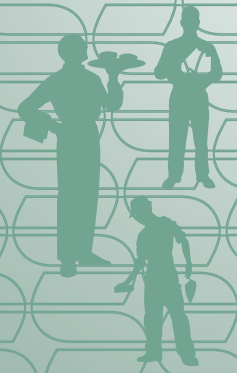


# Tips for hiring new staff



To help you with hiring new staff, Mission Australia Employment Solutions has developed the following interview tips.

## Tips for employers

- Help the candidate feel comfortable and at ease at the beginning of the interview – you'll probably get a better insight into their true personality.
- Follow the 80/20 rule – get the job seeker to do 80 per cent of the talking.
- Ensure you know the job skills you require and that you ask appropriate and relevant questions to identify these skills.
- Prepare questions before the interview.
- Ask open-ended questions beginning with what, how, why, when or where.
- Avoid closed questions beginning with did, would, do and are.
- Ask probing questions beginning with "Tell me more", "Describe to me" etc.
- Use the power of silence – pause while waiting for an answer.
- Always avoid discriminatory questions about race, religion, age, sexual orientation and political views.
- Be prepared to answer questions that the interviewee may have for you about the role or the business.

**Make sure you're relaxed, friendly and prepared** and this will also help the candidate relax. If a candidate feels nervous you're less likely to get a good idea of their true personality and capabilities.

**Open the interview with a question about any hobbies or interests** the candidate has mentioned in their resume, instead of diving right in with questions about the candidate's career. You could also ask a question about a familiar subject such as family or sport.

**If you don't make the interview as relaxing as possible**, you could hire people who are best at handling interviews, instead of the best person for the job.

**You can increase your interview effectiveness simply by asking the right questions.** Prepare questions before the interview and make sure you know who you are interviewing and their experience as outlined in their resume. You should also be ready for any questions the candidate has for you about the role or your business.

**Ask candidates good open ended questions** which are targeted to your industry and you can really open the doors of discussion, often giving you information that you would have otherwise missed.

Open ended questions begin with: who, what, where, when, why and how.

**Don't be afraid to ask additional questions** based on a candidate's response. For instance, if a candidate tells you they left their last job as there was "no challenge", ask them why.

Asking probing questions could help you uncover some hidden truths, which reveal the true circumstances.

**Past history is a good predictor of future behaviour.** If a candidate has a history of work success, it's likely they will repeat the same patterns with you.

## Interview questions – what to cover in an interview

- Focus on the resume. Remember to lead with a question based on the candidate's hobbies or interests.
- Ask them to tell you a little bit about themselves, including an overview of their work history to now.
- Ask why they are interested in this particular role.
- Ask what they know about the company. These two questions can tell you about their overall enthusiasm.
- Ask what skills or accomplishments they can bring to the job.
- Ask them to describe their greatest achievement – either personal or professional.
- Ask a question about a situation: "Can you tell me a time when you've had to deal with a difficult customer? What was the issue? How was the situation resolved?" Or, "Can you describe a time when a previous employer has asked you to perform a work task that you really didn't want to do? How did you deal with the situation? What was the outcome?" Or, "Have you been in a situation where a work team did not get along? How did you handle it?" These types of questions show how an applicant has responded to previous work situations.



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