

The ABC's of More Effective Hiring

by Mel Kleiman, President of Humetrics, Inc.

In today's competitive business climate, you have to work smarter than ever to stay ahead. It's now important to get as much as you can from every employee. Regardless of the size of your staff, hiring is a major concern for every business.

Whether you sell or service, produce or distribute, your organization's success relies on its most valuable non-balance sheet asset - its people. By structuring your interview process and using the following rules as guidelines, you can make your hiring more effective:

A Attitude. A positive attitude is the most essential quality you can look for in a potential employee.

B Begin each interview with small talk. An applicant who is comfortable and at ease is more likely to be honest with you.

C Capacity. What are the mental and physical capacities required to do the job?

D Don't try to sell your company to the applicant first thing - a common mistake. Let him or her do most of the talking in the interview. Save the selling for only the strongest candidates.

E Evaluate the position you are trying to fill before you interview anyone. Decide what you are looking for before you look at the applicants.

F Find out as much about each of the applicants as you possibly can.

G Get the truth by telling the applicant that you expect the truth.

H Hear what the applicant is say-

ing in the interview. Don't look for things that you want or expect to hear.

I If your gut feeling says no, then don't hire.

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ABC's of Effective Hiring

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J Just hire the right person the first time and you won't have to make excuses for hiring an unproductive employee.

K Keep looking for the right fit between the candidate, the position, and your organization.

L Limit the number of people you interview by pre-screening the applicants. Look at resumes, application blanks, telephone interviews and test results. This will save you time.

M Meet all of your objectives in finding the right employee for your company by defining what your needs are before you start to look.

N Never forget that what you see in an interview is better than you will ever see again in your entire life.

O Only you can make the hiring decision. Make sure it is a good one by gathering as much information as you possibly can.

P Personality. People have personalities, jobs have personalities, managers and companies have personalities. The better the personality fit, the better the candidate.

Q Quality employees make the difference between a good company and a great one.

R Remember, the less you know

about an applicant, the more you risk.

S Skills. Hire for the skills necessary to do the job. What are the skill requirements now, and are they likely to change?

T Test. The most cost effective way to get inside the real applicant is by testing. Not skill or drug tests, but personality and attitude tests that will give you a true picture of the applicant.

U Use all of your resources. Have other people in your organization interview the stronger applicants, do background checks, and check references to protect yourself from a potential bad hire.

V Value all of the information that you gather. Don't rely on first impressions or on instinct. There is a chance that you could be wrong.

W Work at finding the best person for the job.

X Exhibit genuine interest in each of the candidates. You may be looking at your new employee.

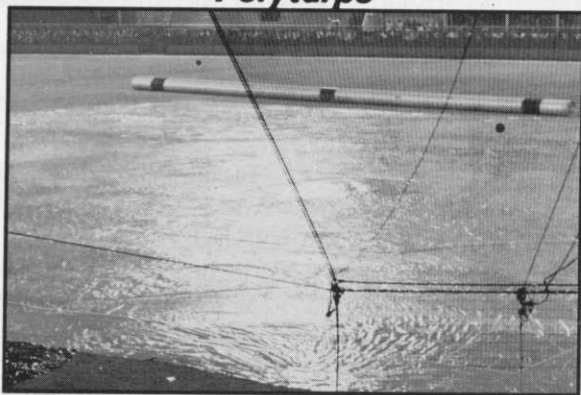
Y Yarn. What most applicants try to spin.

Z ZZZZZZZ Rest and reward yourself for a job well done after making a great decision. STM

Mel Kleiman is president of Humetrics, Inc., a firm specializing in the design and implementation of employment selection systems. For more information on hiring call the Humetrics office at 1-800-627-4473.

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