weaknesses?**
- **Why do you want this job?**
- **What type of schedule are you available to work?**

Prepare Some Behavioral Interview Questions

- **Give me an example of.....**
- **Tell me about a time.....**
- **Describe a situation where
you.....**
- **Lay out for me the steps you take
to.....**

Make Sure the Interview
is a Conversation,
Not an Interrogation

The best interviews are great conversations.

- You can't have a great conversation with someone you don't know.
- It can't be a monologue delivered by the interviewer. Never, ever take over.

Know When to Go Off Script

You should follow a specific set of questions, BUT the best questions are follow-ups.

- Listen to the initial answer, pause, ask questions.
- Your job is to get the details they never planned to share.

PROBE

- Tell me more about...
- Give me more specifics on...
- What was the outcome of...
- What exactly did you say when...
- How did you feel about....
- What made you decide to do it that way?
- Who else was involved?

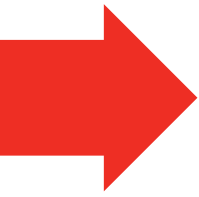
Always Describe the
Next Steps in Detail

Don't make a candidate ask about next steps.

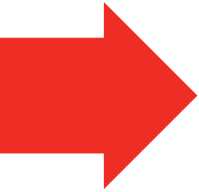
- Explain the rest of the process – what you will do, when you will do it.
- Provide closure to every candidate – follow-up as needed.

Interview Structure

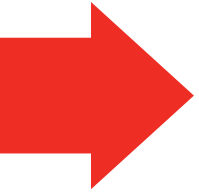




Environment



Introduction



Ask Questions You Prepared



Ask Candidate for Their Questions

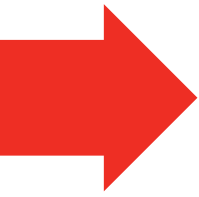


Describe Next Steps



Interview Pitfalls

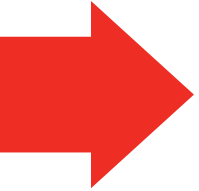




Interviewer talking too much



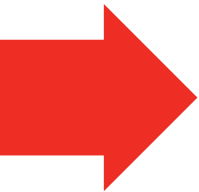
**Giving evaluative feedback
verbal and nonverbal**



Being unprepared



Not probing

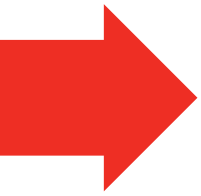


Not taking notes



Tips & Tricks





If possible, complete blind screenings



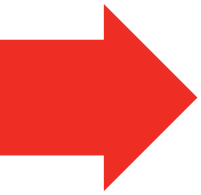
Interview with others/group setting



80/20 rule



Minimize distractions



Use & compare scores



Tools:

Behavioral Interview Questions

Interview Toolkit