



Preparing for and conducting an interview

To succeed with your interview, you'll need to be objective in your questioning and ensure a fair, non-biased approach to your assessment of the answers given. You can get way more technical than this should you wish but as an absolute minimum, by following these simple guidelines, you will make the right hiring decisions enabling your employees to enjoy a long and successful tenure with your business.

Create a scoring system

Paste all the key elements from your job description (duties and responsibilities, essential and desirable experience and qualifications, etc.) into rows in excel and create a scoring column adjacent.

Prepare questions

You will get the absolute best from your interviewee if they are made to feel welcome. Ask some 'warm up' questions to begin, this will help them relax and to build rapport. Prepare questions that start with who, what, why, when and how... you'll get a more interesting answer than yes or no. Feel free to ask probing questions, it is in your best interests to help the interviewee convey the full detail of their experience.

Interview environment

First impressions count. Make sure you have a comfortable place to conduct the interview, free from distractions and with enough time booked in the meeting room. Be sure to ask if your interviewees require any reasonable adjustments to be made to your workplace in good time.

Listen

It is your job to extract as much information as you can. As a rule of thumb, you should listen 80% of the time. The remaining 20% is for you to ask your pre-planned questions. Make sure you allocate time to sell the opportunity, projects and company.

Anti-discrimination legislation

When conducting your interview and trying to build friendly rapport, it can be easy to stray into 'grey' areas which may be discriminatory. It is important that you do not directly (or indirectly) ask questions concerning Place of Birth, Ethnicity or Religion, Marital Status, Children or Sexual Preference, Gender or Age, Disability or Illness or Lifestyle Choices.

Closing

Let the interviewee know what the next steps are your timescales. Stick to your word and ensure that regardless of the outcome they receive feedback in a timely fashion. If you use an agency, make sure they have delivered that feedback too.