

The Art of Behavioural Interviewing

Research shows behavioural interviewing is five times more successful in choosing the right candidate for a job, over more traditional interviewing techniques. Psychologist Peter Quarry explains behavioural interviewing and gives many examples of how to do it in a real situation.

The difference between 'traditional' and 'behavioural' interviewing

- Questions in a traditional interview often do not allow for detailed responses.
- Interviewer often relies on 'gut feeling' or intuition.
- Interviewer can be influenced by stereotypes and bias.
- Past behaviour is a good indicator of future behaviour.

Base the interview structure on the job analysis

- Start with an analysis of the job to understand the required behaviours.
- Develop questions for each behaviour.

How to ask behavioural questions

1. Situation – describe the situation.
 2. Behaviour – describe the behaviour.
 3. Result – what was the outcome or result from that behaviour.
- Questions are open ended and responses can be rated.
 - Allow applicant time to think about responses.

Follow up questions

- Ask for specifics to avoid generalisations.
- Also ask about unsuccessful experiences.

Assessing credibility

- Be alert when responses are thin on details.
- Are there inconsistencies in the answers?
- Consider body language.

Duration: 19 minutes

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