

Behavioral Interviewing Guide: A Practical, Structured Approach For Conducting Effective Selection Interviews.

Tom S. Turner

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Is your organization using the most effective type of interviewing in your hiring and promotional processes? Selection research results indicate that the most valid type of interview to use is a structured, behavioral interview that is focused on the success related knowledge, skills and personal qualities. **Behavioral**Interviewing Guide provides you with a practical step-by-step approach for planning, conducting and evaluating a structured, behavioral interview. Some of the many supporting documents, guides and techniques included in the book are:

Selection criteria definitions, Twenty five pages of categorized behavioral questions, Generic interview guides for both management and non-management positions, Self assessment quiz, and; Generic behavioural background/reference check guide. Also incorporated into the guide are the interviewing best practices of **predetermining selection criteria**, using a **team/panel** of interviewers, using a **structured guide**, using a **quantitative rating scale** to evaluate candidates, reaching **consensus evaluations**, and completing **behavioral background checks**.

The **Behavioral Interview Guide** explains how to:

Properly prepare for the interview. Prepare good behavioral questions Conduct the interview. Create a good interview atmosphere. Ask follow-up questions to get a complete answer. Take thorough notes Handle unusual interview situations. Evaluate the candidate's answers. Rating the suitability of candidates. Conduct behavioural background checks.

By using the practices and techniques presented in the **Behavioral Interview Guide** you will hire or promote good performers more often. Is it worth it? You bet! Selection research studies indicate good workers can do twice as much work as poor workers. In addition, each year a good worker is with an organization, they contribute a monetary value equivalent in the range of 70% to 140% of their annual salary. Better selection and interviewing practices also significantly reduce the huge monetary and emotional costs associated with hiring or promoting poor performers. Bad decisions, equipment/material damage, accidents, customer complaints, low morale, legal fees, overtime wages and replacement hiring fees are just some of the substantial costs associated with hiring or promoting poor workers.

The behavioral interview is based on the practical assumption that a person's past behavior will predict their future behavior. If a person has demonstrated strong initiative, work standards, ability to learn, judgment, flexibility, honesty, attendance etc. in past positions, they will, in all probability, continue to show the same behavior in future positions. Consequently, the challenge of selection interviewers to ask specific, behavioral questions that will elicit positive and negative examples of a candidate's past behavior relative to the position's critical success competencies. The **Behavioral Interview Guide** provides you with hundreds of good behavioral questions to choose from and explains the necessary structure and steps to ensure interview success.

A content outline of the Behavioral Interview Guide follows:

- Essential Selection Interviewing Information
- Essential selection interviewing information
- Types of interviews
- What makes an interview valid
- The behavioral interview paradigm
- Unionized work environments

Preparing For The Interview

Ques

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