

Generating Interview Questions in Job Selection

WebQuest Description: This course will develop the competency in composing questions that will elicit responses from interviewees that are predictive behaviors required at the workplace

Grade Level: College / Adult

Curriculum: Professional Skills

Keywords: selection interviewing, behavior based interview

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Introduction

Interviewing skills are essential for anyone who selects and hires job applicants. This course will provide the process and develop the skills in writing interview questions in structured interviewing. Questions that are answered by applicants citing past events that required the skills, knowledge and attitude relevant to the successful performance of the job.

Tasks

The learner will be able to compose and write behavior based interview questions relevant to job requirements that will generate complete responses from interviewees predictive of future successful performance on the job.

Process

- Identify the difference between Structured and Unstructured Interviewing.
 - Read the article on Resource 1. Time: 5 minutes
 - Secure the position description of the job that you will be interviewing for from your HR department. You will also need to read about the Job Description at Resource 2. Time: 5 minutes
 - From the duties and responsibilities of the Job Description you will be interviewing for find out for each and every statement what skills, knowledge or attitude is required to be able to accomplish each statement. Time: 30 minutes
 - You will refer to the Job Description from your HR Department
 - List the identified Skills Knowledge Attitude. Time: 30 minutes
 - Refer to the sample of an accomplished SKA Analysis from a given job description. Resource 4
 - Use the blank form Resource 5
 - Compare your own accomplished SKA analysis with two of your co-participants
 - Do the Self Assessment on Resource 65. Cross out those SKILL KNOWLEDGE ATTITUDE (SKAs) that can be evaluated better by other ways than interviewing. Time: 15 minutes
 - Read the accomplished sample on Resource 6
 - For each identified SKILL KNOWLEDGE ATTITUDE, compose the interview questions. Time: 45 minutes
 - View the article on Resource 7
 - Contact and Compare your output with your co participant
 - Refine your questions if needed.
 - Generate questions by probing on behaviors in past situations that interviewees experienced or were exposed to, what they did and the outcome of their action. Time: 45 minutes
 - Refer to Resources 8, 9, 10, 11, 12 and 13
 - Do the Self Assessment Resource 148. Determine the components of complete responses. Time: 10 minutes
 - Refer to the link on the components of complete responses Resource 109. Be able to compose follow up questions by identifying what are incomplete responses. Time: 45 minutes
 - Refer to the attached file Resource 15 and 16.
 - Do the Peer Assessment 17
 - Watch how to interview. Demonstration. Time: 10 minutes

Evaluation

Category and Score					Score
Identify Skills Knowledge Attitude to be interviewed from the Job Description	Not able to identify	Identify and list Skills Knowledge Attitude	Select from the list the SKAs for interview	Select from the list of SKA at least 7	30

Category and Score					Score
Compose Past Behavior Interview Questions	Not able to write Behavior Interview Questions	Can write Behavior Interview Questions	Write questions with SBO elements	Write follow up questions	30
Identify the three components of a complete answer (situation, action and outcome)	Not able to identify the three elements S B O	Identify an element of the SBO	Identify two elements of the SBO	Identify answers complete with S BO elements	30
Differentiate Structured and Unstructured Interviewing	Can not differentiate	Can cite at least one difference of each	Can cite advantages and disadvantages	Will use Structured Interviewing	10
				Total Score	100

Conclusion

How did this interviewing technique strike you. In this program, we used the concept past behavior predicts future behavior theory by asking applicants questions on those competencies identified from job descriptions on how they did in past real situations. As used in structured interviewing, the techniques are very helpful in drawing out quality responses of applicants that will provide information as a sound basis for selection evaluation. Once you have prepared the interview questions before the interview, both you and your interviewee will likely enjoy the interview session together productively. That's all the time we have for this topic, but if you'd like to pursue it more on your own check out this resource: <https://www.boundless.com/psychology/textbooks/boundless-psychology-textbook/workplace-psychology-21/workplace-psychology-106/the-psychology-of-recruiting-and-selecting-employees-401-12936/>

Teacher Page

This webquest will be very useful in organizations where behavior based or competency based selection interviewing is not yet implemented. It should be able to reduce the risks in hiring potential hires and costs of bad hires. This will strengthen the confidence of managers supervisors and team leaders involved in selecting and hiring employees.

Standards

Application of behavior based interview questions in predicting performance in selection procedures aside from other methods of evaluating applicants

Hiring of qualified candidates leads to reduced costs of human resources and increased productivity.

Credits

Thanks to OMDS, Inc.

Other

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