

# Conducting An Interview

The interview is the most important step in finding an employee. Often, this will be the only contact that you will have with a person before they begin working for you. Therefore, it is extremely important that you take the time to do a thorough job. In order to conduct an effective interview, you first need to plan how the interview will unfold. Following are some tips for the planning process:

- Carefully review the applicant's resume and application to find out what additional information that you would like to know.
- Know the job and the qualifications that are necessary to perform the job.
- By knowing the job, you will be able to determine what questions you need to ask in order to find out if the candidate meets the job specifications. Make a note of the questions you would like to ask on a piece of paper.
- Plan open-ended (can't be answered with a yes or no) questions when possible. These will help you to dig deeper into the candidate's application and aptitudes. For example, instead of asking someone where they worked, ask them what they liked best and least about the job.
- Set aside an adequate amount of time (with no interruptions) and use a convenient location.

## The following are some tips for the interview process

- Put the applicant at ease. Offer them a cup of coffee and take a couple of minutes for some relaxed conversation. Ask them about their families or hobbies. A relaxed person will give a better interview.
- Be conversational throughout the interview, but make sure to get the information you want. Ask open-ended, but specific questions and let the candidate do most of the talking. Make sure to take notes during the interview. If you don't, you will find it very difficult to remember who said what.
- After you have gotten what you need out of the interview, take a few minutes to describe the job in-depth. Include duties, vacations, condition of probation, opportunities for education and advancement and your management style. Give the applicant an opportunity to ask questions.
- At the end of the interview, thank the applicant for coming in and tell them when you will get back to them. Follow through. Treat them as you would like to be treated.

## For More Information

- Books:** The Smart Interviewer: Tools and Techniques for Hiring the Best  
Bradford P. Smart
- Interviewing: More Than a Gut Feeling  
Richard S. Deems