**THE INTERVIEWING PROCESS**

**DOING IT RIGHT—**

**THE 4 STEP SOLUTION**

The process for effective hiring can be

encapsulated as outlined below. If you

don’t have the time, inclination, or talent

to do it, have it done by a Human Resource

professional, on staff or contracted.

**1) Be Prepared**

First, know what you need. Put together a

job description that reflects both the dayto-

day responsibility and longer term areas

of involvement which the job entails.

**2) Plan the Interview**

Time and location are important—you

want to be able to focus on the task at

hand, with no distractions. Of prime

importance is the interview content.

Set out the questions you want to ask.

Questions should be structured to

measure the applicant’s strength in areas

of importance to you. Asking for specific

examples demonstrating problem solving

skills, staying power, or the ability to

motivate fellow workers, will give you

tangible evidence of a track record on

which to base your hiring decision.

**3) Finally, We meet**

Once you have the candidate in front of

you, do your best to have a relaxed,

open discussion.

Explain that the purpose of your meeting

is to get acquainted, to find out about

the applicant’s background and experience,

and to help the applicant understand

the position and the organization.

Follow a specific pattern of reviewing

the candidate’s job history, asking your

previously prepared questions. Then

give information about the job and your

firm, and finally offer the candidate the

opportunity for questions, (often

questions asked tell you more than

questions answered).

**4) Verify your findings**

Candidates should provide you with

references who are prepared not only to

verify previous employment, but also to

comment on their successes. Once

again, prepared questions will enhance

your ability to focus on areas of

importance or concern.

Discuss the candidate’s answers to your

interview questions, and ask for details

in how they performed in critical areas.

Immediate supervisors are the most relevant

contacts; peers and subordinates can

also be helpful. Character references are

nice, but may not accurately portray a

person’s on the job behaviour and

capability.

Hiring the wrong person costs you time,

money, morale, and customers. Taking

the time to take the magic out of the

hiring process, by charting a logical

course of evaluation and verification,

will greatly increase your odds of success

in acquiring effective, excellent employees.

*Source* Bob Leek, General Manager,

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