PEARLS OF WISDOM

# Selection Process - Interviews

Your interview is your key tool in the selection process. It's the time to get the facts and see the person and personality underneath. Understanding effective ways to do this and interviewing effectively could increase the longevity of the relationship and save you on recruitment and training expenses (both time and money).

**Appropriate question styles:**

| Closed: | Behavioural: | Open: |
|---|---|---|
| Used for short factual response:<br>Do you have a current First Aid certificate?<br>Do you have a driver's license? | If this scenario/situation occurred while you were working what would your response/ actions be? | Tell me something about yourself that isn't on your resume?<br>Can you give me an example of a time you did this and the outcome?<br>Tell me why you applied for this particular position? |

× **Inappropriate Questions: are questions that have no relevance to the position or are discriminatory or sexual in nature.**

**Other considerations:**

| Environment/Venue | Interview |
|---|---|
| ✓ Think about the right environment you want in regard to noise levels, privacy, safeguarding yourself. Are you comfortable with people coming to your home? Let someone know who is coming and ask the applicant to show some identification e.g. driver's license to you and perhaps even scan it in your printer. Consider, where else you could meet if not at your home (coffee shop, library, community centre, host provider offices, Office Works meeting room)<br>✓ Allow enough time for each interview and between interviews<br>✓ Decide whether you will take notes (helpful if interviewing a number of applicants)<br>✓ Have a friend/helper where possible – especially a family or friend so the interviewees see that you have people in your life looking out for you and that you have love/support in your life.<br>✓ ***Listen more than you talk*** An old journalism trick is to not say anything after they've answered. People have their answers ready however if you give them space then the silence can mean they'll start speaking from the heart. | ✓ Think about the type of questions and the order in which to ask them<br>✓ Ask adequate and appropriate questions<br>✓ Clarify anything unsure of in resume<br>✓ Use open ended questions that invite the person to talk and closed questions to verify facts or to move things along if they are talking too much<br>✓ Notice any non-verbal signs of disinterest or particular attitudes revealed in answers<br>✓ Are the applicant's personality, temperament and beliefs suitable for the role?<br>✓ Perhaps clarify what the role will involve if you weren't able to provide much information in the advertisement especially when interviewing people who haven't had any previous experience<br>✓ Behavioural questions i.e. what would you do if this or that happened?<br>✓ As well as asking questions you can have written questions especially based on a scenario where applicants can have time to think before they answer either verbally or on the question sheet<br>✓ Avoid long winded complicated questions and rephrase if applicant can't understand what you've asked<br>✓ Provide interviewees a time frame for follow up – advise if going to contact referees |

**Mostly relax, enjoy, don't be afraid to not stick to the agenda if the interview is flowing well and your other questions become irrelevant.**