

HR Matters: Interview Techniques

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Narrator 1: Hi, I am True Talent. Our conversation today is about interview techniques. *Business Management Daily* reports, “the #1 reason candidates turn down a position is due to a negative experience during the job interview.” In contrast, 80% of job candidates report a positive interview experience convinced them to accept the offer. A thoughtfully structured interview can leave candidates with a positive impression of your program.

Developing standardized interview questions tailored to each position, prevents unconscious bias, ensures all candidates are evaluated on the same criteria, and helps organizations objectively compare candidates and select the best fit for their program. If you want honest, sincere responses, it is best to engage in a candid conversation and pay close attention to the candidates’ answers. Let’s listen in on a Head Start Director interview.

Narrator 2: Very good, thank you. Next, could you share a specific challenge you’ve had in addressing a family’s needs.

[Inaudible speech]

Narrator 2: Thank you. What action did you take to resolve the challenge?

[Inaudible speech]

Narrator 2: What was the end result?

Narrator 1: Sounds like they will be in there a bit longer. Let’s reflect on what we just heard. What stood out to you? By using standardized questions, and tailoring your responses to the candidates’ answers, you can, reduce stress so your candidate can relax and speak honestly, evaluate if they are a fit with your program’s culture, and gauge their competency with the tasks they’ll perform in the position.

Motivation-based interview techniques tell us to ask: A specific time when? What action was taken? and What was the end result? Listening to how candidates relate to their job allows us to gauge their skill, attitudes, and passion.

Ultimately, if you can provide an engaging interview experience for candidates, you’ll stand a greater chance of securing skilled employees who will engage in your agency’s success and stay at your program for years.

See you next time on HR Matters!

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