

Interviewing Procedures & Standard Interview Questions

Preparing for the Interview -

The purpose of the interview should be to collect and validate additional information on the applicant's job related knowledge, skills, abilities, and demonstrated work success capabilities, all to select the individual most likely to succeed on the job. The interview should be as structured as possible. The interviewer should evaluate the same general criteria for each applicant.

Rules of Thumb when Interviewing -

1. Only ask questions that are relevant to the work.
2. Request only information that you intend to use to make a hiring decision.
3. Know how you will use the information to make that decision.
4. Recognize that it is difficult to defend the practice of seeking information that one would not use on the job.

The Role of the Interviewer –

1. Be yourself – The way you act in the interview should be your ordinary way of behaving.
2. Be relaxed – It is extremely important that the applicant be comfortable and feel at ease. So sit back and assume a relaxed position.
3. Help the applicant tell their story – The structure of the interviewer's statements are such that an applicant is given a subject to discuss. Generally, an applicant will be able to tell their "story" with little or no assistance from the interviewer.
4. Speak simply – Use the kind of language the applicant will understand.
5. Take your time – Be businesslike and direct, but do not rush. Most interviews run their course in about 30 – 45 minutes.
6. Keep your feelings to yourself – The interview should never turn into a disagreement between you and the applicant.

Standard Interview Questions –

Do not use questions which may be answered "yes" or "no". Ask open-ended questions. If the applicant gives a short or incomplete answer, ask for clarification or explanation.

- Please tell me about yourself.
- What attracts you most about the position we have open?
- Please highlight your past experiences as they relate to this position, particularly in regard to...

- What special strengths do you have that make you the best candidate for this position?
- Describe a situation in which you had to: problem solve, coordinate tasks and meet a deadline, etc.
- How do you work under pressure?
- What two or three things are most important to you in your job?
- What major problem have you encountered and how did you deal with it?
- How do you interact with people around you (i.e., leaders, colleagues, subordinates, etc.)?
- Describe the organizational structure under which you function best?
- Please tell me about your communication skills, your personal skills relevant to work experiences, and your problem-solving abilities?
- How do you organize your work?
- Describe the typical decisions you are required to make on a daily basis.
- Who are your "customers" in your present job and how do you service them?
- Tell me about a recent miscommunication you had with someone. What did you do to correct/resolve the situation?
- What are your long-term goals?
- What do you see as your greatest challenge when starting a new position?
- Ask questions relating to tasks specific to the position like computer skills, etc.
- If you were our successful candidate, what economic conditions would have to exist for you to accept an offer?
- If you were hired for this position, how soon could you start?

Close the interview –

Most interviews end naturally. You know when you have covered all the points you need to talk about. You can bring the interview to a close by saying, "Well, I think I've covered everything I want to talk about. Is there anything more you would like to say?"