



Hire Better:

Start with the Basics!



Want to make hiring more successful?

Get back to interviewing basics.

Keys to a simple – and solid – process:

- Collect essential comparative information.
- Identify top performers based on abilities and fit.
- Select the right person (not the right resume).



Step 1: Define success

A graphic of three blue darts with white shafts and blue fletching, all hitting the center bullseye of a target. The target consists of several concentric circles, with the bullseye being the innermost and darkest. The target is set against a background of a row of similar but smaller, lighter-colored targets that recede into the distance.

Create a profile of a great hire.

*** Ask co-workers and supervisors for input.**

*** Create a list of critical success factors.**

Skills, experience, knowledge, core competencies, personal qualities.

*** Update the job description.**

Define duties, responsibilities and how you'll measure performance.



Step 2: Plan your interview



Carefully define questions – never “wing it!”

Plan questions based on what you need to learn.

Ask the right kinds of questions:

Factual questions – to clarify information.

Scenario questions – to see how a candidate will react to typical challenges.

Stress-inducing questions – to evaluate how well a candidate can deal with pressure.

Determine ideal responses for each question.

Knowing what to listen for increases objectivity.



Step 3: Train the team.

Don't assume people know how to interview.

Give them a process.
Process should include:

- * How to ask questions.
- * How to judge responses.
- * How to probe for further information.
- * How to document results.

Team should include:

- * HR - preliminary screening to ensure “must haves” are met.
- * Direct supervisor - initial interviews to evaluate competency.
- * Peers - assess technical skills and team fit.
 - Decide ahead of time which questions each interviewer will ask.



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Step 4: Follow a consistent process

Introduction:

- * Put the candidate at ease.
- * Engage in small talk and ask factual questions.

Ask structured and probing questions.

- * Ask the questions you planned.
- * Ask follow-up questions to clarify responses and probe for detail.

Wrap-up:

- * Give the candidate the opportunity to ask questions.
- * Describe next steps in the process.
- * Schedule testing, if needed.



Best Practices



Listen more; talk less.

In the beginning, lead the conversation and establish rapport. Then, let the candidate do most of the talking!

Save information about the job, company and culture for the end of the meeting.

Why? The candidate will be forced to speak honestly – instead of telling you what he thinks you want to hear.

Read non-verbal cues.

Establish clear standards that are appropriate for your culture, the job and employee/customer expectations.

Rate:


Body language

Eye contact

Posture

Appearance





**These tips may seem basic,
but they'll dramatically
increase your odds of hiring
a top performer.**



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Don't have the skills, time or resources to do these things yourself?

Your staffing provider can help you to:

- Improve sourcing.
- Leverage more methods and greater resources to attract top talent.
- Simplify screening.
- Offload screening and interviewing to their professional recruiters.
- Conduct assessment tests, background screening and reference checks.
- Vet candidates accurately and quickly.

Reduce the time to hire – and the risk of a bad hire.



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Better talent ... in less time.

**When you use
a professional
staffing firm, you
only pay a fee if
you hire one of
their candidates.**



How simple is that?

**Ask your staffing service provider
about their direct placement services
– and start hiring better!**

