

## Sample Interview Outline

### OPENING THE INTERVIEW

Establish rapport. Introduce yourself and your position. Introduce the interview committee, if applicable.

Conduct the interview over the corner of the desk, instead of from behind it.

Explain to the candidate that the interview will consist of reviewing their resume, asking structured interview questions that will assess their behaviours and capabilities. Every candidate will be asked the same job relevant questions to create a "level playing field."

Advise candidates that you will be taking notes and at the end of the interview they will have time to provide any additional information and/or ask questions.

Remember, you should spend the majority of your time LISTENING, not talking.

Open the interview by asking, "Why are you interested in joining our organization?"

### REVIEW RESUME

"I'd like to take a few minutes to review your resume. Why don't you summarize for me your education and work experience, working forward to your current position. Touch on the key achievements and accountabilities in each position, and the reasons why you changed employers or positions."

Take note of any trends related to why they changed jobs. For example, conflict with supervisor, job not challenging, etc. If there are areas of concern, get more details to understand the specifics and ask what type of reference they would get from their supervisor.

1. Describe a typical day in your current role.
2. What aspects of the job do you find most enjoyable? Why?
3. What elements of the job do you find least enjoyable? Why?

### PERFORMANCE SKILL – INITIATIVE AND SELF-STARTER

1) Sometimes it isn't possible to apply existing methods to solve a problem.

Can you tell me about a creative approach you took in order to solve a problem?

#### Probing questions

- What was the problem?
- What did you do?
- What was the outcome?

2) Give me an example of a time you were able to identify a potential problem and resolve the situation before the problem became serious.

Cont'd

## Sample Interview Outline Cont'd

### PERFORMANCE SKILL – COPING AND FLEXIBLE

1) Tell me about a recent situation when you lost your patience. How did you handle it?

#### PROBING QUESTIONS

- Why did you find this situation particularly difficult to deal with?
- What impact did losing your patience have on others?
- Once you regained your composure, what steps did you take to ensure the situation didn't occur again?

2) Change is a reality at our organization. Things can happen in your day that are unexpected and can upset your schedule.

Give me an example of a time when you had to adjust what you were doing (or how you were doing it) in response to a change in your work environment or an unplanned request?

### PERFORMANCE SKILL – ORGANIZATION AND PLANNING

1) Describe how you managed your work schedule the last time you had competing deadlines to meet.

#### PROBING QUESTIONS

- What steps did you take to make certain that you would manage your time most effectively?
- What was the end result?

2) Give me an example of a time in which you were effective in eliminating the constant emergencies and surprises in your work environment. How did your planning help you deal with the unexpected?

### PERFORMANCE SKILL – INTERPERSONAL SKILLS

1) Building rapport is sometimes a very challenging thing to do. Give an example of a time when you were able to build rapport with someone at work, even when the situation was a difficult one and the odds were against you.

2) Tell me about a difficult customer (internal or external) with whom you had to deal with.

#### PROBING QUESTIONS

- Why was he/she difficult?
- What did you do?
- What was the end result?

Cont'd

## Sample Interview Outline Cont'd

### SELF-ASSESSMENT QUESTIONS:

- Looking back on recent performance appraisals, what are some of the areas where you've received high ratings?
- What are some of the areas that your supervisor considered developmental or required improvement? What actions did you demonstrate that would cause your boss to believe this was a developmental area? What have you done specifically to try and improve in this area?
- What type of work environment brings out the best in you?
- What do you want to avoid in your next position?
- What is your current compensation (include base salary and bonuses, etc.)
- What do you enjoy in your spare time?

### CLOSING:

"I've asked all the questions, so now it's your turn. We've provided you with the job description but I'm sure there are questions you'd like to ask about the organization or the position."

**Let the candidate know when he/she will be contacted next. Explain that we will not be contacting their references unless they are shortlisted for the position.**