

OUTLINE FOR INTERVIEW TRAINING SESSIONS

INTERVIEWING: THE INDUSTRY

A. Training Interviewers

1. MBA programs
2. HR programs
3. On The Job
4. Books

B. Costs of Mis- Hires

1. Harvard Business
2. Pierre Mornell
3. \$10.00 an hour employee
4. Employee Morale

C. Interviewer Reactions

1. "I'll never hire again"
2. Interview vs. judgment

D. Interview Dynamic

1. Power Difference
2. Interviewer Mindset
3. Candidate Mindset
4. Results

CURRENT TECHNIQUES

A. Make Applying Difficult

1. Westwood College

2. Required Information
- B. "Over Screening"
1. See Resume section
 2. Too much emphasis on wrong criteria
- C. Pre Screening
1. References
 2. Credit Checks
 3. Background Checks
 4. Other
- D. "Under Interviewing"
1. Myth of the Top 5
 2. Too much time with too few people
- E. Traditional Interviewing Techniques
1. Examples
 2. Accuracy
 3. Focus is on the Future
 4. Predictions
- F. Behavioral Interviewing Techniques
1. Examples
 2. Accuracy
 3. Focus on the past
 4. Premise is wrong

7 STEPS TO AMAZING EMPLOYEES

- A. Ideal Candidate
1. Mindset
 2. Let go of the past/ Create Future
 3. Regain Enthusiasm
 4. Know what you want

B. 6 Uses for the Job Description

1. Get Clear about what Employee will do
2. Helps fill the gaps
3. Candidate Homework
4. Training Document
5. Reviews
6. Updates

C. Job Ad

1. Difference Between Job Description and Job Ad
2. Mission
3. Format
4. Instructions
5. Craig's List
6. Timeliness

D. Resumes

1. Spelling/Grammar errors
2. Language/Tone
3. Experience
4. Employment Gaps
5. "Job Hopping"
6. Filing System

E. First Interview

1. Client Guidelines
2. Can I work with this Person?
3. Conflict with their Boss
4. Conflict with Peers

F. Second Interview

1. Can they do the job?
2. Homework Assignment
3. Scenario Questions
4. Educate the Candidate

5. Follow Through
6. Questions from Candidate

G. Third Interview

1. Are they Passionate?
2. "This" job vs. "A" job
3. Motivation
4. Management Style
5. Candidate Communication
 - a. Same Verbiage for all
 - b. Letting them know

EXAMPLES AND NOTATIONS

- A. Appearance
- B. Body Language
- C. Eye Contact
- D. Timeliness
- E. Pebble in your shoe
- F. Pros and Cons
- G. Formula
- H. Second Guessing