

Interview Do's and Don'ts

1. Once the list of job-related interview questions is created, use it consistently for all candidates for the same position.
2. Try to first put the candidate at ease with introductory and welcoming remarks. If the candidate feels comfortable he/she will be more likely to share information with you.
3. If you find that the candidate freezes on a particular question, you may want to go on to the next question. It takes time for some candidates to relax and feel comfortable with the interviewing process.
4. Ask open-ended questions which focus on behavioral descriptions rather than simply "yes or no" questions (i.e. have them describe a work situation in which he/she handled stress well rather than just asking if he/she can "handle stress well").
5. Listen; don't do all the talking. Listening skills are essential to the interview. It is important to let the candidate speak without being interrupted. Remember, the purpose of the interview is to obtain as much information as possible.
6. Stay away from questions that have more to do with personal lifestyles than job experience - phrase the question so that the answer will describe on-the-job qualities instead of personal qualities - if the question is not related to performance on the job, it should not be asked.
7. While the candidate is speaking, watch his/her body language and facial expressions. These expressions will provide you with additional insight about what is being discussed at the time.