**Topics to Cover in Interview Team Training:**

Overview of the On-Site Interview:

* Plan who will greet the candidate, collect their references, and have them sign the reference check consent form
* Plan who will be leading the candidate around and who will be doing room set up (such as setting out water, Kleenex, and printing copies of resumes, the job description and questions) and room clean up
* Assign someone to lead each panel interview and give an overview of the process
* Give the candidate time to ask questions at the end of each panel or 1:1 interview if possible

Effective Interview Tactics:

* Use consistent format for all candidates
* Put applicant at ease; explain process
* Take notes
* Be tactful, re-focus, clarify but do not prompt
* Allow for silence
* Allow candidate to ask questions
* Advise candidate of decision timeline
* Provide timely follow up communication

Behavioral Interviewing:

* Past behavior is best predictor of future performance
* Actual events/experiences determine the presence or absence of a skill; questions designed to elicit response
* Use the STAR method when asking questions
  + Situation
  + Task
  + Action
  + Result
* Ask questions that address both soft skills and technical skills

Interview Questions to Avoid:

* Age, gender or sexual orientation
* National origin, ethnicity, language, religion
* Marital Status or family obligations
* Disability (all forms)
* Any questions not related to the job
* Remarks preferential to internal candidate