



Managing the Interview

- **Preparation**
 - Determine the length of time for each interview.
 - Hold the interviews relatively close together to provide a better comparison of the candidates.
 - The interview room or location should be free from interruptions.

- **Informing the Candidates**
 - Day, time and location of the interview.
 - Directions and parking instructions.
 - Approximate time to allot from arriving on campus to departure.
 - What he/she can expect from the interview.

- **Setting the Stage**
 - Should be free of interruptions (no phone calls, visitors, etc.).
 - Interviewers should not be late or act rushed.
 - A warm greeting and suitable introductions should be made.
 - “Small talk” at the beginning of the interview can be made; however, interviewers need to be cautious to avoid small talk that could lead to inappropriate questions.
 - Candidates should be informed as to what will occur in the interview.
 - At the beginning of the interview, introduce each person, with title, and how they relate to the position. Nametags or name plates help the candidate remember names of interviewers.
 - All interviewers should meet with the applicant at the same time. This allows the whole group to see and hear the same information, and to have a common basis for comparison.
 - During and after each interview, each committee member should take notes to help remember each candidate for further discussion. A great hiring committee can improve the hiring process and result in a better decision.

- **Interview Process**
 - Use Behavioral Interviewing Techniques
 - A *Behavioral Interview* is a structured approach to interviewing focusing on essential functions/competencies. Job candidates provide behavioral examples.
 - Best used when candidate pool is down to three to five people.
 - Past behavior is the best predictor of future behavior. Behavioral Interviewing has been identified as a “best practice” in matching job candidates to job requirements thereby lowering attrition rates and reducing training time.
 - *80/20 rule*: The job of the interview committee is to ask questions and listen for predictive information from the candidates. Candidates should do approximately 80% of the talking, interviewers 20%.
 - Follow up questions: Probing or follow up questions will encourage further conversation. These questions can elicit useful information beyond rehearsed responses. Basic example: “Tell me more about that” or “Then what did you do?”
 - Consistency in questioning: generally, all candidates should be asked the same series of questions. It is much easier to compare candidates if everyone is measured against the same criteria.