

PREMIER
T A L E N T P A R T N E R S

FIND. FILTER. FIT. RECRUITING HOW-TOS



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01

10 EXCELLENT INTERVIEW QUESTIONS TO ASK PROSPECTIVE EMPLOYEES

Interviewing is an art, both for the person asking the questions, trying to find the right candidate... and for the person being interviewed, trying to make the best impression. You as the interviewer, however, probably have the tougher job. The candidate is trying to convince you that they are the right choice, while you have to determine the best candidate and then convince everyone else that they're the right fit. Especially if there are a number of stakeholders at your company who will also be meeting with this person and weighing in, it's important to get a very good feel for this person in a short amount of time.

Moreover, while candidates typically have good intentions, they are primed to broadcast the best possible impression during the interview – which may or may not be reflective of their real approach to the job.

Therefore, you need a list of excellent interview questions to help guide you.

10

BEST INTERVIEW QUESTIONS

1. What kind of environment would allow you to perform your best?
2. Why are you leaving your current employer?
3. What is your preferred management style for a boss overseeing your work?
4. What do you dislike most about the job search process?
5. If I contact your previous employer and ask about areas of your performance that need improvement, what will they tell me?
6. Tell me about a professional success that you wouldn't care to repeat.
7. Which is better: to be perfect and late, or good and on time?
8. What interested you most about this position, and what made you decide to apply for it?
9. Tell us a time when you made a mistake at work, and tell us how you resolved that mistake and learned from it.
10. What would your current employer need to offer to keep you on board?

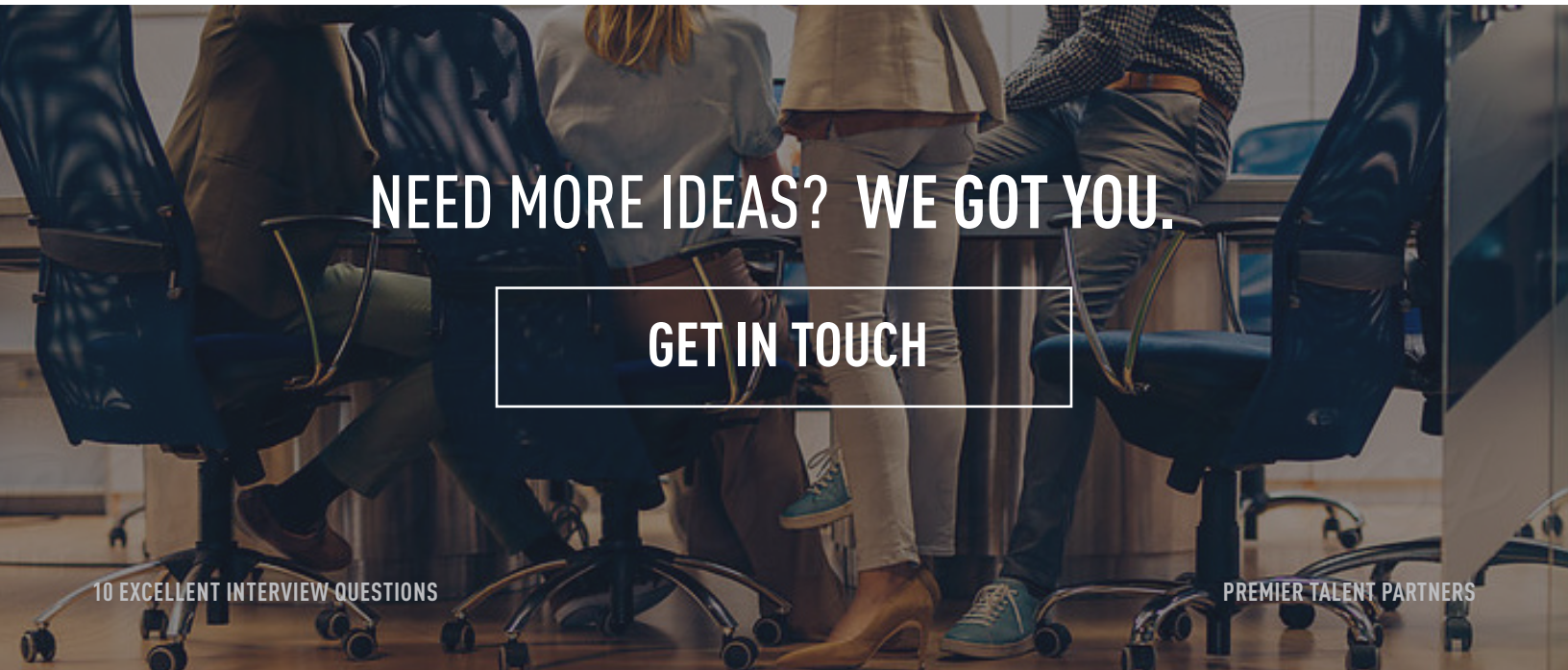
HOW EXCELLENT INTERVIEW QUESTIONS BENEFIT BOTH EMPLOYER AND CANDIDATE

Anyone can look at and view a resume. The best interview questions tell you about the person behind the resume, revealing the job candidate's personality, strengths, weaknesses, knowledge, skills, and abilities. They also give your candidate an opportunity to expand on details that don't fit into a traditional one-page resume.

Not only do the following questions help ensure a candidate is qualified for a position, they help you understand the candidate's character – inside and outside the workplace – to determine the best fit for company culture and overall goals.

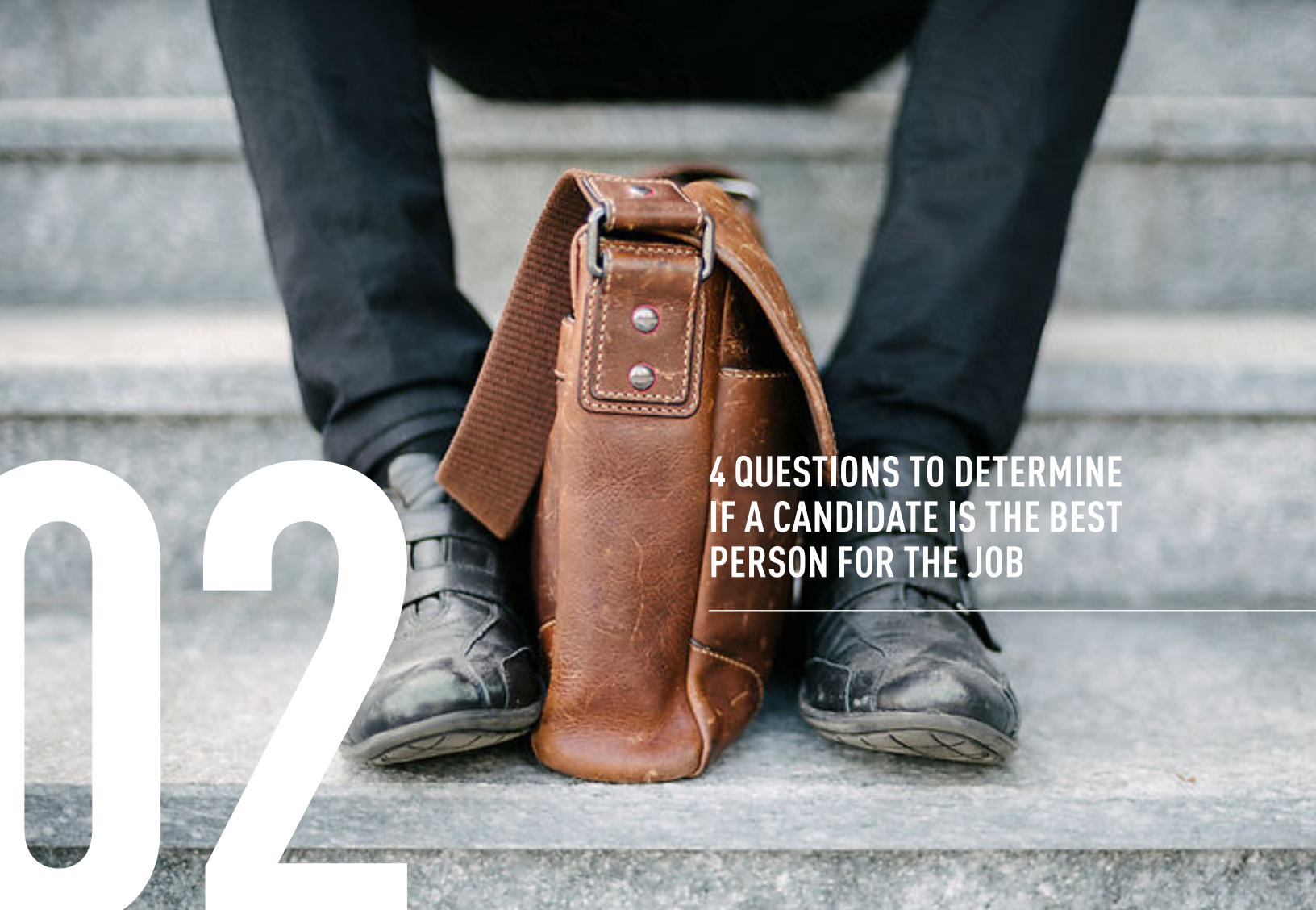
The last one especially is telling, as candidates reveal what they're really in this for: salary? benefits? Doing a good job? All are excellent questions to ask, because they give you insight into the candidate in a short amount of time, even if that insight stems only from discomfort or hesitation on the interviewee's part.

During your next round of interviews, be sure to print out and keep this list by your side. You might be surprised by how much more intuitive it makes the process.



NEED MORE IDEAS? WE GOT YOU.

GET IN TOUCH



4 QUESTIONS TO DETERMINE IF A CANDIDATE IS THE BEST PERSON FOR THE JOB

The interview process is long, time-consuming and expensive, and this is all before you even get to onboarding and training. Naturally, it makes a lot of sense to determine whether or not a candidate is the right fit before you bring them on, but knowing how to recruit the best talent is easier said than done. Luckily, we're here with four questions to ask in the interview to help ensure the candidate will really be a great fit for your team.

01

WHEN DO YOU RELY ON OTHERS IN THE WORKPLACE?

The novice answer to this is “Never,” or “Honestly, I’m pretty self-directed.” Although that might sound like the best response superficially, in truth this indicates a candidate who probably won’t do well as part of a team.

Your hires need to know what they are not good at in order to be good at their jobs, so the “right” answer is an honest assessment of weaknesses, and a list of knowledge of when to work with other members of the team. Both self-sufficient candidates as well as team player are equally as important.

02

WHAT MAKES YOU WANT TO STAY HOME FROM WORK?

Think this is a harsh question? Think again. We all have those days where we wake up and think, ‘anything but that’. It’s what a candidate does with the feeling that sets them apart. Asking what makes them feel that way, and how they deal with it, is a great window into their approach to challenge, strife and other unpleasant situations – which, whether or not we like it, crop up all too frequently in the workplace.

NEED MORE IDEAS?
WE GOT YOU.

GET IN TOUCH

03

WHICH IS MOST IMPORTANT: MONEY, RECOGNITION, CHALLENGE, OR STABILITY?

Be sure to phrase this question exactly as is. If you include vague, higher-level options like “making a difference,” most candidates will pick that. You want to know what they really prize on a more fundamental level, especially since their answer will categorize them as more suited to some jobs than others (for instance, “challenge” in a startup but “stability” in an insurance role). There’s always the candidate who will give you a different answer, and that might be illuminating all on its own.



04

PRO TIP: POSE YOUR QUESTIONS TO LINKEDIN FIRST

Many people don't know that LinkedIn is one of the biggest search engines in the world, capable of trolling through and cataloguing hundreds of thousands of candidates in the blink of an eye. If you want to find the perfect candidate, someone who will be an excellent fit for your company, try “asking” LinkedIn first. With an advanced search, you can input geographic areas, experience, titles, school, and more.

Once you find good candidates, you can reach out to them whether or not they're currently employed. Those that agree to interview are bound to be a pretty close fit before you even ask your first interview question.

It may take some practice to gauge your candidate's answers and determine whether or not they're really qualified. Soon enough, though, you'll develop a working proficiency with these high-level questions, and they'll give you the information you need to make a truly smart choice. If you want to develop an excellent system of how to find good employees, start with these questions today.





SECRETS TO FINDING THE PERFECT JOB CANDIDATE: 6 RECRUITING BEST PRACTICES

So you're in charge of culling the chaff and producing the wheat for your company. You want to find superstar hires, but it seems like, too often, they don't work out or they end up leaving too soon. What if there were some way to significantly improve your system, so that the people you hired stuck around and performed beyond your wildest dreams?

Okay, not your wildest dreams, but maybe your regular dreams?

Here are six recruiting best practices to help you get there.



RECRUITING BEST PRACTICES UNCOVERED

1. Define the Ideal Candidate In-House

You can't hire the right person if you don't know who that person is. It's your responsibility, not the candidate's, to ensure that you're working with a clear vision of whom you want to hire. So get really specific, working with other department heads, stakeholders in your own department or, if you're in HR, affected members across the company. It is a common procedure to hold a "kick-off meeting" for each new role you are trying to fill. Create an internal guide to ensure stakeholders are totally aligned on the company's needs and expectations for the role.

2. Fine-Tune Job Descriptions

One of the easiest ways to ensure you get the perfect candidate for the job is to tailor the job description even more closely. What exact skills would they need? List them out in their entirety, and make sure those requirements are un-fudgeable, if you will. Instead of "solid computer skills" try more detailed requirements like "90 WPM" or "a thorough understanding of PHP."

3. Keep Up with Trends

Understanding recruiting trends and how to leverage talent pools is important, but it changes all the time. If you're out of the loop, you might also be out great candidates without knowing it. Stay apprised of these trends either by following industry news or by seeking the help of a knowledgeable recruiter.



RECRUITING BEST PRACTICES UNCOVERED

4. Be Active on Social Media

Staying active on social media is not only a good way to highlight your employer brand and make people want to come work for you, it's an awesome way to find great candidates. Just put the word out over the social airwaves about a description listed on your website or job boards, and watch them roll in.

5. Don't Wait for the Candidate to Come to You

Want the ideal candidate? Don't wait; go find them. Utilize your company's referrals and networks. Whether the connection is professional or personal, reach out to the potential candidates introducing yourself and the connection. You'd be surprised at how often a passive candidate will become active in response to the right offer.

6. Use a Many-Pronged Approach

If you take just one track, you'll find only disappointment. You must use all recruiting resources available. That includes employee referrals, social media, job boards, listings on your own websites, the help of recruiters, industry fairs and more.

IT'S GO TIME.

Of course, all the tricks in the world won't ensure you never hire a dud or that your perfect-beyond-perfect candidate won't leave you for greener pastures. But this is a numbers game; you don't have to be flawless. Instead, your goal is to reduce turnover and increase your targeting skills, and if you can do that, you're doing mighty well indeed. So get started!

START YOUR SEARCH



DETERMINING THE REAL COST OF HIRING A NEW EMPLOYEE

Sometimes in the thick of excitement over expanding a new department or filling a new position, it can be easy to lose track of just how much money new hires can cost your company. The truth is, though, the cost of hiring a new employee is significantly more than an employee who is already onboarded and performing well in their role. You may not reach the break even point for a new hire for a year or more.

Not only is it expensive to bring on a new person; it's even more expensive to deal with turnover. This decidedly not-simple worksheet shows you the full cost of having an employee leave, including lost productivity, accounting for turnover rate, and more. Of course, if they've been there awhile this isn't such a hit, and it is to be expected that your team members will someday find greener pastures. This means it is very important for you to find the right employees in the first place, because their total cost is high.

How high? Here's a quick breakdown to help you determine the real cost of hiring a new employee.

COST OF HIRING A NEW EMPLOYEE

HIRING

The Interview Process

The hourly rate of the interviewer × the time the interviewer takes to interview the candidate

Background Checks

Credit checks, police reports, etc., which usually cost money

Paperwork

Printing, filling, signing, duplicating and filing forms

Legal Representation

In some cases, as with serious nondisclosure or noncompete documents, an attorney may need to be present

SALARY & BENEFITS

Annual Salary

The base compensation a new employee will receive

Bonuses

Many companies offer bonuses either at the holidays or for reaching specific quotas, and these must be figured in

Healthcare & Insurance

Medical, dental, vision, workers compensation can all add up

Retirement Plans

401(k)s and other matched savings plans

Tuition Reimbursement

An increasingly popular option whereby a company pays for an employee to go to school

Miscellaneous

Parking passes, relocation, etc. may make for a more attractive package to your candidate, but can also add up

ONBOARDING

Training

A necessary step before an employee can reach full productivity

Increased Feedback & Reviews

While also necessary, another step that costs more time and money than the average employee

Reduced Output

Reduced output, increased errors and more hand-holding that is needed during the first few months, or even years, of a new role

None of this is intended to dissuade a business from hiring people, which, in any case, is impossible. It simply means that businesses – small businesses especially – can't afford ongoing costs like this, which is why it's crucial you start screening applicants more carefully before you bring them on board. If you have an HR department capable of doing this, great, otherwise you might need the help of a recruiter.

A top-down view of a person with dark hair, seen from behind, sitting at a rustic, dark wooden desk. They are using a silver laptop. To the right of the laptop is a white coffee cup on a saucer and a white smartphone. A large, light-colored, circular object, possibly a lampshade or a piece of art, is partially visible on the right edge of the frame. The desk surface is made of horizontal wooden planks with a weathered, distressed finish. The overall lighting is soft and natural.

NO HR DEPARTMENT? NO PROBLEM.

GET IN TOUCH



WHAT IS EMOTIONAL INTELLIGENCE AND HOW CAN YOU IDENTIFY PEOPLE WHO HAVE IT?

05

So exactly what is emotional intelligence?

Back in 1983, developmental psychologist, Howard Gardener identified nine separate types of intelligence. These include naturalist, musical, logical-mathematical, existential, interpersonal, bodily-kinesthetic, linguistic, intrapersonal, and spatial.

Today, we're going to examine two of those intelligences, interpersonal and intrapersonal: understanding of other people and of one's self, respectively. While these have historically been undervalued in workplaces devoted to more cerebral skills, both types of what we would today call emotional intelligence are extremely important.

WHY EMOTIONAL INTELLIGENCE?

Also called EQ – modeled after intelligence quotient IQ – emotional intelligence actually involves a range of different skills. These include:

- ☒ **Recognizing and expressing one's own emotions effectively**
- ☒ **Reading others' emotions**
- ☒ **Controlling emotions, even when it is difficult**
- ☒ **Helping others manage their emotions**

Emotionally intelligent people not only handle themselves well under pressure and provide a good sounding board for others, they can provide the glue to keep teams together, lighten the intensity of tough situations and bring out the best in peers and underlings. For these reasons, identifying the socially skilled during interviews should be a top priority.

DETERMINING WHETHER SOMEONE IS EMOTIONALLY INTELLIGENT

Unfortunately, it's difficult to slap an emotional intelligence test down on your desk when a candidate comes in to interview with you. Therefore, you need to cultivate your ability to recognize people with high emotional intelligence in other ways.

The good news about identifying emotional intelligence is that it's often obvious when people have it. From the moment someone comes into the interview, you will know whether they put you at ease or not. You will also be able to tell if others like them just from brief interactions in the lobby or speaking with the receptionist, and can get an even deeper understanding if they interview with others at the company.

If standard operating procedure is to interview with only one person at your company, consider changing this to include others at the company. Especially for roles that involve a lot of human interaction – HR, marketing, customer service – you want to be sure this person will integrate well both with your staff and with the clients and customers you serve.

FIND BETTER TEAM MEMBERS

Ready to find the best-suited candidates for your open position? It starts with the right interview questions to draw out a person's emotional intelligence skills. These include questions such as:

What would you do if you saw a coworker crying in the bathroom?

How would you react if someone accused you of something you didn't do?

Tell me about an ethical dilemma you faced at work, and what you did about it.

How would you resolve a dispute between two members if you thought they were both right?

What would you say to an employee who got a customer complaint that you believed to be unwarranted?

Tell me about a time you had a conflict with another employee and how you resolved it.

Understanding what you're looking for when it comes to emotional intelligence, as well as putting these questions in your arsenal, will significantly increase your ability to land the right candidates. Of course, resume and experience matter, but if that person just won't gel with company culture, it doesn't mean much. Start employing these techniques today, and watch your team shine.



THE IMPORTANCE OF COMPANY CULTURE INTERVIEW QUESTIONS

“

Culture fit” has become a buzzword in recent years, but do you know what that really means and are you putting it to work for you in your interviews? If you’re not quite sure about the importance of company culture interview questions, or are just uncertain how to get started asking them, this crash course might be for you.

WHY CULTURE MATTERS

Skills and qualifications are very important, but how an employee pursues day to day tasks and interactions will prove even more important to their happiness and success at your organization. Your work environment and organizational culture, combined with their personality, will hopefully be a match made in heaven, but if not, you want to know before hiring.

That's where a fit assessment comes in.

CREATING A SKILLS AND VALUES FIT ASSESSMENT THAT WORKS

The first thing to understand about the importance of company culture interview questions is that they're not as simple as the straightforward question, "How do you think you'll fit in here?" Sure, you can ask that too, but if you want to do a real culture fit assessment, you have to force the candidate to reveal how they really feel.

Usually, this means the culture fit assessment is more of a conversation than a series of questions. You can make your own list, of course, but this will stem more from the conversations you have over time while following a few basic tenets.

04

TENETS OF CULTURAL FIT

1. Know what you're looking for.

Your candidate can't be expected to fill in this blank for you. Are you seeking a self-starter, a right-hand man, a specialist, a Jack of all trades? Be clear about this, as well as the traits that go along with it. Consider questions such as, "How do you feel about having multiple bosses?"

2. Communicate what you are looking for.

By clearly communicating what you are looking for in a candidate for a certain position, you can ensure that the right people will apply to begin with. Adding this step to your hiring process will eliminate time in the long run.

3. Be clear about your company model.

If you will be providing lots of oversight, such as in a call center model, the employee needs to be prepared. On the other hand, if you would ideally like to be left alone and have employees run their own show, express this. Their response, and their resume, will reflect whether they can handle it. Think about a question such as, "What do you do if you run into a question with no one around to ask?"

4. Be upfront about where you're flexible...and where you're not.

An employee who comes from a casual-dress, make-your-own-hours environment is unlikely to fit into a 9-to-5 business attire setting. Don't dance around the issue in the interview, because that just wastes everyone's time. A question might be, "Do you accept that time off will be limited to what's in your compensation package?"

Questions like this will help you narrow down the pool significantly, and increase the chances a hire will stick with you over the long haul.

MAKE CULTURE YOUR PRIORITY

That's where Premier comes in.

We set a new standard for job placement to help ensure you find candidates who not only stick around, but also fit your culture like a glove. If you want to learn more about finding the right candidate to fit your company culture, reach out.

We're here for you.

START YOUR SEARCH