

Distribution	SUBJECT	Date
	EMPLOYMENT PROCEDURES INTERVIEWS – TIPS and SUGGESTIONS	08/23/99

PURPOSE: To offer some “helpful hints” and other suggestions you may employ in conducting interviews to help you determine their suitability for the available position.

PERFORMED BY: Appropriate Manager and/or Human Resources Administrator

PROCEDURE: When interviewing you should get answers to three questions:

Is the applicant capable of performing the job? (Is the applicant at least capable of learning to carry out the essential responsibilities of the job after receiving training for a reasonable length of time?)

- a) Can the applicant be trusted with the responsibilities associated with the job?
 - b) Is the applicant the best candidate available for the position?
2. When interviewing be tactful and careful. You only need enough information about an applicant to satisfy the requirements of the position. Be careful not to ask any possible discriminatory questions (See Legal Questions, Procedure No. 142).
3. Open ended questions let the applicant do the talking:
- a) Tell me about your favorite job?
 - b) Tell me about your last job?
 - c) What new skills have you developed over the past few years?
 - d) Tell me about a problem you overcame in your last job?

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4. Probing type questions clarify facts and attitudes.
 - a) Do you enjoy talking to people on the telephone?
 - b) How well do you react to direction from a supervisor?
 - c) How would you feel if your supervisor asked you to do additional tasks?
 - d) How would you react to being asked to work overtime or on weekends?

5. Closed-ended questions pin down an applicant's response:
 - a) Are you able to work overtime whenever necessary?
 - b) Would you be able to accommodate a change in your work schedule?

6. Assessment questions evaluate an applicant's ability to manage themselves or others.
 - a) Have you ever been given two jobs to do at once by different supervisors? How did you accomplish the tasks?
 - b) Has a co-worker's lack of skills ever interfered with your accomplishing a job?
 - c) What situation in your career made you the angriest at the time it occurred? Describe the situation and how you handled it?