

PERFORMANCE INTERVIEWING WORKSHOP

AGENDA

A) PRINCIPLES OF PERFORMANCE INTERVIEWING

- **High Performance Profiles** -- establishing job-related selection criteria
- **Performance Interviewing** -- using scientific methods to predict future performance

B) INTERVIEW GUIDES

- Job Specific *Interview Guide*



C) 3 STEP HIRING PROCESS & FORMS

- **S**ourcing, **S**creening, **S**election Strategies
- Forms to collect information

D) 7 STEPS TO EFFECTIVE INTERVIEWS

1) Prepare for the interview

- Review candidate qualifications
- Choose interview questions

2) Establish the right environment

- Arrange a quiet, comfortable place to talk
- Establish a warm, casual rapport

3) Open the interview

- Explain who you are and what you will do
- Describe what is expected from the candidate

4) Ask Behavioral Interview Questions

- How to get answers that report work behaviors
- Take notes to recall what the candidate said

5) Compare the Candidate to the Profile

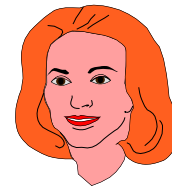
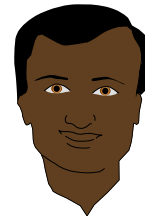
- Compare the candidate's answers to the standards
- Rate responses on the 10-point scale

6) Close the interview

- Thank the candidate and invite questions
- Explain the next steps and market the company

7) Decide on the best candidate

- Compare candidate scores and make a decision
- Meet all the Equal Employment Opportunity requirements



D) PRACTICE PERFORMANCE INTERVIEWS

INTRODUCTION

APPROACH TO LEARNING

1. Listen to the *scientific research* providing the foundation for this 7 step *Performance Interviewing Process*. Then decide for yourself if this approach to hiring makes *good common sense*.

2. Analyze the difference between this new approach and what you are doing now. Consider how the new information and tools this method provides will compliment your existing skills. Feel free to challenge the concepts and propose alternative views, but also open your mind to learning and discovery.



3. Practice using the new interviewing steps and tools in the exercises. Discover how to make the process work by experimenting with it. Refine your skills in small pieces and expect a few mistakes.

4. Apply the new techniques in the real world as soon as you possibly can. People who immediately apply what they learn find that the principles will more easily transfer to the job.

GROUND RULES FOR PARTICIPATION

- Be informal --get up...walk around...get coffee.... take breaks every hour
- Ask questions...get involved... Pay attention...Pay attention...**Pay attention.** Help others learn.
- HAVE FUN DISCOVERING SOMETHING NEW

