

Industry Update



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Employer Interview Guidelines: Find the Right Employee by Making the Most of Job Interviews



Award's New Year's Resolution: Provide Clients with More Clerical Employees

Award Staffing is excited to announce our 2007 Clerical Staffing Services Initiative!

As many of you, our valued clients, know Award Staffing offers temporary and temporary-to-hire employees for industrial, light industrial, and clerical/data entry positions. What you may not know is, currently, about seventy percent of our working employees fall under the industrial or light industrial categories. This means that a significant part of our clerical and data entry employment resources are not being used.

Our goal for 2007 is to significantly increase the number of Award Clerical/Data Entry Employees in the workforce and prove our reputation as a dependable clerical staffing partner to our clients. If you are interested in Award's current pool of available clerical and data entry workers, Award's full-time clerical and data entry recruiter, or any of our clerical staffing solutions ranging from temporary to direct hire staffing please call Award Staffing Today!

Along with the ringing in of another New Year comes the inevitable onslaught of newspaper columns, magazine articles, and television shows dedicated to helping people achieve their resolutions for 2007. "How to Get a Job you Love in the New Year by Acing the Interview" is among one of the popular resolutions that is covered every January. Articles remind job seekers to make the most of their job interviews because they only have the brief amount of time allotted for an interview to make an impression on a potential employer, and offer tips to help people prepare for interviews.

If you are an employer, you likely agree that the amount of time you have to administer job interviews only offers a brief glimpse into whether or not an individual is a good candidate for an open position. You have probably thought that it would be nice if, in addition to all of the articles offering job interview tips to job seekers, there was an article for employers titled "How to Find an Employee you'll Love Based on the Job Interview". While nothing can be as good of a factor in determining how an employee will do in a position as their actual on the job performance, there are a handful of tips and interviewing techniques that employers and hiring professionals should know to help them find the right person for an open position and minimize costly employee turnover.

Employer Job Interview Tip #1: Prepare for the interview by researching the position.

Researchers from the University of Florida Business School recently found the majority of job turnover for professional positions occurs within the first one to twelve months of an employee's hire date; and, is not the result of a "job leaver" personality type as they originally hypothesized, but instead, is the result of on the job occurrences that make new employees feel as though the job or the company culture differ from their expectations. Based on these findings, researchers concluded, "Realistic job previews can help decrease turnover".

The results of this study have practical implications for employers who are actively hiring. Specifically, prior to beginning the interview process for a job, employers should seriously evaluate the company, the position, and the characteristics of a successful candidate for the position. If employers show up to the interview prepared to share in-depth details about the job they will be able to more accurately assess whether or not the candidate is a "fit" for the job. Vice versa, the candidate will be able to more accurately assess if it is a position in which he/she would be satisfied.

(Interview Guidelines Continued on Page 2...)

We speak your language- clear and simple. Performance Counts.

(...Interview Guidelines Continued from Page 1.)

The following is a starter list of questions employers should be prepared to answer about a job before starting the interview process:

-What are the typical tasks performed by an employee in this position?

-What is the typical workday like for an employee in this position?

(If the job tasks are constantly changing, communicate this to the interviewee because certain people are more comfortable working without a concrete list of tasks than others.)

-Does the job require the employee to work individually, as part of a team, in coordination with other departments, etc?

-If the job requires the individual to communicate with others, on what level will they be communicating (eg. will the individual need to follow instructions from coworkers, communicate as a team member, be comfortable giving instructions to others, etc.)?

-Are there any foreseeable changes that may occur within the department/company that could affect an employee in the position?

-What training is provided for the job?

-How do you evaluate employee job performance?

-Who has previously held the position? Was he/she a "good fit"? Why or why not?

(This will help you pinpoint characteristics and skills of both a good candidate and a candidate who would be better suited for a different position.)

Employer Job Interview Tip #2: Ask questions that elicit behavior based answers.

Behavior Based Interviewing (BBI), a technique in which interviewers ask questions that require the interviewee to both identify a skill they possess and give a specific example of how they have used

that skill in the past, has become increasingly common among employers over recent years. BBI is based on the basic sociological principle that past behavior is the best predictor of future behavior. Job interviewers find behavior based interviewing useful because it allows them to more accurately predict how a candidate would react to commonly occurring job challenges.

If you are an employer and would like to utilize this technique, first you need to determine what types of challenging situations often occur in an open position. Next, you need to prepare a list of questions that requires interviewees to tell you how they dealt with a related situation in the past. Finally, use the interviewee's answer to determine if their past action predicts a successful result if they are faced with the situation as an employee in your company.

The following are some sample behavior based questions:

When was the last time you solved a difficult problem that would have a significant impact?

Tell me about the most significant project you have completed in which it was crucial to keep track of details?

Tell me about a time when you were in conflict with a co-worker and what the outcome was of the disagreement?

Employer Job Interview Tip #3: Educate yourself about Illegal Questions.

Job Seekers are increasingly being advised on recognizing illegal questions and how to handle illegal questions should they arise. Interviewers also need to know about illegal questions because asking an illegal question can hold serious consequences for your company (up to and including discrimination charges under state and federal laws). There are two important guidelines for employers in determining whether or not a question is legal.

First, questions that ask about past experiences, skills, and personality traits

that are directly related to an individual's ability to do the job are generally considered "safe" or "legal" questions. If you are considering asking a question that does not fall into this category, then, to be on the safe side, you should probably not ask the question.

Second, if a question requires the interviewee to disclose information about his/her race, religion, ancestry, creed, color, national origin, sex, age, marital status, parental status, disabilities, sexual preferences, veteran status, any other protected classification, or any other classification not directly related to the individual's ability to successfully perform the duties of the job, then it is an illegal question and you should not ask it!

Employer Interview Tip #4: Know that a good candidate dresses for success.

Most companies maintain a dress code to ensure that employees' clothing does not create any unnecessary safety hazards or distractions in the workplace. When you interview potential candidates for job openings their clothing should fit in with or be slightly more formal than the dress required for the job. This lets you know that the candidate has done some research about the position to determine the accepted level of dress, that he/she understands the employee safety and workplace environment advantages associated with the dress code policy, and that he/she will likely dress appropriately if he/she is offered the job.

Employer Interview Tip #5: Expect a thank you note.

This may seem like a very minor detail, but interviewees should send a thank you note as a follow up to the interview. Sending a thank you note shows you that the candidate values your time, appreciates the opportunity to discuss potential employment with you, and pays attention to the details, which is a good quality for a worker in any position to possess.

Ultimately, the only true test of whether or not an individual will succeed at a job is to give them a shot at it. However, this would be a very costly way to go about hiring employees. For this reason, employers need techniques to make the most of job interviews to prevent costly employee turnover.

