INTERVIEW TOOLKIT

I. Steps before the Interview

1. Review the application, résumé and any additional materials submitted by the candidate.

    a. Be sure to note anything on the application/résumé for which you would like more information or clarification

    b. Highlight the areas of the résumé which are similar to the present position

    c. c. Note any gaps in employment.

2. Prepare interview questions, using the job description for the position as a guide

    a. Interview questions should fall under the following categories:

        i. **Introduction/Personal Profile**: questions can include, but not limited to the candidate's personal background, interests and values; the candidate's career goals; and reasons for applying for the position at the company.

        ii. **Company/Industry Knowledge**: questions can include, but not limited to the candidate's knowledge of the company and/or the industry.

        iii. **Technical Capacity/Qualifications:** questions can include, but not limited to the candidate's major professional strength and weakness; his/her level of technical skills directly related to the position; computing skills, etc. Questions can also include possible scenarios the position would encounter on the job.

        iv. **Supervisory Experience:** questions can include, but not limited to the candidate's supervisory experience; his/her management style; what he/she have identified as a strength and weakness of being a supervisor, etc.

        v. **Behaviour & Attitude:** questions can include, but not limited to the candidate's view on conflict management and resolution; stress in the workplace; initiative; time management; planning; decision making; punctuality and attendance; etc.

        vi. **Availability:** questions can include, but not limited to the candidate's reason for leaving his/her current/previous job; when he/she would be able to start; would he/she be willing to work long hours or on weekends, etc.

vii. **Candidate "Sell":** this final question should aim at providing the candidate the opportunity to wrap up the interview and to "sell" him/herself to the panel. The question can be: "Why should you be hired for the Accountant position at XYZ Company?"

viii. **Salary Expectations:** this question allows the panel to find out what the candidate's salary expectations are for the position.

b. Prepare interview questions scoring matrix – this document is used to score the candidate's response to the interview questions.

c. Prepare the Candidate Evaluation Form – this document allows the interviewer to rank the candidate's overall qualifications for the position to which he/she has applied.

II. Steps for Beginning the Interview

1. Greet the candidate and introduce the panel.

2. Share the purpose and plan of the interview:

    a. To explain the job position and the company.

    b. To learn more about the candidate's job experience and qualifications.

    c. To explain that both parties will gain information needed to make the best hiring decision.

    d. Inform the candidate that you will be taking notes

III. Conducting the Interview

1. Begin the interview, using the Interview Questions Matrix as a guide.

2. Score the candidate's responses in the Interview Question Scoring Matrix. Take notes where necessary.

IV. After the Interview (Wrapping Up)

1. Have the panellists review all their notes and ask any additional questions, if necessary.

2. Ask the candidate if he/she has any questions.

3. Explain the next steps in the interview process.

4. Be sure to thank the candidate.

5. Tally the scores from the interview.

6. Complete the Candidate Evaluation Form.

Please note: It is better to stay away from questions directly relating to the candidate's race, gender and family issues, national origin or ancestry, marital status, number of children, disability, age and religion. If the candidate is progressed to the next round of the recruitment exercise, these questions/areas can be answered.