

Los Angeles Community College District Personnel Commission

Conducting the Interview

Setting

- Choose a quiet, private place, which is comfortable but businesslike, like a conference room.
- Arrange it so you have no interruptions.
- Make sure you have the materials you will need for the interview e.g. application, your business card, etc.

Opening and Rapport

It is the responsibility of the interviewer(s) to set the rapport. The atmosphere of the interview is important because it helps the applicant feel relaxed and at ease to talk.

- Begin with a warm, friendly greeting
- Smile
- Shake hands
- Establish Eye Contact
- Show an interest in the candidate's comfort
- Have a little small talk on generic topic or something of interest in the candidate's resume

Providing Structure and Context Information

It is important to tell the candidate what to expect during the interview and to provide context for the questions that are to be asked. Tell the candidate about the organization and the job. Be sure to include both favorable and unfavorable information about the tasks and responsibilities of the position. Describe any special aspects of the job such as work hours, overtime, travel, etc.

It is common to open the interview as follows:

Shall we get started? As you know, we are interviewing you today for the position of XXXX. Over the next 30-40 minutes I'd like to do three things. First, I want to tell you a little more about our organization and the position. Next, I want to find out as much about you and your skills, as they relate to our vacant position, as possible. Finally, I'll leave some time at the end to answer any questions you may have. During the interview we will be taking notes to help us remember exactly what you said. Why don't we begin by you sharing information about your education and work experience.

Note Taking

- Don't try and record everything a candidate says. Note just enough information to stimulate your recall.
- Your notes should be descriptive of what the candidate said, not your reaction to what was said. Your notes can be reviewed as part of adversarial proceedings concerning alleged discrimination in the hiring process.
- Keep notes away from the candidate's direct vision

Questioning

- When asking situational and behavioral questions, it is important to remember "STAR" -- Situation/Task, Action, Result. A complete answer will include all of these elements.
- It is not uncommon for candidates to give incomplete or non-specific answers to your questions, or for their responses to be unclear in some way. It is completely appropriate to prompt the candidate or ask follow-up question in order to get a complete answer.
- If a candidate appears to need time to respond, avoid the urge to jump in and help with the answer or move beyond the question. Instead indicate to the candidate that you don't mind waiting for the best example or answer.

Closing the Interview

- Conclude with a statement that communicates your interest in the information you have gathered from the candidate
- Thank the candidate for the time they have taken for the interview.
- Inform the candidate that you will be checking references, and confirm that it is "OK" to do so.
- Tell the candidate what will happen next
- Provide them with your timeline for a decision
- Follow through promptly as promised.