Interviewing Techniques

A Risk Management-Based Approach



Creating Risk Management-Based Interview Processes:

Searching for "Red Flags"

- Resume vs. Completed Application
- Time spent on the actual interview

Letting the applicant talk



Creating Risk Management-Based Interview Processes:

- Reasons for omitting health- or medical-related questions
- Avoiding "yes" or "no" questions
- Matching the applicant to the job
- Extending your insurance coverage



Searching for Red Flags

Job hopping

No References

Gaps in work history

Incomplete application

No Work History

Refusal to sign

These red flags should all be noted to address during the interview process.



Résumé vs. Completed Application

- Do you accept a résumé as your only form of application?
- Do you have the applicant fully complete your employment application?
- Does the information on the résumé match the application?



Red Flags that Stand Out in an Interview

- Body Language
- Attitude
- Inconsistencies
 - On the application
 - Behaviors
 - Information provided



Time Spent on the Interview

- How much time do you spend on the actual Interview?
- How much time does the applicant you chose spend with your client?



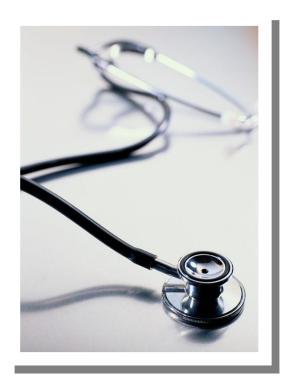
Let the Applicant Talk

- Studies show that we tend to do all the talking
- Letting the applicant do 75 to 80 percent of the talking will enable you to make a better hiring decision



Reasons to Omit Medical or Health-Related Questions

- A hiring decision should never be made based on medical or health information provided
- Know how to direct the applicant away from medical- or health-related information



Avoid "Yes or "No" Questions

- Ask open-ended or probing questions
- Do you ask the same questions over and over?
 - Are you getting the same answers?
- Change the way you ask the question
 - Get different results!

Example:

"Do you think you make good decisions on the job?"

VS.

"Tell me about a time when you made a decision or handled an assignment where the procedures or instructions you were given were unclear"

Which answer will give you the best information?



Matching the Applicant to the Job

- After the interview, you have a decision to make:
 - Will this applicant be a good match for your company?
 - What job is this applicant a candidate for?
 - Does this applicant provide risk for your company?
 - Do you have doubts, or are you using a sense of urgency instead of quality?

Extending Insurance Coverage

- Remember, you are extending your insurance coverage to the applicant when you hire them.
- Was your interview structured enough to make that decision?
- Have you made a good risk management decision?

In Summary

- Identify Red Flags in application and interview
- Allow the potential employee to do most of the talking by asking openended questions
- Avoid discussing medical history
- Make your decision based on whether the employee is a good risk or not
- Don't use a sense of urgency to overpower your good judgment

