



Behavioral Interviews

An Evidence-Based Approach to Hiring the Right Candidate



Self-Guided Learning Program

Overview



Introduction

A survey by CareerBuilder found that 69 percent of organizations have been adversely affected by a bad hire in the past year.ⁱ A bad hire was considered someone with any of the following issues: poor performance, failure to get along with others, negative attitude, attendance problems, and complaints from customers. The consequences included any of the following: lost productivity, time required to hire and train another person, drag on morale throughout the department or organization, loss of sales, and legal issues.

A survey by Robert Half Finance & Accounting found that poor performance was the number one reason that resulted in a failed hire. A poor skills match was the second most cited reason.ⁱⁱ In addition, failed hires result from a “culture clash,” where the new hire doesn’t fit in with the company culture.

Behavioral interviewing is an evidence-based approach for ensuring you hire the right person for the job, effectively minimizing all of these potential problems.



Test Your Knowledge

Read the question, then click on the answer.

Which of the following is true of competencies?

A. They describe tasks and duties.

B. They are pertinent only for the technical skills necessary to do the job.

C. They describe reporting relationships in an organization.

D. They define expectations of how people should perform.

