

Hiring Staff

Exciting or daunting.

Targeted Selection (Modified)

- Identify critical job requirements.
 - From Job Description
- Identify “Behaviors” that reflect requirements.
- Seek out those Behaviors in candidates.
- Use past behavior to predict future behavior.
 - Ask open ended “example” questions.
 - Situation –Task – Action - Result

Sales Representative

Oral fact finding.

Planning/Organizing.

Tenacity.

Impact.

Sales Ability/Persuasiveness.

Behavioural Flexibility.

Energy.

Sales Motivation.

Resilience.

Oral Communication.

Ability to Learn.

Technician

Technical Proficiency.

Work Planning.

Initiative.

Work Standards.

Medical Condition.

Troubleshooting

Job Motivation

Stress Tolerance.

Work Safety

Hiring Process

- Ensure you have a current job description
- A- -B- -C Resume filtering process
- Phone interview
- Face to face interview. (2-3 interviewers)
- Interviewers “review”
- Skills test
- Interviewers “review”

Telephone Interview

- Conducted by hiring manager. (ideally)
- 10 -15 minutes.
- Ask one or two behaviour seeking questions
- Chemistry – Fit – Communication
- Impart brief job description
- Potted Company description

Interview

- Example based questions designed to flush out “critical behaviors.”
 - Describe situation
 - Describe past actions
 - Situation surrounding the actions
 - Describe results
- Past behavior predicts future behavior.
- Two –three interviewers.
- Split up behavioral based questions.

Interview

- Plan for an hour.
- Take notes
- Put applicant at ease
- Ensure you maintain their Self Esteem.
- Continue to probe for TASK.

Interviewers Meet

- Compare notes
- Debate to decide on best applicant(s).
- Maybe a clear winner or two-three “photo finish”

Schedule a Skills Test

- All hiring process's should include Skills Test.
- Sales/ Marketing
 - Make a presentation
- Technician
 - Bench Test
- Administrator
 - Computer skills

Interviewers Meet

- Debate best applicant
- Note possible skill gaps for training.

Advantages of a Process

- Lowers risk of failure
- Makes for higher quality “hires”
- Is repeatable
- Saves time
- Hiring managers become more skilled

Questions.