

BEST PRACTICES

INTERVIEW PROCESS

Below are tips that will help your employee interview process. It's really important to create a comfortable environment for sharing information and to make your time with the person a conversation vs. a pure interview. We will get better information in doing so.

A couple of tips:

1. Reiterate to the person that we appreciate their time and they were chosen because they are a valued employee whose insight we greatly respect.
2. Let them know we are gathering this information to help us better understand what truly makes us a great company and how we can get better, from an employee's perspective. You can share that we are also going to be asking vendors and customers as well.
3. Share that we are looking for open and honest feedback, the improvement ideas are as important as all positive feedback. Confirm their feedback is only to help us get better.
4. It's always best to record the interview. The main reason is, it's difficult to be asking the questions, maintaining the flow of the conversation, and taking detailed notes all at the same time.
5. We want to capture all the raw notes. At this point in the information gathering process, the more information captured the better.
6. Immediately after the interview, make sure you capture everything while it is still fresh in your mind.
7. You are also looking for some good quotes. Hopefully, coming out of the interviews we will have 10 or so good quotes we can use in recruiting, social media, or our marketing.
8. Send a follow-up note thanking the person for their time and insight. Copy their manager and the owner. The manager or owner should reply with a "thank you" as well. People appreciate being included and especially being recognized by their manager or owner.