

Interviewing

1. Relevance of Experience

“Describe a time when you...”

- *Configured Employee Benefits*
- *Led an Expansion*
- *Led an Investigation*
- *Introduced Compliance Training*
- *Introduced Soft Skill Training*
- *Handled an HR Audit*
- *Ran Payroll*

2. Skill-Based Interviewing

- Problem Solving -

Describe a time when you solved a difficult problem.

- *What was the problem?*
- *Why was it difficult?*
- *What solutions did you consider?*
- *What was the result?*

Describe a time when you found a creative solution to a problem.

- *What was the problem?*
- *What alternatives did you consider?*
- *Why was your solution creative?*
- *What was the result?*

Describe a time when you needed to make a decision quickly.

- *What was the issue?*
- *Why did you have to act quickly?*
- *What was your solution?*
- *What was the result?*

3. Process Issues

TRAIN YOUR INTERVIEWERS!

Take Good Notes

Two to Three Interviewers

Rate Individually

Nine-Point Scales:

- **HIGHLY-RELEVANT EXAMPLES**
 - 7, 8, or 9
- **RELEVANT EXAMPLES**
 - 4, 5, or 6
- **MARGINALLY RELEVANT OR NO EXAMPLES**
 - 1, 2, or 3

Drive to Consensus Using Examples