

# Recruitment

The recruitment of staff and volunteers is such an important part of our sector that I will be preparing several articles to assist our members to try and ensure that they obtain the best candidate for the role the first time.

There are many different types of interviews that you can participate in, some had advantages over others depending on the type of skill set and experience you are looking for which measure those factors which are inherent requirements for the role.

One methodology is Behavioral Interviewing which measures how a candidate has dealt with or handled a similar situation in a previous role and this can then help you to determine their potential future performance in a similar role.

The main point of differentiation is that unlike the traditional interview the candidate must explain in detail how they have reacted to certain situations in the past.

If the questions are crafted correctly to try and draw a correlation with what is expected in the future then this may give you a solid indication of the persons capacity to perform the role or at least measure certain skills, traits and characteristics.

Open questions are used to achieve this goal with languages such as “describe a time, tell me about and give me an example which then illicit a response which is consistent with the information that you are seeking.

What we are looking for in a response from a candidate can be defined as the STAR technique:

- S** – Situation – Describe the circumstances of what took place
- T** – Task – What was the challenge that you were trying to complete
- A** – Action – What did you do to complete or meet the challenge
- R** – Result – What was the result

Behavioral interviewing can form a large part of the interview process of can be combined with other interview methods to determine a candidate’s suitability.

Here at CMSolutions we have people with over 30 years’ experience in Recruitment at all levels and can assist you with all your recruitment needs.

if you have any questions please call Kevin on 07 3852 5177 or email [kevinp@cmsolutions.org.au](mailto:kevinp@cmsolutions.org.au)