Best practice during an Interview

Remember:

Candidates are **people first**, not just future employees you wish to hire.

Focus on **developing deeper connections, finding out their why** and communicating ACU's Mission and Values.

Use Effective Probing Questions

Use **open questions**:
- Tell me about a time when you ....
- Describe a time when you ....
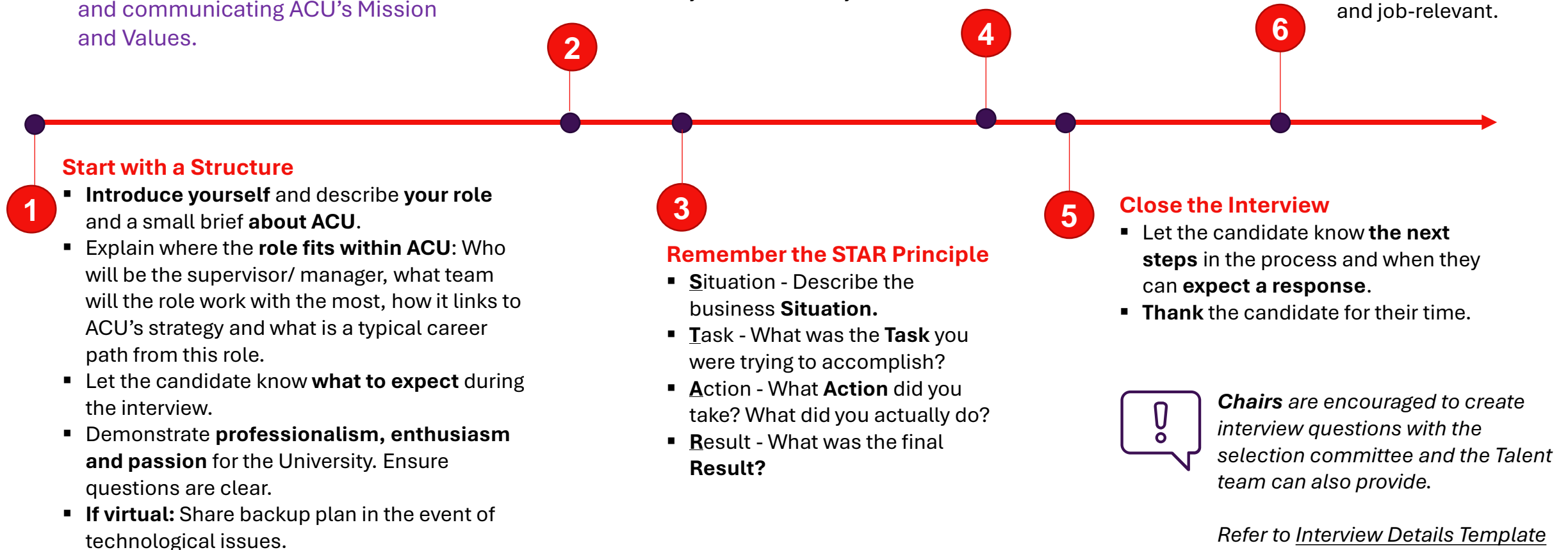
And ask **closing questions**:
- What was the outcome?
- What did you learn?
- What would you do differently?

Tell and Sell
- Ask the candidate if they **have any questions** (save at least 10 minutes).

Evaluate the Candidate
- **Take notes** as needed.
- Provide objective **feedback**.
- Keep comments specific and job-relevant.

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Start with a Structure
- **Introduce yourself** and describe **your role** and a small brief **about ACU**.
- Explain where the **role fits within ACU**: Who will be the supervisor/ manager, what team will the role work with the most, how it links to ACU's strategy and what is a typical career path from this role.
- Let the candidate know **what to expect** during the interview.
- Demonstrate **professionalism, enthusiasm and passion** for the University. Ensure questions are clear.
- **If virtual:** Share backup plan in the event of technological issues.

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Remember the STAR Principle
- **S**ituation - Describe the business **Situation.**
- **T**ask - What was the **Task** you were trying to accomplish?
- **A**ction - What **Action** did you take? What did you actually do?
- **R**esult - What was the final **Result?**

Close the Interview
- Let the candidate know **the next steps** in the process and when they can **expect a response**.
- **Thank** the candidate for their time.

Chairs are encouraged to create interview questions with the selection committee and the Talent team can also provide.

Refer to Interview Details Template and Interview Guide for guidance.

Different types of interview questions

Experience based

- Allows the panel to understand the candidates career path to date and how they have progressed and made previous career decisions.

- These questions can also assist the selection committee in evaluating the candidate's communication skills.

- **Example:** Can you talk me through your career? If you notice any gaps in the CV, explore the gaps using these questions.

Skills or competency based

- Directly related to experience with tools, technologies, and industry standards.

- They help you find the difference between theoretical and practical knowledge.

- **Example:** Have you ever been involved in .....?, Explain how ..... works?, Have you facilitated to a large audience?

Behavioural questions

- Shows a candidate's aptitude and approach to a task, based on experience.

- They are useful for revealing problem solving skills and logical reasoning.

- These questions elicit information from candidates on how they would be likely to handle any of a range of real-world challenges based on their previous behaviour facing a similar circumstance.

- Such questions tend to be based on the principle that a candidate's past behaviour is the best predictor of their future behaviour and can touch on aspects such as their ability to work as part of a team, service responsiveness, adaptability, and what they may prioritise in their work.