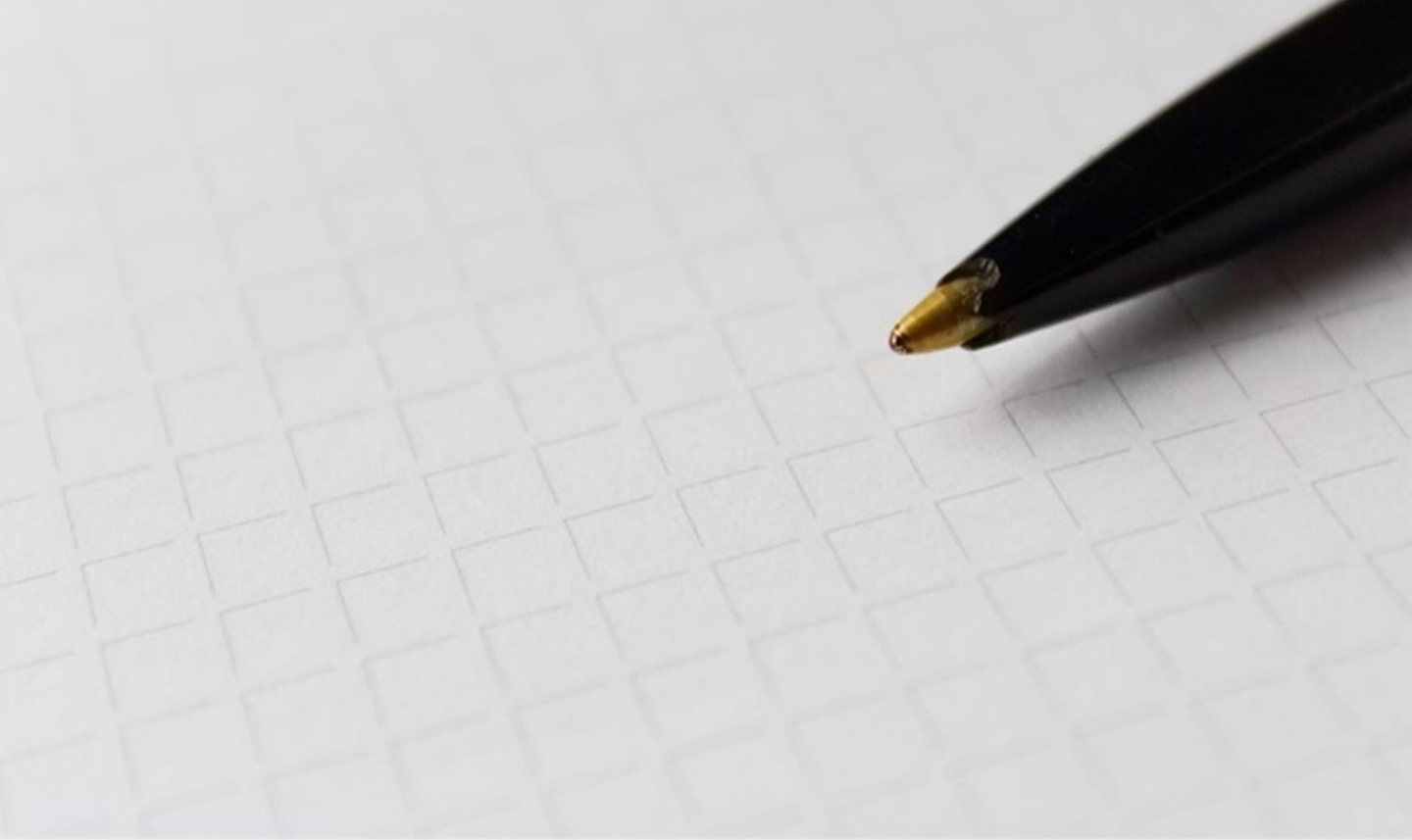


Interview Guide



Develop. Deliver. Leaders



Introduction

Employees form the base of organizations. Recruiting unsuitable employees will lower productivity and increase turnover rate, adversely affecting the organization. It is therefore important for organizations to acquire talents who fit the company's standards and culture.

This interview guide brings clients and candidates through the interview process, offering examples of interview questions to ensure accurate identification of candidates' strengths and weaknesses, as well as the suitability for the company.



Interview Guide

Communication Skills

Candidate's body language (E.g. Eye contact, hand gestures) tells the story, either positively or negatively. Observing their body language is an effective assessment for evaluating communication skills. Good communicators will be able to get their points across in precise manner without being lengthy. He/she will also be able to illustrate well with relevant examples to support his/her claims.

- Ask the candidate a question regarding his/her experiences E.g. You mentioned that you work as an engineer in this company, could you tell me more about the role and your job scope? Also request the candidate to provide details or relevant scenarios to illustrate their work.

Emotional Intelligence

Conflicts stir emotions and by listening to how a candidate describe the conflict offer meaningful insights into how they manage emotions and show empathy.

- Ask the candidate about a situation where he/she feels frustrated. E.g. Can you tell me about a conflict at work that made you feel frustrated? And how did you manage it?

Conflict Resolution

A leader needs to get control of situations and resolve conflicts efficiently in order to ensure engagement and productivity.

- Ask the candidate a difficult moment that he/she encounter when leading a team? How did he/she resolve it?

Creativity

Creativity is a key to leadership as they are required to recognize great ideas and inspire the team members.

- Ask the candidate about a time where he/ she think outside the box to complete a task.



Interview Guide

Decision-Making Skills

A great leader needs to possess strong decision-making skills and it is important to understand their decision-making process.

- Ask the candidate what is the most difficult decision made recently and the reason for that decision.

Initiative

Candidates have the responsibility to understand the company that they will be working in. Thorough research shows high initiative whereas insufficient research shows a lack of responsibility/ initiative. Misperceptions that candidates have about the company can be corrected during the interview.

- Ask the candidates what they know about the hiring company. E.g. Company's mission, competition, products/ services provided, goals and challenges.

Motivational Skills

A good leader is able to inspire and motivate subordinates and will be able to handle underperformers.

- Ask the candidate about a time where he/she encouraged and motivate his/her team? How did he/she do so?

Resourcefulness

A leader will have to work on various tasks and face several challenges where they will need to adapt in the unforeseen circumstances. A good candidate will be one who work with available resources to solve the problem while learning along the way.

- Ask the candidate a time where he/she faced an unexpected setback and how did he/she resolve it.



Interview Guide

Teamwork

Most business requires a person to be able to function independently and also be part of a larger functional team. Ideally, we will want to differentiate real experiences versus philosophical ideals. A good way to interpret this is through the following:

- Ask the candidate about a time he/she worked in a team and how he/she contribute to the project/ department?
- Ask the candidate whether he prefers to work individually or in a team environment.
- Ask the candidate how he/she manage different opinions with a team.

Ethical Standards

The current trend in most corporations drives towards a sustainable business driven by globally recognized ethical standards. As interviewers, we should ask the candidates on their personal view views on the code of conduct.

- Ask the candidate about his/her experiences working in a company with a code of conduct or ethical practices. Request examples of conduct & practices she felt obligated to follow and felt negative about it. And why?
- Ask the candidate if he/she would lie for better good. E.g. If your colleague needs to go for a lunchtime interview and it might take longer. In case the manager ask, will you tell the manager he/she is out for a meeting instead? Why?



Evaluation Table

Component	Score (Max. 5)	Remarks
1. Communication Skills		
2. Emotional Intelligence		
3. Conflict Resolution		
4. Creativity		
5. Decision-Making Skills		
6. Initiative		
7. Motivational Skills		
8. Resourcefulness		
9. Teamwork		
10. Ethical Standards		
Total Score:	/50	

Comments:



About Us

TalentStork is a boutique Executive Search Firm that provides consulting services for your recruitment needs. We pride ourselves in making sure that our Clients only hire the best of what they need.

Our team do not merely staff a headcount. As trusted advisors, we take on a proactive approach in understanding your business first which will guide us to identify current and future business drivers, define the success factors to be achieved and establish the calibre of talent required to execute your strategies.

Our consultants not only bring with them significant business experience in their own industries but also a drive to keep abreast of the desiderata of your industry, making sure we know as much as you do. Backed by exceptional research professionals and world-class technological platforms, we collaborate as a team to consistently provide rich insights and superior value to both our clients and candidates.

For more information or enquiries, visit us at www.talentstork.com

Follow us on LinkedIn for more industry-leadership advice and insights.



<http://www.linkedin.com/company/talentstork>

Singapore Office

77 Robinson Road
Level 34
Singapore 048946

Tel +65 6809 2282
Fax +65 6809 2005

Hong Kong Office

45/F, The Lee Gardens
33 Hysan Avenue
Causeway Bay, Hong Kong

Tel +852 5808 3666
Fax +852 2107 3699

Shanghai Office

Level 42 Unit 66
Wheelock Square
1717 Nanjing West Road
Jing An District
Shanghai 200040, PRC China

Tel +86 21 5100 1907

Beijing Office

Global Trade Center, 3/F,
Tower One, Global Trade Center,
No.36 of North 3rd Ring East Road,
Dongcheng District,
Beijing

Tel +8610 5775 0346



Beijing

Hong Kong

Shanghai

Singapore