



Resilience Building Resource Hub

A Shilp Initiative

TOOLKITS | PROGRAM RESOURCES | ARTICLES | ONLINE LEARNING |
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How do you interview people to find the right fit for your organization?

Welcome to the interviewing skills self-paced learning module. As managers and leaders, we are continuously involved on bringing on board new people into our teams and organizations. Our ability to conduct good interviews will help us bring onboard the right kind of people at the right time.

This section will help you understand:

- the importance of interviewing skills for a leader
- ways to develop your interviewing skills
- additional resources to help you get to an expert level

So, let's get started!

Why interviewing skills?

Being a good interviewer is important because it allows you to attract and hire the best candidates for positions in your company. Since interviewing is so important to the overall hiring process, being as effective as possible during the interview process ensures that you not only find the right people for the job but that those people become eager to join your organization.

Here are 5 key skills for conducting successful job interviews:

1. Know what skills the candidate needs.
Before interviewing your next job applicant, make sure you have a full understanding of the job skills required so that the new employee will be successful in the position. Clearly appreciating which specific skills are required will enable you to ask the right questions during the interview.
2. Create a list of relevant interview questions.
With the skill requirements in mind for the position, create an appropriate list of questions to ask each job applicant you will be interviewing. Asking the right questions and in the right way will help you to determine which applicant will be the best fit for the position and the culture of your company.
Open-ended questions, which require more than a simple “yes” or “no” response, are best in an interview situation because they require the applicant to not only demonstrate their communication skills but also provide more valuable information regarding their background, experiences, values, and character.
3. Carefully review each applicant's resume conducting the interview.
Many job-seekers litter their resumes with catchphrases or buzzwords in the hopes of catching your attention. If you have not familiarized yourself with the applicant's skill set before the interview, you may waste time interviewing an inappropriate candidate. This sort of “padding” on a resume can make it more difficult to actually discern the potential capabilities of the candidate and determine their actual skills. It's important to be familiar with the candidate's background prior to beginning the interviewing process as you only want to consider a candidate who possesses the attributes and skills you have determined are essential for success in the position.
4. Create a friendly and comfortable environment.
Candidates will be more willing to open up if they don't feel intimidated by you. It is best not to start interrogating them as soon as they enter the interviewing room. It is more effective to engage the interviewee in some small talk, to “break the ice” for both of you. In addition, it is a good idea to acknowledge that you realize their time is valuable and that you are making every effort to begin the job interview on time without making the applicant feel rushed. Try to keep your tone of voice warm, welcoming, and conversational throughout the entire job interview.
5. Offer information about your company and give the applicant an opportunity to ask questions.
The job interview is beneficial to both you and the applicant because it gives you a chance to get to know the interviewee while giving him or her the chance to learn more about you and your organization. One goal of the job interview is to help candidates determine whether or not your company is aligned with their values and career goals.

It is important to give the candidate a chance to ask questions. Try to be as transparent as possible about your company's objectives and culture. If it turns out that a candidate is a poor fit for your organization, this information may allow him or her to realize it before you do. Most likely, when that happens, the person will no longer pursue the position and you will avoid a bad hire. On the other hand, sharing this information with the more sought-after

candidates can add appeal to your business, increasing the odds that they will decide to choose your company over other job offers.

Sources: bizcatalyst360

Tips to be a good interviewer:

1. Be prepared
2. Choose your questions wisely
3. Have an interview structure
4. Take notes and listen carefully
5. Be aware of your subconscious biases
6. Interview with co-workers till you feel comfortable to interview on your own

Additional Resources

How to be a good interviewer

Good interviewers make a conscious effort to get the most out of the interview process. Interviewing is hard work, but getting to hire great people and strengthening your employer's brand is worthwhile.

Duration: 15 mins

Article

<https://resources.workable.com/stories-and-insights/how-to-be-good-interviewer>

Top 10 Characteristics Every Good Interviewer Has

Discover which top 10 characteristics separate the good interviewers apart from the bad ones. Don't worry if you don't recognize all of them in yourself - most of them can be easily learned and trained. All you need are some pro tips and tricks and a little bit of practice!

Duration: 20 mins

Article

<https://www.talentlyft.com/en/blog/article/218/top-10-characteristics-every-good-interviewer-has>

7 foolproof interviewing techniques

Here are seven tips, truisms and interviewing techniques for employers to run a steady ship come question time - helping you to wheedle out the info you need to make informed decisions about your applicants.

Duration: 10 mins

Article

<https://www.reedglobal.com/blog/2017/06/7-foolproof-interviewing-techniques>

How to Be a Good Interviewer

Learning how to be a good interviewer is extremely important if you want to hire the best candidates. A good interviewer knows how to select the best candidates, but a great interviewer will also provide an exceptional candidate experience for all interviewees.

Duration: 20 mins

Guide

<https://www.talentlyft.com/en/blog/article/217/guide-how-to-be-a-good-interviewer-infographic-included>

Strategies of Effective Interviewing

Interviewing in the contemporary business setting invariably takes place in an atmosphere filled with a sense of urgency. The time allocated to the interview is necessarily limited. Consequently, a nondirective approach finds little application; it is necessary to use the guided interview in the vast majority of situations. This inherent time constraint sometimes brings about dysfunctional consequences: the interviewer is so preoccupied with budgeting his time that the content and the purpose of the interview are vitiated. Read this article to understand how to conduct a guided interview.

Duration: 20 mins

Article

<https://hbr.org/1964/01/strategies-of-effective-interviewing>

From Q&A to Z: The hiring manager's complete interviewing guide

This e-book will help you prepare for an interview; conduct an effective interview and follow through post the interview. A simple and easy to follow guide with practical tips.

Duration: 30 mins

Toolkit

<https://hr.cofc.edu/supervisor/assets/career-builder-e-book.pdf>

9 Tips on Conducting Great Interviews

Read this Forbes article to learn about 9 tips on conducting great interviews.

Duration: 15 mins

Article

<https://www.forbes.com/sites/shelisrael/2012/04/14/8-tips-on-conducting-great-interviews/?sh=5abdd6ac56f1>