

Listen Carefully to Make Interviews a Success

Question:

What types of answers should I listen for when interviewing a candidate?

Answer:

Hiring managers spend almost 80 percent of the time talking during interviews. Unfortunately, lack of listening can result in hiring the wrong person for the job. Incorporate these listening tips to gain better information about the candidate you are evaluating:

- **Listen for comments that show the candidate has researched your company.** The best candidates do their homework and understand the issues you face.
- **Listen for specific examples indicating the candidate demonstrates the behaviors you want to hire.** A person who responds with theories



instead of examples may not be qualified.

- **Pay attention to the level of excitement in the candidate's voice.** Look for evidence that the potential hire is passionate about their work and your industry.
- **Odds are a pessimistic person is not a team player and could harm company culture.** Listen for negativity such as gossiping, overconfidence, scoffing a prior employer, or lack of assertiveness.

Question:

Is it more important to listen or ask questions when I'm being interviewed?

Answer:

As a job seeker, you want to learn about the company's expectations and opportunities during an interview. It is important to ask questions about the organi-

zation, the work environment, and measures of success. It is also important to listen for what it is really like to work for the company:

- **Listen carefully when employment policies and benefits packages are explained.** The details will verify whether your work style meshes with the company's philosophy.
- **Listen for the chance to ask follow-up questions.** Probing questions show you're mentally engaged and enable you to validate information.
- **Listen for what is not said.** As you ask questions, listen for underlying issues regarding the duties or expectations of the job.
- **Pay attention to key names.** Make note of information about people, industry challenges, or competitive issues to help you evaluate your acceptance decision.



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