APPENDIX 2K – EMPLOYERS’ HANDBOOK

**PLANNING AND PREPARING FOR INTERVIEW**

**Objective:** To make the most effective use of time spent in the interview itself by:

 • Developing a team interview plan and strategy in advance;

 • Assigning responsibility for specific skill area(s) to be explored by each interviewer during the interview;

 • Preparing structured, behavioural interview questions in advance.

**Maximising the Interview Team’s Contributions**

**The Problem:** “I thought you covered that question.”

 • Does this sound familiar? If so, you and your interview team are suffering from an information gap syndrome. After investing hours of time and energy interviewing candidates, the interview team meets to make a recruitment decision and discovers that they are missing critical pieces of information. Typically each interview team member has focused on asking questions pertaining to key technical skill areas that they have individually decided to be the most critical. Lack of team planning results in having incomplete data on all of the critical areas necessary to make an informed recruitment decision.

 • It is common that in an unplanned interview process, interviewers will unknowingly collect redundant data and miss collecting essential data. This is not only inefficient but also frustrating for everyone involved. It can also result in poor and costly recruitment decisions.

**The Solution:** If your goal is to hire the people who can be most successful in meeting the job requirements, a planned approach to interviewing is the best investment you and your interview team can make.

**The interview team member’s role in planning and preparing for the interview**

**Step 1:** Review the job description and person specification.

**Step 2:** Agree who will cover which areas and then develop behavioural interview questions in advance, focusing on the skill area(s) you are responsible for evaluating.

**Step 3:** Review the CV or application form.

**Step 4:** Consider how the position will appear through the candidate’s eyes.

**Step 5:** Highlight the benefits of working for the company – and the challenges – ensuring that you are being realistic.

**Step 6:** Prepare FAQs and answers relevant to the company and the specific job in question e.g. starting salary and salary progression, leave and other benefits, hours, company culture, need for travel, reporting structure etc.

**In summary:**

Ultimately, the success of the overall interview process is only as good as the planning process itself. The experience the candidate has during the interview process will leave a lasting impression and will be a strong factor influencing the decision as to whether or not to join the company. Therefore, the entire interview process should be used as a sales tool. Remember, actions speak louder than words.