

May 2009 Newsletter

Interviewing

The job interview is a powerful factor in the employee selection process in most organisations. While the job interview may not deserve all of the attention that the job interview receives, it is still a powerful force in hiring.

The job interview remains key to assessing the candidate's cultural fit. The job interview remains the tool you can use to get to know your candidate on a more personal basis.

Your starting point, before scheduling a job interview with a candidate, is to review each candidate's:

- Resume cover letter and Resume.
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In today's current economic climate, the decrease in job stability has resulted in a marked increase in the number of applications employers receive. When faced with 100-200 candidates, it's important to use tools that separate the great candidates from the many. These will help you select the candidates for the job interview. They will also help you prepare your list of questions to ask during the job interviews.

Tools that you may consider using are

- Measuring the candidates CV and covering letter against a key set of criteria for the job. Does the candidate meet the minimum requirements of the job; does their covering letter arouse your interest?
- Screen candidates via the telephone prior to inviting them in for an interview. This can save managerial time by eliminating unlikely candidates.
- Group seminar activity – if you receive a large number of applications consider bringing in groups of applicants to discuss the role, taking this opportunity to observe individual presentation and enabling candidates is to determine their own suitability for the job
- Contact the referees the candidate has provided before inviting them in for an interview

How to Prepare for the Job Interview

Decide on who is going to interview candidates and brief them on the critical factors of the job. Arrange a venue and allow adequate time for the interview and discussion. Inform the candidates of where and when the interview will be held.

Consider your comfort level. If you are interviewing all day, have you enough time for adequate breaks and refreshments. Interview facilities should be of an appropriate size, be well lit and have minimum background noise. Ensure that interviews will not be interrupted.

Hold a Job Interview with Each Candidate

There are two main types of interview questions you can ask. Situational and Behavioural.

Situational ask candidates **what they would do** in particular situations. This is useful where candidates may not have had previous work experience.

Behavioural asks candidates **what they did do**. These questions encourage applicants to share actual past behaviour from work or any other source of experience. Past behaviour is a good predictor of future behaviour.

It is a wise idea to record the applicant's answers and these notes can form the basis of your deliberation as to who is the best person for the job.

In addition to the candidate's verbal responses during the job interview, you'll want to notice all of the nonverbal interaction, too.

Own a business?

What keeps you awake at night?

Be one of the first **10 business** to call 834 3071 and receive a no-cost "Smart Business Strategies Review" (a \$500 value) that **identifies solutions** for those 2am OMG moments.

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SEMINAR AVAILABLE

Here at BOSS Group we recognise interviewing can be as stressful for candidates as for the interviewer how difficult it can be to interview staff.

Interviewing 101 will show you how to design questions to get the right information from a candidate, when you should use tests and how to use reference checks. Walk away with a 38 page reference guide.

Thursday 14 May 5.30pm - 7pm

Venue - Level 1, 100 Dickens Street, Napier

Investment required - \$15.00 including GST (\$10 for Chamber of Commerce Members)

Phone (06) 834 3071 to book your space.

HOT CANDIDATES – Permanent or temporary

READY...SET....GO

Keen and bright. This candidate is looking for their first start in a sales and marketing career to compliment their Bachelor of Business Studies majoring in Marketing and Management.

MANAGEMENT

Perfect candidate for senior management role in food manufacturing. Highly skilled at logistics, problem solving and staff management.

WATCH HER GROW

Bright bubbly very motivated. Excellent customer service and communication skills; would enjoy reception for a company that she could learn and grow with.

HR/HEALTH AND SAFETY

Strong HR and Health & Safety background looking for part-time work with either larger organisation or new businesses.

BUSINESS IS ALL ABOUT CUSTOMERS

Want to keep in contact with them but don't know how?

Don't know who your customers are?

We provide a hassle-free low cost solution to keep you in touch with your clients.

Contact us to find out our plan to grow your business

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Teleworking – it can save you overheads

If a tree falls in the forest and nobody hears it, does it make a sound? Or more specifically, if your employee is paid to work from home and nobody is there to supervise the work, is he or she really working?

This is the question that employers across New Zealand must come to grips with as teleworking continues to rise.

Soaring petrol prices, concerns about carbon emissions, congested transport networks, the skyrocketing costs of real estate, leading edge technology and the push for work-life balance - all these elements have converged to drive a dramatic increase in teleworking across the industrialised world.

In just two years, the number of UK bosses willing to offer their employees teleworking opportunities has trebled - up 46% in 2008 from 14% in 2006. A North American survey confirms these findings: telework has grown 42% in US organisations and 40% in Canada in this year alone.

But in New Zealand most middle managers still want to see their staff sitting at their desks.

Telecommuting is a viable alternative to traffic congestion, office distractions and tying up capital in costly office space or car parks. Employing a workforce that works at least partly at home can reduce costs of heating, air-conditioning, car parks and lighting by 17% of salary costs. Teleworking can reduce avoidable staff turnover by over 20%, absenteeism by as much as 80%, and boost productivity by up to 40%.

What's more, as we look for ways to reduce our carbon dioxide emissions and minimise our environmental footprints, teleworking provides an answer.

But teleworking isn't just a matter of better broadband infrastructure - it's about a shift in mindset too.

Despite the strong business case for teleworking, few small and medium size businesses support teleworking.

But shift happens - around a third of the US workforce is expected to demand teleworking options within the next four years, and as many as 50 million European employees are expected to telework by 2010. And with New Zealand's first Baby Boomers soon hitting retirement age and Generation Y workers demanding new levels of flexibility in their working lives it's time to get smarter about how we manage our people.

Analysts are predicting that this monitoring technology will speed teleworking growth, as it tears down one of the biggest obstacles to working at home - employers' fears that remote workers will slack off.

So gear your company up for the virtual office by establishing a formal teleworking policy. Consider how your team will collaborate remotely, and how you will continue to foster communication and creativity. In addition, set clear objectives and targets for your teleworkers to ensure they are accountable for their output.