

# THE HR CONNECTION

## Church, Engle & Associates

Recruitment Specialists & Human Resource Services

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#### In this Edition:

Interviewer's Behavior  
Make sure your  
interviewers don't drive  
away your best  
candidates!

#### Helpful Link:

<http://www.hrmguideline.com> HRM Guide publishes articles and news releases about HR surveys, employment law, human resource research, HR books and careers that bridge the gap between theory and practice.

#### Quote of the Day:

"The human brain starts working the moment you are born and never stops until you stand up to speak in public."  
George Jessel

### **Interviewer's Behavior – Make sure your interviewers don't drive away your best candidates!**

When interviewing candidates for a position we sometimes forget that not only is the interviewer making an assessment of the candidate's skills, abilities and fit with the organization, but that the candidate is making her own assessment of the organization as a good place to work. According to a recent Monster study, two-thirds of job seekers say that the behavior of an interviewer influences their decision to accept a position. Another study concluded that the first 30 seconds of an interview make or break the connection between two people when they meet for the first time. An interviewer's behavior can bear positively and negatively on a job seeker's decision-making process, especially when determining if this is a quality company that is a good fit for his or her career.

Simple things like starting the interview on time, warmly welcoming the candidate to the interview, introducing yourself (and anyone else interviewing the candidate), having a private space, allowing no interruptions, and phones on phone mail and cell phones and pagers turned off send a message to the candidate that she is important and you are taking her interview seriously.

A number of interviewer behaviors adversely affect a job seekers' willingness to work at a company. For instance, in the same study, 70% of interviewees rank "acting like has no time to talk to me" as a common and annoying behavior of hiring managers. In an effective interview, the interviewer should be talking no more than 25% of the time and the interviewee 75%. A well organized, structured interview process in which everyone is prepared, provides a professional impression of the organization to the candidate.

**Church, Engle & Associates** - We offer a wide variety of professional human resource services including executive, professional, technical and key position recruitment. With our extensive experience there is no reason to go out of state for the highest quality professional recruitment and human resource services.



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*Moss Glen Falls,  
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**Fast Facts: Training Interviewers** - We can't stress the importance of having trained interviewers. Besides reducing your legal risk you will increase your odds of making the best hire. So what should be included in the training? Incorporate a review of the legal aspects of interviewing, including interview questions to avoid and why. Review how to structure an interview and provide examples of good questions. Also include interview basics such as interview preparation which includes a review of the updated job description and resume/ application and areas of the applicants' background to explore. Additionally you will want to review behavioral interviewing, the evaluation of candidates, and reference checks.

## **Continued from page 1: Interviewer's Behavior – Make sure your interviewers don't drive away your best candidates!**

This allows the interviewer to make sure that she is getting the information she needs from the candidate, and the candidate the opportunity to present her information. Again, candidates want to feel that they are taken seriously, and would be a welcome and important part of a company.

Interview follow-up can also impact the interview process and work against the employer if not done properly. It reflects badly on an organization when a hiring manager doesn't let an applicant know the status of her application --whether the position has been put on hold or whether she has been rejected for the position. Even an employment rejection, properly done can leave a positive impression with a candidate.

Every contact someone has with your organization is an opportunity to market your organization. The professionalism, knowledge and commitment the interviewer demonstrates to the candidate speaks volumes about how the organization functions and treats its employees. It's an opportunity not to be missed. Word of mouth is a powerful force. A candidate who feels that she was treated poorly by an organization will communicate her negative views to friends and neighbors.

When training your management staff on interviewing skills, make sure they understand that they too are being interviewed and they represent your company to the public. Training topics should include the company's expectations for managers regarding communications with candidates, as well as skill training in conducting effective interviews. Even top management should participate in training to understand the goals of the interview process and how their treatment of prospective employees impacts the company. Being prepared for the interview, and conducting the interview in a professional manner, will foster your company's reputation, increase your applicant pool and allow you to make the best hire possible.

**If you will be attending the 8<sup>th</sup> SHRM Vermont State Conference at the Sheraton Inn and Conference Center in Burlington, VT on Monday, September 8 and/or Tuesday, September 9, 2008 please stop by our booth to say "Hi" and be eligible for our door prize, a carry tote with Vermont Wines.**



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