



The Montana Small Business Development Center presents:

KEYS TO HIRING THE RIGHT EMPLOYEE

Keys to Hiring the Right Employee

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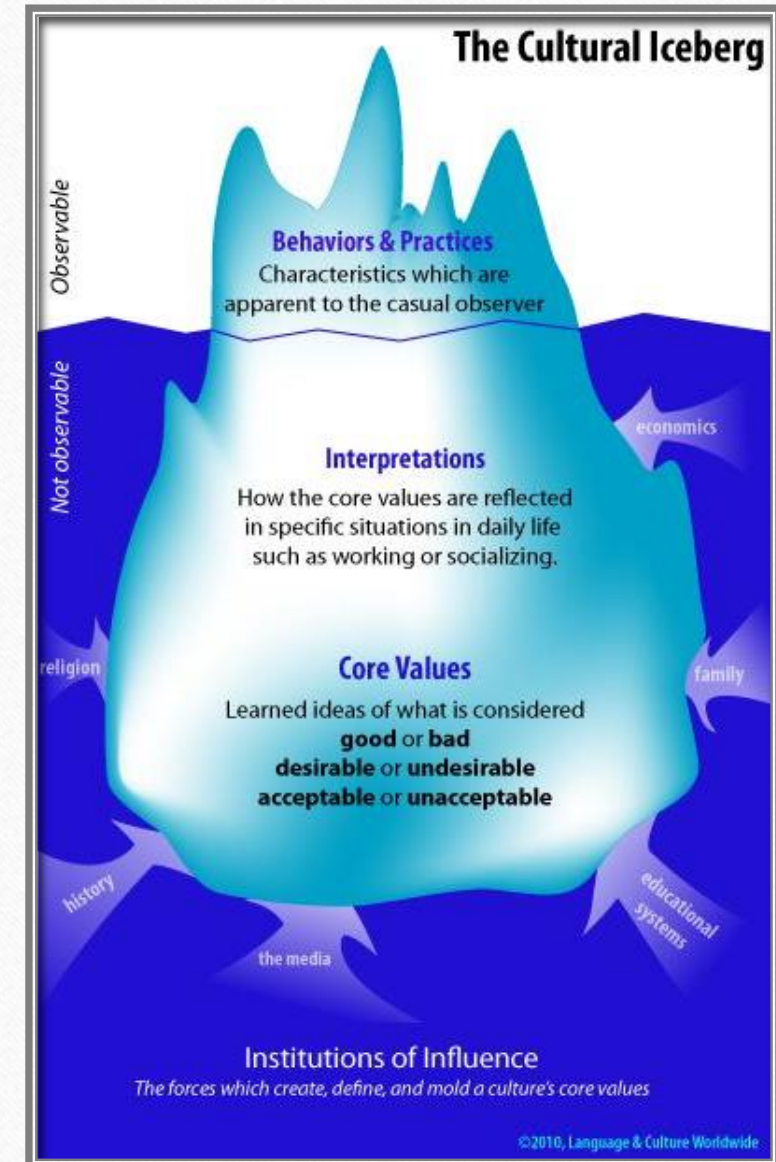
Outcomes

- Why company culture should be a factor in your employee search;
- The best questions to ask during interviews;
- Best practices in the hiring process;
- Takeaways you can implement now.

Company Culture

- Can you articulate your company's culture?
 - To what extent can every person in the organization clearly articulate why the company exists, where the company is going, and how it's going to get there?
 - What information and skills do employees need to successfully do their jobs, and what structure will best help you achieve your organizational objectives?
 - To what extent does the organizational structure allow for decisions to be made efficiently and effectively, for silos to be naturally diminished, and for people to operate in accordance with the stated values and norms of the organization?
 - To what extent does the company focus on the needs of external and internal stakeholders alike, and is the organization capable of adapting quickly to respond to shifting needs and demands?

<https://www.forbes.com/sites/chrisancialosi/2015/03/02/4-questions-that-will-define-a-lasting-corporate-culture/2/#10c065ef20f9>



What Questions Should You Ask?

- Ask open ended questions -
 - Why do you want to work here?
 - Describe how you handled a conflict with one of your co-workers
 - Tell me about a time you made a mistake. How did you address it and what did you learn?
 - Talk about a time you worked as part of a team.
 - What type of culture do you thrive in?

What Questions Should You Ask?

- How do you define success?
- What values are you drawn to and what's your ideal workplace?
- What's your ideal work environment?
- How would you describe our culture based on what you've seen?
- Which co-worker at your last job did you not get along with and how did you handle the situation?

Listen & Observe

- Open ended questions encourages the applicant to tell a story
 - Listen to their voice
 - Are they enthusiastic
 - Can you tell if they are telling the truth
 - Did the do the right thing?
 - Are they comfortable?
 - Do they make eye contact?

Hiring Process Best Practices

- Know what specific skills and competencies you are looking for before advertising. Make sure they appear in the job posting.
- Is a college degree required or necessary?
- If the job requires a specific skill, (i.e.. Microsoft Office, money handling skills, mechanical or technological skills), test for these skills earlier in the process.
- When interviewing, have more than one person conduct the interview.
- It may take more than 1 interview to find the right fit.

What Can You Start Doing Today?

- Make sure you have defined the skills and competencies for your positions.
- Identify jobs with high turnover and evaluate your job advertisements and hiring practices.
- Develop an employee onboarding process if you don't already have one.
 - Clear expectations
 - Introductions