

A Recruiters Guide to Interviewing

Rachel Owens

DCM Trainer 3 years

Industry Experience

- Hospitality Sector
(Management)
- Life Science Sector
(Recruitment)
- Public Sector
(Administration)



Topics Covered

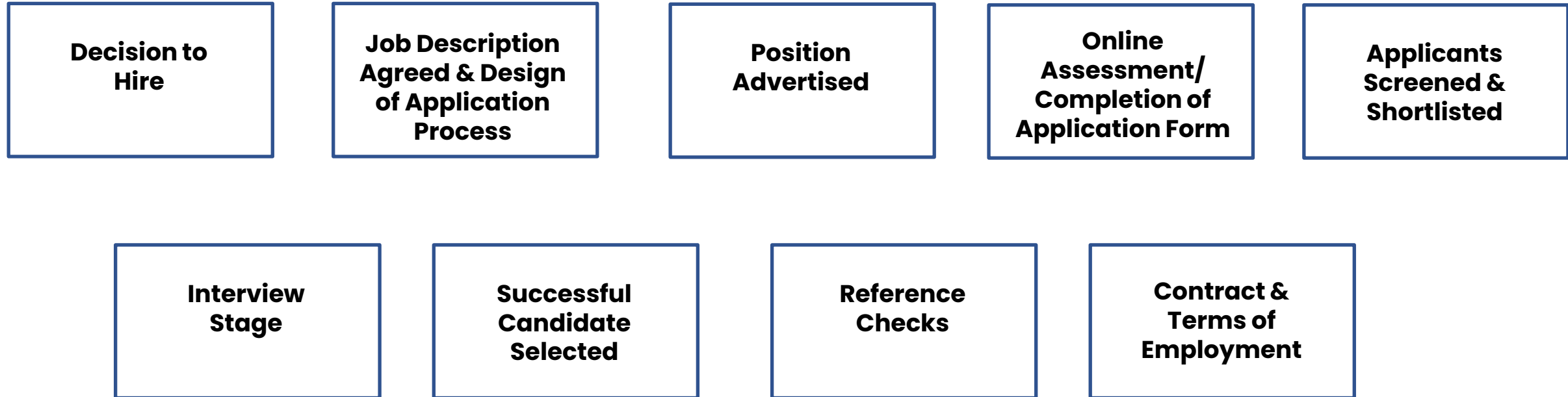
- **Preparation & Strategic Planning**
- **Types of Interviews**
- **Assessing EQ, Interpersonal Skills & Culture Fit**



Planning & Preparation



The Recruitment Process



Job Analysis

- ❑ Thorough process of gathering information on the nature of a job and creates the job spec and requirements
- ❑ This includes the candidate's **responsibilities, duties, and the environment** in which the employee would be working.
- ❑ It also involves considering **the skills or competencies** required to carry out the role.
(Type of person)

Job Analysis

- If the role already exists **speak to the person in the role** – what are their duties, what is important in the role, do they require more time/help etc.
- Ask other colleagues** what they understand is important from the role and what they expect from the role.
- Ask what is missing** in the office/department. How can a new role fill this 'gap'?

KSA Audit

Knowledge	Skills	Attitude/Attributes

KSA Audit

Knowledge	Skills	Attitude/Attributes
CRM Systems	Public Speaking/Presentation Skills	Proactive
Sage Accounts	Highly organised	Attention To Detail
Microsoft Suite	Problem Solver	Logical Rational outlook



Did you know candidates spend 26seconds on reading a job description on average, and that they tend to skim through the job description rather than read it closely?



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Job Specification

- Be clear , concise and straight to the point avoid jargon, acronyms and abbreviations
- Use trending 'buzz words'
- Align the language and perks with the 'type' of person you are looking for
- Explain how the role 'fits' into the bigger picture

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Your Thoughts . . .

As a candidate what do you think is the most important aspect of a job description ?

As an employer what do you think is the most important aspect of a job description?

Does your company use Application Forms in the hiring process?



Assessing & Selecting

- ❑ Define your hiring criteria – always keep the job description in mind
- ❑ Align expectations of team, manager and organisation
- ❑ Use multiple sources and methods
- ❑ Assess Knowledge & Skills and read between the lines for attitude
- ❑ Professionalism means more than you may think

How To Align with Company Culture

- Previous roles and responsibilities
- Previous organisations and companys
- Projects, Tasks & Roles Taken
- Pay close attention to the language they use
- Evidence of networking & attendance at events/conferences. Memberships of Organisations/Groups
- Skills & Hobbies

Types of Interviews





Competency Based Interviews



- Past behaviours are the best predictors of future behaviours
- Specifically targeted competency questions to discover whether an applicant matches the requirements of the position
- Less legal cases
- Removes the risk of personal bias and makes the hiring process consistent and fair
- Conversational in tone but very structured

0/02

S

Situation

Describe the situation you were in or the task you needed to accomplish.

T

Task

Describe the challenges and expectations. What needed to be done? Why?

A

Action

Elaborate on your specific action. What exactly did you do and how did you do it?

R

Result

Explain the result, including your accomplishments, recognition and the outcome.



Your Thoughts . . .

What type of interview does your company currently carry out?

Do you use or have you taken part in a Competency Based Interview?

What are the pros and cons?

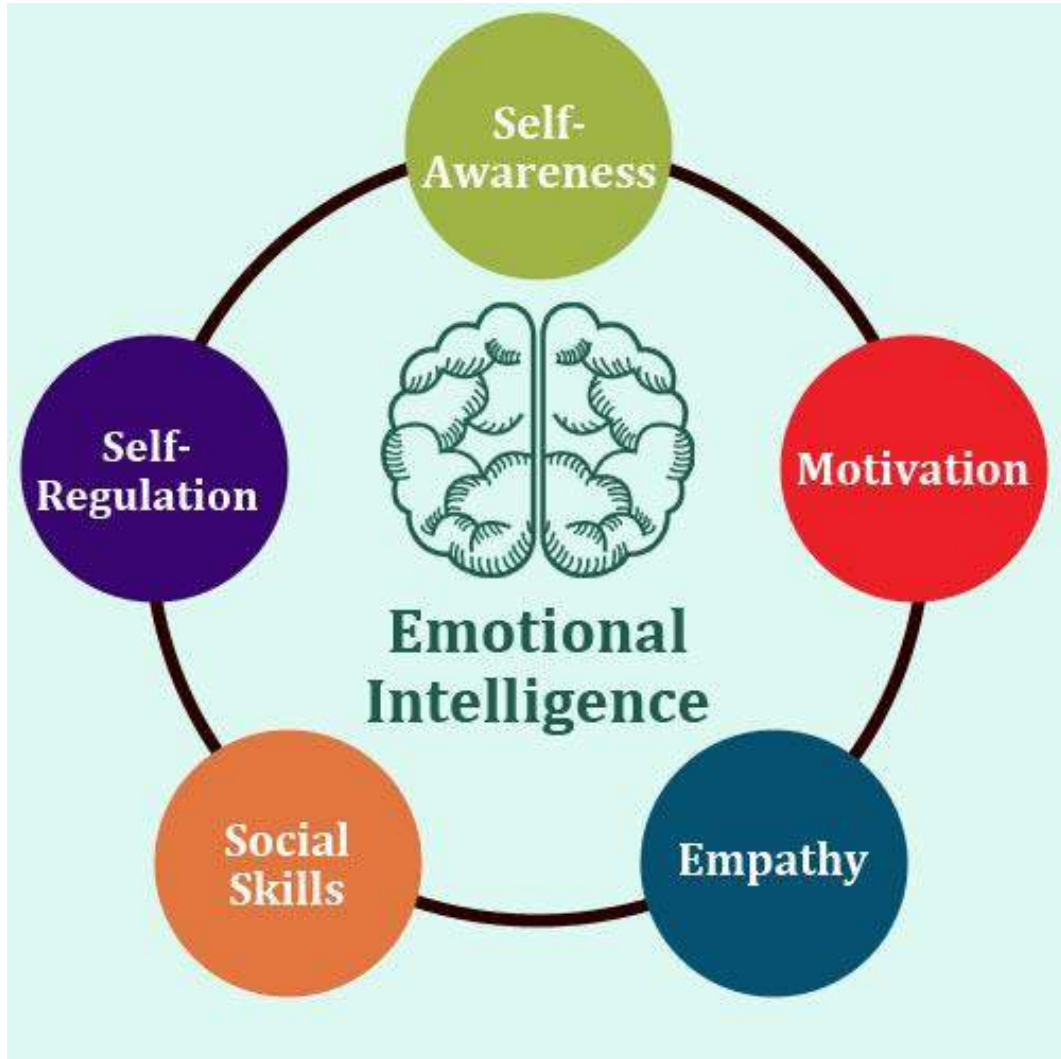
Are virtual interviews as effective as face to face?

Beyond Technical Skills – Assessing Soft Skills & Cultural Fit



Emotional Intelligence

Lorem duils



“If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far.”

-Daniel Goleman

Soft Skills

- ❑ Soft skills consist of an individual's communication skills, social skills and personal attributes.
- ❑ Interview questions on soft skills allow you to assess and understand various personality traits and work 'style' allowing you to get the right individual for the team.
- ❑ Soft skills are important as they are transferable to all areas and aspects of work/tasks.
- ❑ Soft skills allow a person to be more adaptable, open and willing.

CBI & Interpersonal Skills

Competency Based Interview Questions allow you and the panel to assess soft skills by;

- ❑ Asking direct questions related to the use and application of interpersonal skills and Emotional Intelligence
- ❑ The Interviewee is using soft skills and EQ throughout the interview regardless of the question!



Soft Skill Questions

Lorem duils

- Can you give an example from your previous work experience of how you have organised and prioritised your workload to meet an important deadline?
- Tell me about a difficult situation that you had to deal with which required careful and sensitive communication.
- Describe a time when you had to deal with a difficult client/subcontractor/team member?
- Describe a time when you had to give constructive feedback to a colleague/employee
- Can you tell us about a time when you contributed positively to a team you were working with?

Culture Fit

A person is a good "culture fit" at a company shares a similar or complementary set of **values, beliefs, expectations, behaviours and attitudes** with their company and leadership.

Hiring individuals that fit your company's culture can help it feel **more inclusive, engaging and enjoyable**.

A workplace where people feel supported, able to collaborate and be themselves at work can increase engagement, which can lead to reduced absenteeism, lower turnover and increased productivity, and even an increase in profitability.

Culture Fit = Culture Add

Be aware that “culture fit” can be used as a way to eliminate and discriminate against candidates, (however unknowingly), who don’t think, act or look like existing employees.

Changing the way of saying changes the way of thinking. Who would add diversity in ways of doing, ways of thinking. Who could add something to this team and really make a difference?



How to Assess Culture Add

- Make sure the job description reflects values and beliefs
- Review the candidates work background & previous projects and roles
- Ask questions that focus on behaviour and attitude and align them with the 'add' you are looking for.
- Listen closely to their response

Culture Add Questions

Lorem duils

- What motivates you in your professional life?
- Do you have any unique skills or qualities that make you best suited for the role?
- What management style do you believe you work best with?
- What's your ideal work environment?
- When working in a team can you think of a time you had to change your role or way of working to suit the needs and development of the group?

- ❑ Hiring is a lengthy and time consuming process and it is not just about the interviews.

- ❑ Getting the right candidate starts from a thorough analysis of the job description and the role that needs to be filled. This should be done by everyone involved not just HR or hiring manager

- ❑ A KSA Audit is a great tool to:
 - Find gaps in a team and decide on action
 - Asses the type of person required for the role
 - Refer to during the screening and interview stage

- ❑ When advertising the role remember to align with company culture, mission and values – don't just write them down!

Recap

- ❑ Competency Based Interviews are the best to assess a persons behaviour, outlook and values.
- ❑ Emotional Intelligence and Soft Skills should never be overlooked. They make people adaptable, open, proactive and a great team player.
- ❑ Consider what to add to your team or organisation rather than fit. It is more inclusive, diverse and opens up minds and options to a thriving and exciting workplace culture.

Thank You

