

# Personal Interview System and Questions



Version 2

## ]The Personal Interview System

1. The Personal Interview is primarily about FIT in your company. The resume and background check will tell you if they can DO THE JOB. The interview is in place for you to find out if they fit - do they align - with your company mission and values? Most companies hire and then try to get the new person to fit. This step will let you know if they fit to begin with - a much better way to go.
2. This meeting may last up to an hour, but keep in mind, this is a person that has already made it through FOUR FILTERS so it's time well spent.
3. Take note: Did they arrive on time and did they do everything you asked them to do before they came in? (Yes, you need to ask them to do 2-3 things before the interview to ensure they will follow your instructions.)
4. Ask them the questions listed below.
  - a. Listen for answers that reveal their alignment with your core values, or lack thereof! Do they speak your language? Do they see what you see?
5. Afterwards, whether they align or not, thank them for their time and interest, tell them you will be in touch. *"This is the fourth step of our interview process. We will be in touch in the next 60 minutes if we are going to move to the next phase, if you don't hear from us, there is no need to call or reach back out, we know what we're looking for."*
6. If you know you want them, you can go ahead and hire them on the spot and move to the Reference/Background Check Step.
7. Evaluate: As they answer these questions, you want to be aware of how close their answers are to your answers. Do they "get" your language and your values? If they do it will come across in their language and their actions.



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- a. If they're a fit, move on to the Reference/Background Checks - it is time to hire your new A Player!
- b. If not, move on. There will be some that make it to this step but don't fit. Only a true fit can make it through these questions... they are a window into the prospect's soul!

The Interview Process is in place to discover how “familiar” the candidate is with your culture. It's not necessarily a time to determine if they are “qualified” to work for you. That is determined more by their application, resume and references.

## **Before beginning the interview...**

8. Help them feel comfortable. Try not to do the interview in a place with too much going on around you. The setting should reflect the company culture.
9. Be sure that the environment allows for you to hear each other clearly.
10. Remember, this interview is not for dissecting “qualifications.” This interview is done so we can learn about them and so we'll know how well they will fit into our culture. Answers are not to be viewed as right or wrong, good or bad. The answers are what they are and simply let us know what we might “expect” from the prospect if we decide to hire them.
11. Let them know that you will be taking notes while they are talking. This is just so we can remember what they actually said. **DO NOT WRITE DOWN ANY “SIDE COMMENTS” OR “PERSONAL INTERPRETATIONS” ON THIS FORM! JUST WRITE DOWN THE MAIN THINGS THEY SAY.** Don't be afraid to ask for clarification so that you can be sure to “get it right.”

## **\*HERE ARE THE QUESTIONS - You can substitute in your own core values.**

There are six questions to ask for each of your core values. Take a moment to fill in the blanks using your own core values to have a complete personal interview script that is ready to go the next time you need it!

### **Pride**

- When I say the word(s) \_\_\_\_\_, what pictures do you get in your mind... how would you define that?
- When I say the word(s) \_\_\_\_\_, what synonyms come to your mind?

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- Based on your definition of \_\_\_\_\_, that you have just given me, how would you rank your own level of \_\_\_\_\_ so far in your life on a scale of 10, with 10 being the highest? Explain.
- Using that definition, when was a time you were really engaged (in / with) \_\_\_\_\_?
  - What was hard about it?
  - What did you have to overcome?
  - What did you have to sacrifice?
- Using that definition, when was a time you experienced \_\_\_\_\_?
  - What was hard about it?
  - What did you have to overcome?
  - What did you have to sacrifice?
- Tell me about a time when you have had to help someone (with) \_\_\_\_\_
  - What did you like about it?
  - What was hard about it?
  - What did you have to do to overcome?
- As an employee what do you think are the top 3 things; using your definition, that you can do to bring \_\_\_\_\_ to our organization?

## Honesty

- When I say the word(s) \_\_\_\_\_, what pictures do you get in your mind... how would you define that?
- When I say the word(s) \_\_\_\_\_, what synonyms come to your mind?
- Based on your definition of \_\_\_\_\_, that you have just given me, how would you rank your own level of \_\_\_\_\_ so far in your life on a scale of 10, with 10 being the highest? Explain.
- Using that definition, when was a time you were really engaged (in / with) \_\_\_\_\_?
  - What was hard about it?
  - What did you have to overcome?
  - What did you have to sacrifice?
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- Tell me about a time when you have had to help someone (with) \_\_\_\_\_
  - What did you like about it?
  - What was hard about it?
  - What did you have to do to overcome?
- As an employee what do you think are the top 3 things; using your definition, that you can do to bring \_\_\_\_\_ to our organization?

## Dependability

- When I say the word(s) \_\_\_\_\_, what pictures do you get in your mind... how would you define that?
- When I say the word(s) \_\_\_\_\_, what synonyms come to your mind?
- Based on your definition of \_\_\_\_\_, that you have just given me, how would you rank your own level of \_\_\_\_\_ so far in your life on a scale of 10, with 10 being the highest? Explain.

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- Using that definition, when was a time you were really engaged (in / with) \_\_\_\_\_?
  - What was hard about it?
  - What did you have to overcome?
  - What did you have to sacrifice?
- Using that definition, when was a time you experienced \_\_\_\_\_?
  - What was hard about it?
  - What did you have to overcome?
  - What did you have to sacrifice?
- Tell me about a time when you have had to help someone (with) \_\_\_\_\_...
  - What did you like about it?
  - What was hard about it?
  - What did you have to do to overcome?
- As an employee what do you think are the top 3 things; using your definition, that you can do to bring \_\_\_\_\_ to our organization?

## Clear Communication

- When I say the word(s) \_\_\_\_\_, what pictures do you get in your mind... how would you define that?
- When I say the word(s) \_\_\_\_\_, what synonyms come to your mind?
- Based on your definition of \_\_\_\_\_, that you have just given me, how would you rank your own level of \_\_\_\_\_ so far in your life on a scale of 10, with 10 being the highest? Explain.
- Using that definition, when was a time you were really engaged (in / with) \_\_\_\_\_?
  - What was hard about it?
  - What did you have to overcome?
  - What did you have to sacrifice?
- Using that definition, when was a time you experienced \_\_\_\_\_?
  - What was hard about it?
  - What did you have to overcome?
  - What did you have to sacrifice?
- Tell me about a time when you have had to help someone (with) \_\_\_\_\_...
  - What did you like about it?
  - What was hard about it?
  - What did you have to do to overcome?
- As an employee what do you think are the top 3 things; using your definition, that you can do to bring \_\_\_\_\_ to our organization?

## Production

- When I say the word(s) \_\_\_\_\_, what pictures do you get in your mind... how would you define that?
  - When I say the word(s) \_\_\_\_\_, what synonyms come to your mind?
  - Based on your definition of \_\_\_\_\_, that you have just given me, how would you rank your own level of \_\_\_\_\_ so far in your life on a scale of 10, with 10 being the highest? Explain.
  - Using that definition, when was a time you were really engaged (in / with) \_\_\_\_\_?
    - What was hard about it?
    - What did you have to overcome?
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- What did you have to sacrifice?
- Using that definition, when was a time you experienced \_\_\_\_\_?
  - What was hard about it?
  - What did you have to overcome?
  - What did you have to sacrifice?
- Tell me about a time when you have had to help someone (with) \_\_\_\_\_...
  - What did you like about it?
  - What was hard about it?
  - What did you have to do to overcome?
- As an employee what do you think are the top 3 things; using your definition, that you can do to bring \_\_\_\_\_ to our organization?

## Why do you ask these 6 questions for each Core Value?

- When I say the words personal growth, what pictures do you get in your mind... how would you define that?
  - *The pictures they get will determine their mental conclusions and core beliefs. Are their pictures close to your pictures? If not, then chances are very good that you have different conclusions and beliefs about what this core value is. It doesn't make one person right and the other wrong, it just lets you know how "different" you are and how much the candidate will have to "change their conclusions" to fit in with your company. It's not easy to change what you believe! Some candidates may not know what pictures they get... Well, that tells you something.*
- When I say the words personal growth, what synonyms come to your mind?
  - *The words they speak back to you will let you know what is in their heart. We speak from the heart. If their words are flat and emotionless, you will be able to discern it. They may say the right words, but it may not come from their heart. However, most often, this is where candidates will really light up and talk a lot. They will think that talking a lot means that the interview is going real well – but many times – the more they talk the more they reveal what's truly in their heart.*
- Based on your definition of personal growth that you have just given me, how would you rank your own level of personal growth so far in your life on a scale of 10, with 10 being the highest? Explain.
  - *This gives them an opportunity to show that they really know what they are talking about. Also, it lets you know how well they "implement" their knowledge into their life. I promise this will come into play as an employee – can they implement knowledge into their actions.*
- Using that definition, when was a time you were really growing? – *more clarity on if they know what they are talking about.*
  - What was hard about it?
    - *You want to know how they function under pressure and negative circumstances because you know these will come up as they work for you.*
  - What did you have to overcome?
    - *Can they identify what the struggle was or do they just blame?*
  - What did you have to sacrifice?
    - *This is where you can get some insight on how willing they are to make personal sacrifices for the "greater good" – the personal greater good.*
- Tell me about a time when you have had to help someone grow... *This will let you know if they are able to "transfer" their core values to other people.*
  - What did you like about it?
    - *Can they explain it in steps? Do they know the path to improvement?*
  - What was hard about it?

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- *Do they understand the difficulties involved with “change”?*
  - What did you have to do to overcome?
    - *This is where you can get some insight on how willing they are to make personal sacrifices for the “greater good” – this time its for the greater good of OTHERS (including your company)*
- As an employee what do you think are the top 3 things; using your definition, that you can do to bring growth to our organization?
  - *Do they understand how to transfer personal improvement into company/team improvement?*