

# Conducting Behavioral Interviews

## INTERVIEW FLOW OVERVIEW

### 1. OPENING THE INTERVIEW

#### **Welcome and Introductions**

Begin by greeting the candidate and helping them feel at ease. A warm, friendly introduction can set a positive tone: "Hi, it's great to meet you. How are you today?" or "Thanks for joining today. Just to confirm, is everything working on your end?"

#### **Outline the Process**

Set clear expectations for how the interview will proceed: "Let me walk you through what to expect today. I'm [your name and title], and I'll be conducting this first-round interview. If selected to move forward, you'll meet with [name of hiring manager] in the next round."

### 2. BUILDING RAPPORT

#### **Start with Light Conversation**

Take a moment to engage in small talk and help the candidate settle in. A few informal questions can go a long way in creating a comfortable atmosphere.

#### **Explain Note-Taking**

To avoid confusion or discomfort, let the candidate know that you'll be taking notes: "I'll be taking some notes as we go to ensure I capture your responses accurately." If you're conducting the interview over Zoom, clarify whether you'll be typing or writing your notes.

#### **Balance the Conversation by Using the 80/20 Rule**

Aim for the candidate to speak approximately 80% of the time. Your role is to listen and guide the discussion with follow-up questions as needed. Your goal is to gain a deep understanding of the candidate's experience and qualifications.

### 3. DIGGING INTO THE DETAILS

#### **Use a Mix of Question Types, including Behavior-based**

Incorporate open-ended and probing questions to dig deeper into the candidate's background and behaviors. Examples of probing questions:

- "What were the results of that action?"
- "What did you take away from that experience?"
- "How did you go about achieving that goal?"

#### **Give Space for Reflection**

It's perfectly fine if there's a pause after you ask a question. Allow the candidate time to think. You might say: "Take your time if you need a moment to think it through." Avoid filling silence with unnecessary conversation and give the candidate room to reflect and respond thoughtfully.