



YOUR CHEAT SHEET TO  
**RUNNING AN  
INTERVIEW**

FOR EMPLOYERS & INTERVIEWERS



**RECRUITMENT**  
—CENTRAL—

# INTERVIEW PREPARATION

Have these items to hand before the interview:

- ❖ Interview outline
- ❖ Candidate's resume – Please make sure you have read it
- ❖ Company profile (if you have one/brochure) not 100% necessary
- ❖ Position Description

## OVERVIEW

Setting the structure of an interview enables the candidate to relax as they know what is ahead of them. Following a structure will ensure consistency across all the interviews and enable you to make decisions based on the facts you have gathered.

1. **Interview outline** – develop rapport and explain the interview format you are going to follow.

*Example: I'm going to ask some questions then discuss your work history, then I'll overview the business and role with questions at the end. I'm anticipating that will take 30-45 minutes.*

2. **Interview Questions/Work History** - Create a list of behavioural-based questions designed to cover the skills required by the role (see examples on next page) discuss their education, employment history, and future career goals.

3. **Company Profile** – it is important that the candidate gains a good understanding of your business, its future direction, its values and how they will fit into this structure, and more specifically - your team.

4. **Position** – discuss the outcomes you want from this role, your expectations day to day, the workload and any long-term prospects.

5. **Questions from the candidate** – candidates can often feel you've answered all the questions. If they aren't forthcoming and you think they are a good fit perhaps point out to them the reasons why you think they will suit the role based on the answers they have given you. This often generates further information and questions.

6. **Closing** – explain the next step in your recruitment process and set a date for any decisions.

*Example: We have 3 interviews which will be completed by Friday and we'll make a decision by Monday.*

# INTERVIEW QUESTIONS

## Education

Be sure to sight qualifications that are essential to the role, have a short conversation about this and how they obtained it – ie: full time Uni, part time, online, TAFE etc.

## Employment History

Understanding the skill sets they bring to the role is just as important as attitude and team fit. You may wish to have set questions that explore the technical requirements of the role. We recommend having behavioural-based questions in order to gain reality check answers

### **Example:**

***Tell me about a normal day in your last role.***

Remember to listen for words that are too general, “eg: It was very busy”. Ask for clarity on these types of statements. Busy to them may not mean busy to you. Whilst they are relating this information look at their body language. Are they easily explaining themselves, are they moving around in the chair and unable to articulate their working day?

## Future Career Goals

This is often the most difficult question to answer for any applicant, however it’s important to know where they are coming from and how this will fit into your business long term. We suggest:

***Right now we are talking this role – are there any other roles down the track in this industry that you have an interest in?***

Or

***Have you thought about the next 2 years and where you see yourself professionally?***

# BEHAVIOURAL-BASED INTERVIEW QUESTION EXAMPLES

Below is a list of behavioural questions – choose 4-5 of these. Use these questions to understand their previous behaviour as it often predicts future behaviour.

## RATIONALE

JOB UNDERSTANDING

What do you understand is the main focus of this role?

ADAPTABILITY

What do you think will be the most difficult thing in this role long term?

COMMUNICATION

Tell me about a time when you had to adjust to a colleague's working style in order to complete a project or achieve your objectives.

CUSTOMER FOCUS

When have you chosen to communicate a particular message in person as opposed to via email even though the email channel would have been a lot faster?

DECISION MAKING

How have you handled a situation in the past where your client has changed the brief or "changed the goalposts"?

DETAIL

What is the most difficult decision you've ever had to make at work? How did you arrive at your decision? What was the result?

HONESTY

Tell me about a time you were confused by a customer's request. What steps did you take to clarify things?

INITIATIVE

Tell me about a business situation when you felt honesty was inappropriate. Why? What did you do?

MANAGEMENT

What has been the best idea you have come up with during your professional career?

MENTORS

How do you like to be managed?

PROBLEM SOLVING

Who has been the biggest influence on your career/who did you learn the most from?

RESILIENCE

What steps do you follow to study a problem before making a decision? Why?

STRESS

When have you ever found yourself in a competitive situation professionally? How did you handle it?

TEAM

Tell me about a time when you worked with a colleague who was not doing

## INTERVIEW QUESTIONS

## IMPORTANT – LEGAL ISSUES

Legally, all interviewed candidates must be treated fairly and without prejudice. Topics to avoid:

Age (except to ask if they are over 18 years), arrest records, childcare arrangements, children's details, citizenship, colour, credit rating, disability, future child-bearing plans, general medical conditions, height/weight, language skills, maiden name, marital status, military service discharge, nationality, pregnancy, previous illness, race, religion, sex, spent convictions, workers' compensation history.

## READY FOR THE NEXT STEP?

**CHAT WITH US TODAY**

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