



MANAGER MINUTE

NOV 16, 2022

INTERVIEWING

ISSUE 03

An important part of the recruitment process is interviewing; however, it can also be the hardest part. Talent Acquisition has put together some best practices and compliance reminders in this issue of the Manager Minute.

PREPARE THE CANDIDATE

What is the interview process? Provide the candidate with basic insight around the interview process and what they may expect.

Virtual or onsite? Make sure the candidate knows where the interview is held. If onsite, provide the address of the location and parking information.

Be mindful of virtual interviews. Candidates often may be in a vehicle, or a private location they arrange in a pinch, to make their interview.

PREPARE AS AN INTERVIEWER

Review the candidates resume and employment application before the interview.

Before scheduling an interview, determine if candidate meets the criteria for the position being considered.

Keep everything related to job related skills and abilities. Ask questions about skills, or how they handled issues in the past job.

Avoid getting too personal or inquiring on things outside of the work environment. Anything beyond that could be venturing into unwelcome and potentially litigious territory.

Prepare your questions to be consistent for each candidate. Asking different questions can make it harder to exercise good and consistent judgment.

Be aware of unconscious biases. Evaluate the candidate solely on the skills presented. Make sure you have viewed the Unconscious Bias training available before interviews.



✓ DO'S

GOOD INTERVIEW QUESTION TO ASK

- Can you do all job duties listed in the job description?
- What were your dates of employment?
- What were your job responsibilities?
- Describe how you worked with X software?
- What would you do in X situation?
- Where do you see your biggest opportunities for improvement?
- Tell me about the last time you received feedback and how you responded to it.
- Tell me about a time it was particularly important to make a good first impression with a client.

✗ DON'TS

TOPICS TO AVOID DURING AN INTERVIEW

- Age
- Race
- Ethnicity
- Gender
- Sexual orientation
- Gender identity
- Country of origin
- Birthplace
- Religion
- Disability
- Marital status
- Family status
- Pregnancy
- Transportation



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BEHAVIORAL INTERVIEWING

A common screening technique used to explore the way candidates have handled situations in the past, is Behavioral Interviewing. This type of interviewing can indicate how a candidate may handle a similar situation in the future.

You will want to ask questions that allow candidates a chance to talk about how they handled situations and provide specific examples, to get a more realistic sense of how they work and respond to different situations.

These questions will usually start with "Tell me about a time when..." or "Give me an example of..."



COMMON BEHAVIORAL QUESTIONS

1. Tell me about a time when you had to work closely with someone whose personality was very different from yours.
2. Give me an example of a time you faced a conflict with a coworker. How did you handle that?
3. Describe a time when you had to step up and demonstrate leadership skills.
4. Tell me about a time you made a mistake and wish you'd handled a situation with a colleague differently.
5. Tell me about a time you needed to get information from someone who wasn't very responsive. What did you do?
6. Describe a time when it was especially important to make a good impression on a client. How did you go about doing so?
7. Give me an example of a time when you didn't meet a client's expectation. What happened, and how did you attempt to rectify the situation?

8. Describe a time when you had to interact with a difficult client or customer. What was the situation, and how did you handle it?
9. When you're working with a large number of customers, it's tricky to deliver excellent service to them all. How do you go about prioritizing your customers' needs?
10. Tell me about a time you were under a lot of pressure at work or at school. What was going on, and how did you get through it?

[Zhang, L. \(2022, January 20\). Your Ultimate Guide to Behavioral Interview questions. The Muse.](#)

COMPLIANCE & RETENTION REMINDERS

Disposition all candidates as you move through the process in Taleo. If you keep interview notes or guides in your process, you must retain these records for two (2) years. Keep in mind how you word your notes, most notes are discoverable and retrievable.

WHERE SHOULD MANAGERS GO TO GET ASSISTANCE?

If you have any questions or concerns, please reach out to your recruiter who will be happy to assist you with formulating any questions or interview ideas.

LinkedIn Learning has several tools we can guide you toward, or your recruiter can talk with you about in person sessions as needed.

HELPFUL LINKS

[Hiring and Recruiting Resources](#)