



**JEFF HAVENS**

# CONDUCTING EXCEPTIONAL INTERVIEWS

VIDEO SERIES QUIZ

# QUIZ TIME!

## EFFECTIVE PREPARATION

### EPISODE 1

Just like athletes need to prepare in order to compete, you need to be ready before your next interview takes place. This video covers some of the basics of how to make sure you walk in fully prepared to give each candidate the care and attention he/she deserves, and you'll also learn a key difference between a donut and a bagel. So much knowledge in such a short video!

1) According to the video, why is time management such an important skill for conducting successful interviews?

- a. Short interviews are generally more effective than long ones.
- b. Providing adequate time for each interview is essential for making sure you give each candidate a fair chance.
- c. The longer the interview, the more likely the candidate will make a mistake.

2) What should every interviewer know before heading into an interview?

- a. The questions he/she is going to ask.

- b. The time and temperature.
- c. The educational background of each candidate.

3) According to the video, what is the difference between a bagel and a donut?

- a. Bagels are scrumptious and healthy.
- b. Donuts are easier to throw.
- c. Bagels are just like donuts, but without any of the joy.

## HOW TO ASK THE RIGHT QUESTIONS

### EPISODE 2

Good questions make sure that candidates provide the kind of long, detailed answers that will give you invaluable insight into how they might perform as an employee. This video will showcase the key elements of a good question, provides several examples of those questions, and involves rampaging cows. What else does a video need?

- 1) What three parts should your interview questions cover?
  - a. Beginning, middle, and end.
  - b. Difficulty, survival, and accomplishment.
  - c. Situation, action, and result.

2) If you have to ask follow-up questions, what should be their main goal?

- a. To correct the applicant when he/she says something wrong.
- b. To move the applicant toward answering your original question.
- c. To highlight the fact that you weren't paying attention to the answer.

3) According to the video, which of the following might be an effective weapon to use against angry, spiky cows?

- a. Pumpkins.
- b. Skim milk.
- c. Gophers.

## QUESTIONS TO AVOID (AND WHAT QUESTIONS YOU SHOULD ASK INSTEAD) EPISODE 3

There are certain questions you shouldn't ask in an interview. There are a few that can get you in a whole lot of legal trouble. This video will provide acceptable alternatives to sensitive questions to make sure you don't end up in court. Oh, and speaking of court, there will definitely be some Law & Order type stuff in this video. Enjoy!

- 1) Why is it important to ask the right types of questions?
  - a. Some questions are too difficult for applicants to answer.
  - b. Some questions are intentionally tricky or confusing.
  - c. Some questions are unethical or illegal.
  
- 2) According to the video, what would be an acceptable way to learn about a candidate's availability to work overtime?
  - a. Asking them if they are available to work overtime.
  - b. Asking them about their marital status and/or family obligations.
  - c. This is an unacceptable thing to ask about under any circumstances.
  
- 3) What types of questions are illegal?
  - a. Questions that deal with a person's educational background.
  - b. Questions that deal with a person's race or ethnicity.
  - c. Questions that deal with a person's favorite sports team.

## **LISTEN MORE THAN YOU TALK!**

### **EPISODE 4**

Once you've asked a candidate something, it's important that you give him or her the opportunity to answer. Proper listening skills are critical in order to know if the person you're interviewing is the right fit for you. This video will help you develop those skills, avoid leading each candidate toward undesirable answers, and also there's a fight at the end of this video. Not a violent one or anything, but you should still watch it.

1) According to the video, what should you do after you've asked a question?

- a. Stop talking.
- b. Leave the room.
- c. Interrupt the candidate when you hear something you don't like.

2) What is the problem with leading the candidate in his/her answers?

- a. The answers you receive will not make any sense.
- b. The answers you receive won't give you accurate insight about the candidate.
- c. The candidate probably won't be able to answer at all.

3) According to the video, why might interviews feel strange to people who haven't conducted many of them before?

- a. Because interviews are inherently awkward.
- b. Because the dialogue during an interview is not like a normal conversation.
- c. Because we said so.

## WHAT YOU SHOULD BE LISTENING FOR

### EPISODE 5

There no way to predict how a particular candidate will answer

your questions, but there are ways for you to make sure you hear what you need to hear. This video will cover some of the most important elements for you to focus on in every answer to every questions. And if that isn't enough for you, this video is also the most emotionally powerful video in this entire series. Seriously. You might even cry a little.

1) What should you do if a candidate does not actually answer the question you're asking?

- a. Loudly berate them for veering off topic.
- b. Ask a clarifying or probing question to get the candidate back on track.
- c. End the interview.

2) According to the video, why should you pay careful attention to the candidate's choice of emotional words?

- a. They'll give you insight into the candidate's attitude and character.
- b. They'll let you know if the candidate's answers have been memorized from a script.
- c. They have no bearing on the answers they provide during the interview.

3) Which of the following would NOT be a good follow-up question to ask during an interview?

- a. "What made you respond the way you did?"
- b. "How did that make you feel?"
- c. "Did you really think that was a good answer?"

# TAKING EFFECTIVE NOTES

## EPISODE 6

It's virtually impossible to remember everything a candidate says during an interview, and even harder if you're interviewing multiple people for the same position. That's why effective note-taking is an essential skill for any interviewer, and it's why this video will show you how best to do it. Be warned, though. We say the word 'interview' in this video a lot. But we also say the word 'doodling' at least once. See if you can find it!

- 1) According to the video, which of these is NOT a reason you should take notes during every interview?
  - a. You occasionally forget where you parked your car in the mall parking lot.
  - b. It's required by law.
  - c. You aren't going to remember everything every candidate says.
  
- 2) Your note-taking during an interview should be \_\_\_\_\_.
  - a. Sporadic
  - b. Punctuated by maniacal laughing.
  - c. Continuous.
  
- 3) What type of information should you record in your notes?
  - a. Everything that comes into your head during the interview.
  - b. Only negative information.
  - c. Only information relevant to the job the candidate is applying for.



# HOW TO RATE CANDIDATES

## EPISODE 7

Ranking candidates against one another can be difficult, but not after watching this video! Here we will discuss the importance of establishing a rubric and sticking to it. Soon you'll be ready to hire your next top performer!

1) According to the video, why is it important to have a rubric or grading system for your interviews?

- a. Your HR department will expect you to have one.
- b. It really isn't all that important.
- c. A rubric will make sure you know what you're looking for and whether or not a given candidate will meet your particular needs.

2) Where should most candidates fall in most of the categories on your rubric?

- a. Near the top.
- b. Somewhere in the middle.
- c. Near the bottom.

3) Once you have established your grading system, what do you need to remember?

- a. To stick to it – no half-grades or in-between scores!
- b. To use it as a suggestion – your grading system is open to interpretation!
- c. To throw it away – your grading system is outdated and oppressive!





# ANSWERS

## EFFECTIVE PREPARATION

### EPISODE 1

1) According to the video, why is time management such an important skill for conducting successful interviews?

b. Providing adequate time for each interview is essential for making sure you give each candidate a fair chance.

2) What should every interviewer know before heading into an interview?

a. The questions he/she is going to ask.

3) According to the video, what is the difference between a bagel and a donut?

c. Bagels are just like donuts, but without any of the joy.

## HOW TO ASK THE RIGHT QUESTIONS

### EPISODE 2

1) What three parts should your interview questions cover?

**c. Situation, action, and result.**

2) If you have to ask follow-up questions, what should be their main goal?

**b. To move the applicant toward answering your original question.**

3) According to the video, which of the following might be an effective weapon to use against angry, spiky cows?

**a. Pumpkins.**

## QUESTIONS TO AVOID (AND WHAT QUESTIONS YOU SHOULD ASK INSTEAD) EPISODE 3

1) Why is it important to ask the right types of questions?

**c. Some questions are unethical or illegal.**

2) According to the video, what would be an acceptable way to learn about a candidate's availability to work overtime?

**a. Asking them if they are available to work overtime.**

3) What types of questions are illegal?

**b. Questions that deal with a person's race or ethnicity.**

# LISTEN MORE THAN YOU TALK!

## EPISODE 4

1) According to the video, what should you do after you've asked a question?

**a. Stop talking.**

2) What is the problem with leading the candidate in his/her answers?

**b. The answers you receive won't give you accurate insight about the candidate.**

3) According to the video, why might interviews feel strange to people who haven't conducted many of them before?

**b. Because the dialogue during an interview is not like a normal conversation.**

# WHAT YOU SHOULD BE LISTENING FOR

## EPISODE 5

1) What should you do if a candidate does not actually answer the question you're asking?

**b. Ask a clarifying or probing question to get the candidate back on track.**

2) According to the video, why should you pay careful attention to the candidate's choice of emotional words?

a. They'll give you insight into the candidate's attitude and character.

3) Which of the following would NOT be a good follow-up question to ask during an interview?

c. "Did you really think that was a good answer?"

## TAKING EFFECTIVE NOTES

### EPISODE 6

1) According to the video, which of these is NOT a reason you should take notes during every interview?

a. You occasionally forget where you parked your car in the mall parking lot.

2) Your note-taking during an interview should be \_\_\_\_\_.

c. Continuous.

3) What type of information should you record in your notes?

c. Only information relevant to the job the candidate is applying for.

# HOW TO RATE CANDIDATES

## EPISODE 7

1) According to the video, why is it important to have a rubric or grading system for your interviews?

**c. A rubric will make sure you know what you're looking for and whether or not a given candidate will meet your particular needs.**

2) Where should most candidates fall in most of the categories on your rubric?

**b. Somewhere in the middle.**

3) Once you have established your grading system, what do you need to remember?

**a. To stick to it – no half-grades or in-between scores!**



THE **JEFF HAVENS** COMPANY is a unique corporate training company dedicated to delivering high-content professional development training in an entertaining and modern way. From leadership, communication, and change management to ethics, generational issues and more, we make learning fun. Because improving your business doesn't have to be boring.

Find out more about us and internationally recognized keynote speaker Jeff Havens at

**JEFFHAVENS.com**



THE  
**JEFF HAVENS**  
COMPANY

©2018 The Jeff Havens Company  
All Rights Reserved.