

JOB INTERVIEWS

HOW TO SUCCESSFULLY
CONDUCT A JOB
INTERVIEW



Introduction

The interview process is arguably one of the most important parts of recruiting because it determines whether or not a candidate is a good fit.

The job interview is a key part of a candidate's journey and experience. It is up to you as a recruiter to get to know the candidate in a small window of time.

In this e-book you will get some tips on conducting an interview, learn about the major mistakes in preparing a job interview, and learn some do's and don't's for conducting a successful phone interview.

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7 Tips That'll Make You Better at Conducting Job Interviews

Conducting a job interview is no easy task. You have a small window of time to get to know a candidate, their personality, work experience, motivations, and so much more. In this article we will share **7 job interview tips** to help you become an expert at conducting job interviews.

1. Read each CV

You would think reading each candidate's CV would go without saying, but you'd be surprised by the amount of recruiters who don't take the time to study every candidate's CV in detail. It may be a very time consuming process, but it's important that you take time to spend more than 5 minutes with each CV. Candidates' have taken the time to prepare and show-up for the interview and it comes across as very unprofessional if you haven't done the same.

2. Make a list of questions

For each interview, you should have a related set of questions prepared in advance. You can't just use the same generic questions over and over because they should be tailored to fit the applicant's profile as well as the open position. Don't have time to research new questions? [Check out our list of the 101 best interview questions that every recruiter should know.](#)

7 Tips That'll Make You Better at Conducting Job Interviews

3. Don't be late

When a candidate shows up for an interview, you're likely in the middle of a busy day at work. You might be tempted to push the interview back by 15 minutes so you can catch up on some work. However the candidate likely showed up early and is nervously awaiting your arrival in the lobby. The longer they have to wait for you, the less they feel respected and the less likely they are to take your offer seriously.

4. Ask different types of questions

In the interview, you'll need to find out different aspects of the candidate's profile, such as their personality, work experience, future goals, working style, and more. In order to find out all of this information, you'll need to ask different types of questions. Make sure you consider this while compiling your list of questions for the interview.

5. Explain how the interview process will work

A small step that can make all the difference to the candidate is explaining to them how the interview process will work. Let them know how many steps there are (phone interview, in-person interview, case study, test work day, etc.) and what the timeline will look like. Candidates are often left in the dark about what the next steps will be, leading to a negative [candidate experience](#).

7 Tips That'll Make You Better at Conducting Job Interviews

6. Give them time to ask questions

Just as you have your list of questions, the candidate also has a list of questions they would like to ask. Make sure you give them ample time to ask questions and even encourage them if they say that they have nothing to ask. It's crucial that they are able to figure out if you are the right employer so that they are not unhappy in their potential future position.

7. Ask your colleagues for their impressions

The candidate will most likely have some interaction with other employees, from chatting with someone in the elevator to interacting with the secretary at the front desk. If you have a chance, ask your colleagues for their first impression of the candidate. Were they friendly? Did they make an effort to get to know others in the office? These are all good tells of what they would actually be like in the office.

Job Interview Preparation for Recruiters: 6 Major Mistakes To Avoid

A job interview is a key part of a candidate's experience and journey. It is crucial that recruiters take the time to prepare for each interview and make sure that process is running efficiently. Not sure about your interview preparation process? We've gathered the **six major mistakes** that recruiters often make in their **job interview preparation** process.



Job Interview Preparation for Recruiters: 6 Major Mistakes To Avoid

1. Not reading each CV

As a recruiter, you likely read hundreds of resumes a week. It's easy to understand why you might not want to take the time to carefully read each candidate's CV before every interview. However, not knowing the specifics of a candidate's CV will leave them with a bad impression and they will assume they are not a top candidate for the job. Make sure you have a few details ready to share so that you can show them you've taken the time to get to know them.

2. Not creating unique questions

While there are probably some repeat questions in every interview, you won't get to know each candidate on an individual level if you use the same questions every time. Some of the questions should be based off of their qualifications and previous experience with specific references to the information they have provided. In addition, some of the questions should be related to the requirements for the role and the desired personality type. [Check out our list of the 101 best job interview questions for some inspiration.](#)

3. Not giving clear instructions

The candidate should be clearly informed on how the interview process will work. You should let them know in advance who they will be meeting with and when, as well as whatever items they should bring with them. Instructions should also be provided on where the office is located and how to get there. And don't forget to mention the dress code if you have one.

Job Interview Preparation for Recruiters: 6 Major Mistakes To Avoid

4. Not setting aside enough time

In a busy work day, things often get backed up and delayed. Make sure you are leaving enough time between interviews so that they don't disrupt the schedule. When a candidate is forced to wait in the lobby for 15 - 20 minutes, it leaves them feeling like the company does not value their time.

5. Not giving each candidate a chance

It's clear that there is usually a preferred candidate for each position, but that doesn't mean you should write off the other candidates quite yet. You might be surprised by a candidate who didn't come off quite as well on paper, but has a personality that is the perfect fit for your company culture. Each candidate should be given a fair chance to prove themselves, at least through the first round of interviews.

6. Not sending a confirmation or reminder email

Before each interview, you should confirm the date and time with the candidate and, if possible, send a reminder email beforehand.

Miscommunication often happens when relaying these date/times, especially when you have a significant amount of interviews to schedule. By planning out these emails in advance with a recruiting software, you can worry less about any mistakes being made.

10 Do's and Don'ts for a Successful Phone Interview

Phone interviews are often the first step in the interview process. They can make or break your first impression of a candidate and vice versa. In this article we've gathered the ten do's and don'ts for conducting the perfect **phone interview**. If you follow these ten guidelines, your next interview is sure to be a success.

1. Do prepare in advance

Even if a phone interview is more of a quick candidate screening process at your company, you should still be preparing in advance. You want to make the best possible impression on the candidate and that means showing them that you've read their CV.

2. Don't forget to send them a confirmation email

To ensure that your interview takes place at the right time, send out a confirmation email beforehand to the candidate. Let them know who will be making the phone call, who will be on the phone call, the time of the call, and the approximate duration of the call. This way you can avoid any confusion or misunderstanding between you and the candidate.

3. Do get their phone number

In your confirmation email, you should emphasize the fact that you are going to be the one who is calling the candidate. This is also a great time to either ask for their phone number or confirm their contact details. You don't want to be stuck on the day of the interview when you realize that you have the wrong number.

10 Do's and Don'ts for a Successful Phone Interview

4. Don't completely surprise them

A candidate is naturally going to be nervous before their interview. By giving them a few of your questions in advance, you can help to calm their nerves and also help them to prepare. While you don't want every one of their answers to be rehearsed, you do want them to feel relaxed, prepared, and comfortable so that the interview can go as smoothly as possible.

5. Do schedule enough time

Although you might be expecting a phone interview to only take 15 minutes, make sure you schedule some extra time around the call. This will give you time to dive deeper with a great candidate or have a few minutes to write down your notes after the call. If you try to schedule too many interviews in a row, you are likely to get behind in your schedule and also suffer from interview burnout.

6. Don't talk too much

The point of a phone interview is to get to know the candidate, that means it should be more of the candidate talking than you. If you are dominating the conversation, you won't be able to accurately get to know the candidate. While you should take the time to briefly introduce yourself and the company, the candidate should be the focus of the interview.

10 Do's and Don'ts for a Successful Phone Interview

7. Do find a quiet place

There's nothing more annoying than not being able to understand someone on the phone because of loud noises in the background. The candidate has hopefully taken the time to find a quiet place to speak with you and you should show them the same respect. Plus, it will make having the conversation a lot easier.

8. Don't forget to ask deeper questions

The idea of a phone interview is to screen out candidates that aren't a fit for the position before the in-person interviews. This means they often consist of the basic questions like years of experience, salary expectations, and motivations. But don't be afraid to get a little deeper with your questions. Make sure you cover all the basics but try asking a couple of follow-up questions to learn a little more about the candidate. For more questions ideas, [check out our free guide to the 101 best job interview questions](#).

9. Do tell them the next steps

In order to provide a good [candidate experience](#), you should inform candidates about the next steps after the phone interview. Let them know an estimate of when you will contact them again and what would take place after the phone interview, should they be selected for the next round of interviews.

10 Do's and Don'ts for a Successful Phone Interview

10. Don't multitask

You probably have a lot going on during your busy days, but don't use the time during the phone interview for other tasks. As much as you may want to start looking at the CV for the next interview, try to stay present with the current candidate. They've given you their time and you should respect their time as well.



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