

Interviewer's Skills Crucial to Hiring Process

By Donna Rawady

When a family member, friend or colleague has a job interview coming up, we may find ourselves asking if he or she is well-prepared. Perhaps the more impactful question would be: Is the interviewer well-prepared?

A skilled interviewer who thoroughly prepares, is confident in the role, and most importantly, knows how to engage a person in a comfortable and meaningful exchange, is crucial to recruiting sustainable talent.

Here are just a few simple approaches that great interviewers use to prepare for and conduct a results-oriented interview:

Prepare by reviewing the candidate's resume carefully. Ask yourself what you find attractive about the candidate's experience that relates well to the position. Note any gaps that you may be concerned about. Create a few questions that give candidates the opportunity to expound on their experience to help you better understand their skill sets, and how they might perform on the job.

Approach the conversation as a friendly yet professional exchange that's going to help you and the candidates determine if they're a good fit for the position.

Use open-ended behavior-based questions that generate natural and informative conversation versus seeking the right answer. A few examples include:

- Tell me more about what you enjoyed about leading a team over the last three years.
- If you had to share just one thing that you found particularly challenging about your experience in this role, what would it be, and how did you overcome it?

- Tell me about a time when you found yourself coaching a poor performer. What strategies did you use to coach and develop that person? What were the results?

The most effective interviews are those that are remembered by both parties as a positive experience, whether the candidate was hired or not.

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