

## DTD Episode 50 Show Notes

### 4 Steps You Must Follow to Avoid the Disastrous Drama Generating New Hire: Plan

- Plan for the Interview
- Sourcing
- Sifting
- Choose



Plan:

Determine Required Skills

Mandatory Skills – Required by State or Federal Regulations

Require Special Schooling or Training

Can not be easily taught on the job

Separate Nice to Haves and Must Haves – Some things you can not teach

You Can't Teach:

- Passion for your Mission
- Heart for Great Service
- Team Player
- Loyalty
- Attention to Detail

Determine Desired Behaviors/Performance Skills

Keep in mind that these may be harder to train than skills!

Examples include: Customer Oriented, Takes initiative, Creative

Behavioral Based Interviewing: Based on the assumption that past behavior is the best predictor of future behavior. It's Like a Crystal Ball.

Behavioral Based Interviewing Questions:

- What was the situation?
- What did you do?
- What was the outcome?
- Clarify the specific role
  - Initiate?
  - Participate?
  - Follow Directions?