

Hiring Deep Dive

Activity 1: Writing Effective Interview Questions

Writing Tips For Interview Questions

1. Ask straightforward, short questions. Eliminate unnecessary words and information.
2. Only ask one question at a time.
3. Avoid acronyms or jargon specific to your organization.
4. Avoid “yes” or “no” questions.

INSTRUCTIONS

Below, you’ll find interview questions that have room for improvement. Use the writing tips and other information shared during this session to improve upon how each question is written. Try to identify what makes each question—as originally written—unclear or problematic.

Open position: Network Administrator (IT Department)

1. What is your experience monitoring and maintaining LAN and WAN networks? What about SNMP-based monitoring systems? What other performance monitoring software do you have experience using?
2. In this position, you will need to work collaboratively with other departments. Are you able to work collaboratively?
3. This position may require working some overtime hours, as certain times of the year are very busy. Are you willing to make any arrangements for childcare to cover potential overtime requirements? Tell me about a time that you had to effectively manage your workload to avoid missing deadlines.

Open position: School Counselor

- Imagine a situation where a teacher asks for assistance with a child who is demonstrating significant behavior issues, and the initial attempts at intervention have not worked. The student has exhibited behavior issues in the past, and the teacher is feeling extremely frustrated. The student's parents have been informed of the issues, but the student is not showing significant improvement. The teacher doesn't know what else to try to improve the behavior issues. What would you do?

Activity 2: Creating Objective Scoring Rubrics

Design Tips For Rubrics

- Create listen-fors to summarize the competencies or attributes (e.g., knowledge, skills, behaviors) that you are trying to assess.
- Determine how many levels (i.e., 3-5) you want your rubric to include.
- Identify specific and objective criteria for evaluating responses.
- Write descriptions for each level of the rubric to clearly differentiate response ratings.
- Write each descriptor as succinctly as possible.
- Include space to document evidence to support scoring decisions.

INSTRUCTIONS

Use template to create a scoring rubric for the interview question provided below. Start by identifying look-fors. Then create descriptions to differentiate each level of the rubric.

Interview Question: Tell me about a complex problem you faced at work. How did you approach solving the problem, and what was the outcome?

Listen-fors	Weak	Satisfactory	Strong