

occupop

Beginner's Guide

Improve Your
Interviewer Skills
When Hiring



Introduction

Improve Your Interviewer Skills When Hiring

According to a **LinkedIn Talent Trends report**, **87% of job seekers say that a positive interview experience has changed their mind about a role they were unsure about enough to accept an offer.** However, **83% said that a negative experience had caused them to decline an offer to a position that they had previously considered.**

In addition to making the interview and candidate experience positive, you also want to make it extremely thorough for both you and the candidate.



Ensure that candidates have a positive experience and you carry out a thorough interview process by:

- ✓ Asking the right interview questions
- ✓ Accurately assessing the candidate's soft skills
- ✓ Modernising your interview process
- ✓ Creating an efficient process

Ask the Right Questions



In order to determine whether your candidate is the best person for both the position and your company culture, you need to ask questions that target their analytical, problem-solving and communication skills, as well as their personality, emotional intelligence and cultural add.

Having a predetermined list of questions that are both job specific and culture based will help you reduce unconscious bias during the interview and get the most out of a candidate's answers.

Ask questions that target the following:

- **Technical competencies, analytical and problem-solving skills**
- **Emotional intelligence and cultural fit**
- **Communication skills**

Here are 6 tried and tested questions, one for each of the categories above, to inspire you for your next interview:

1. What is the one skill that makes you most qualified for this position?
2. Could you tell me how you have resolved a past conflict or error at your previous job?
3. In a team environment, what role do you usually take on, and can you give me an example?
4. Can you tell me something about yourself that isn't on your CV?
5. How do you take advantage of your strengths and compensate for your weaknesses?
6. What is your ideal work environment and why?

Assess Soft Skills

92% of executives rate soft skills a critical priority when hiring candidates, according to **Deloitte's 2016 Human Capital Trends report**.

Soft skills are the inherent characteristics or skills that make up an individual's personality traits.

The most important soft skills to look out for when interviewing a candidate are:

- ✓ Communication
- ✓ Creativity
- ✓ Critical Thinking
- ✓ Self-Awareness
- ✓ Empathy
- ✓ Dependability
- ✓ Conflict Resolution
- ✓ Problem Solving



In order to assess a candidate's soft skills:

Ask open-ended questions targeted at the skills you are looking for. For example, you could ask a candidate to tell you about a time they made a mistake at work and how they reacted in order to assess their **self-awareness** and **problem-solving** skills.

Take note of any behavioural clues. While these may be more subjective, you can analyse a candidate's behaviours such as timeliness or eye contact in order to assess skills such as **dependability** and **empathy**.

Involve current employees. Soft skills are essential for determining culture add. It can be insightful to give the candidate a chance to interact with potential future colleagues and see how they interact with others from a social perspective. This will also allow you to assess a candidate on their **communication** skills.

Modernise the process

According to talent professionals that were surveyed in **LinkedIn's 2018 Global Recruiting Trends report**, the **top three innovations that are helping employers hire the right candidates faster are:**

Using digital tools to assess soft skills (59%).

These online assessments can evaluate your candidates for whatever skills you deem most essential, and they can also give you a more well-rounded idea of your candidate earlier on in the interview process.

Conducting job auditions (54%). These allow you to observe a candidate's skills in action, and they give your candidate a chance to experience the day-to-day tasks of this position.

Meeting candidates in casual settings (53%). Conducting interviews over meals or in local coffee shops rather than at the office can give you a more accurate and nuanced look into a candidate's character.

These innovations are proving to be more effective than a standardised or traditional interview process. According to the talent professionals surveyed by LinkedIn, this is because they:

69%

Allow candidates to try out the job for fit.

59%

Give a more realistic snapshot of the candidate's personality.

47%

Result in less interview bias than traditional formats.

26%

Reduce the opportunities for candidates to lie about their skills.



Stay Efficient

It is crucial to keep your interviewing process concise for three reasons:



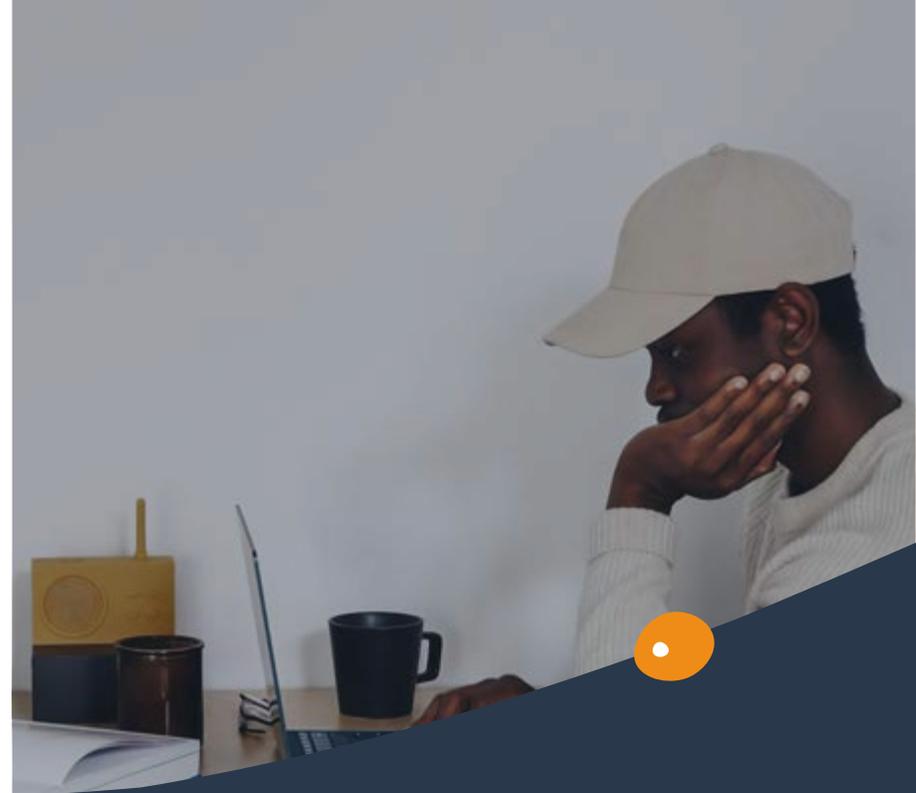
Saving time will save you money and decrease your time-to-hire.



If you take too long to make your decision, your top candidates may accept an offer from another company.



A shorter and more efficient process results in a much more positive candidate experience.



In order to make your interview process more efficient for both you and your candidates, follow these four steps:

1. **Take some time to prepare your interview strategy before you start contacting candidates.** Create a list of the hard and soft skills you will be looking for (these should already be outlined in the job description), and determine a few base questions to ask every candidate.
2. **Conduct an initial screening test with short, 15-minute phone interviews.** Use this time to explain the job in greater detail, confirm that the candidates are interested in the position and ensure that they have the hard skills and industry knowledge required.
3. **Add an audition piece or online survey in order to help you narrow down your list of candidates.** Allow them to work on this while you conduct interviews with other applicants.
4. **Schedule in-depth in-person interviews.** Make these longer interviews more effective by including more than one interviewer, such as the department manager and an employee in a similar position, for each candidate.

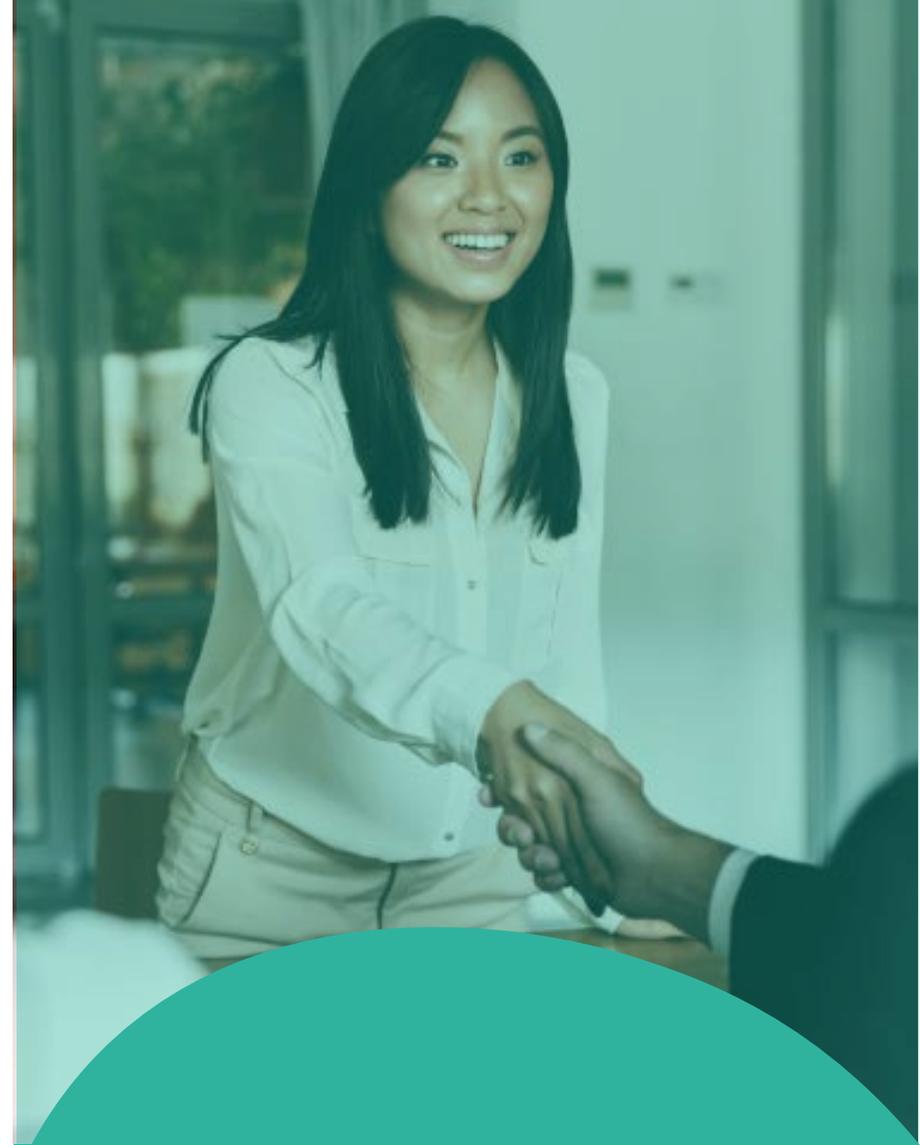
Conclusion

A lot goes into conducting the perfect interview, but **Occupop** can help!

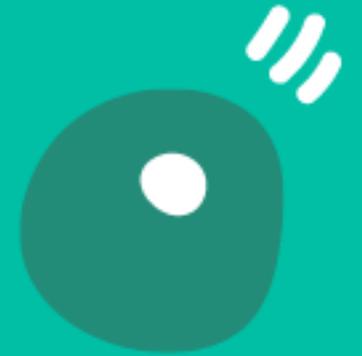
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