



Interviewing Tactics and Strategies to Hire Effectively



Today's Objectives:

- Understand why it's important to hire effectively
- Understand evaluation techniques to identify the most qualified
- Tips and guidelines for conducting an interview
- Your responsibility in the interviewing process
- Question tactics
- What to expect and look for in the responses
- 5 deadly sins of interviews
- Understanding the outcome of the interview
- Legalities of what can and cannot be done/said
- Closing the interview



Strategic = large scale, long term goals.



Tactical = implementation of plans for short term goals.





Critical to avoid - a Bad Hire!

- Success questionable
- Time
- Money
- Havoc
- Customer interactions



...in addition

- More at stake
- Qualifications are escalating
- Technology



First step is a well thought out job description.

What attributes are needed to succeed???



What are the pre-requisites?

Hard criteria, like;

- 1) What are the necessary skills?
- 2) What would make a successful candidate?
- 3) What would make a unsuccessful candidate?
- 4) Why have people left this position previously?
- 5) What is the most difficult part of this job?



Evaluation!

- Essential to establish an efficient method for evaluating candidates.

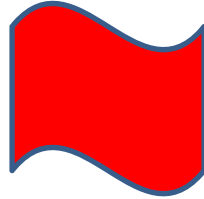


Basic overview...

- Scan
- Drill down
- Separate
- Score



RED FLAGS!



- Functional format
- Sloppy or confusing
- Excessive short tenures
- Vague wording
- Personal information



A phone interview may be necessary...

- Quick insight
- More interpersonal skill may come through
- Can clear up confusion for clarification
- Dedicate 15-30 minutes



References or current employer check.

Does information match?

How long and how well does the reference know the candidate?

Was the reference in a position to evaluate candidates work?

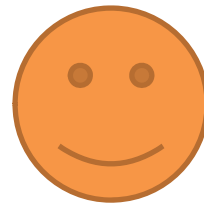
Job similarities?

Document unsuccessful reference checks.



The Main Event!!!

Be positive and upbeat, you want the candidate to want to work for PDOP, you are most likely the first contact!





The basics of the set-up...

- Know the job description
- Review everything
- Set up agenda
- Write the questions down
- Space



Your “personal” set-up...

- Concentrate on the candidate
- Don't interrupt
- Fight distractions
- Keep note taking to a minimum
- Practice, practice, practice



Types of Questions

- Close ended
- Leading
- Off the wall

Continued...



Types of Questions continued...

Behavioral. Tries to evaluate;

- Integrity
- Leadership
- Initiative
- Communication skills
- Problem solving skills
- Interpersonal skills
- Adaptability



Types of Questions continued...

Situational. Tries to predict actions and character traits for future situations in the work environment.



5 questions to consider...

1. What interests you about this job and what skills and strengths can you bring to it?
2. In a way that anyone could understand, can you describe a professional achievement that you are proud of?
3. How have you changed the nature of your current job?
4. What sort of work environment do you prefer? What brings out your best performance?
5. I see that you've been unemployed for the past... Why did you leave your last job, and what have you been doing since?



What you should be looking for in the responses...

- Situation
- Task
- Action
- Result





5 Deadly Sins



1. Not devoting enough time
2. Not being consistent
3. Talking too much
4. Playing armchair Psycho-Analyst

Continued...



...5 Deadly Sins continued.

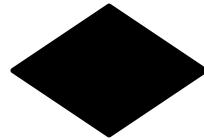
5. Avoiding interview bias

- Halo effect
- Pitchfork effect
- Stereotyping
- Initial impression



Bad Interview, Bad Hire???

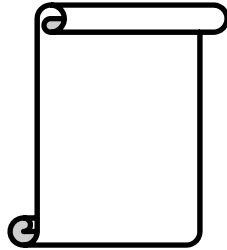
Knowing different types of interviewees may help you find the diamond in the rough.



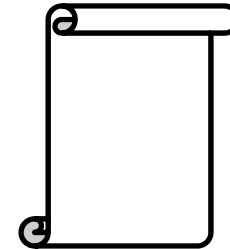


The types...

- The Clam
- The Motor Mouth
- The Sensitive Type
- The Smooth Talker



Legalities



Don't...

- Have interviewer bias
- Not ensure standardized interview
- Forget details
- Write notes on resumes



Closing the Interview

- Let the Candidate ask questions
- Let them know next steps
- End it on a sincere note
- Escort them to the door



QUESTIONS???



THANK YOU!