

Interviewing and Selection Case Study

DIRECTIONS:

You will be interviewing Kathleen Korby for the position at Hope Drugs described in the job description. At this point all you know about her is what is listed on her resume. Plan your interview by designing questions you will ask about the major areas listed below:

For each major area list at least 4 questions you would ask, word the questions exactly as you would ask them.

Rule #1: Ask questions that concentrate on the applicant's past performance. An applicant's past will offer you tangible facts upon which you can make reliable assumptions.

Rule #2: Ask questions that are open-ended and encourage an applicant to elaborate. Where appropriate ask questions that require applicants to provide examples (SAC technique) and "what if" questions.

Questions about "highlighted" items on the resume:

1.

2.

3.

4.

Questions about previous job effectiveness (responsibilities, successes, failures, sources of satisfaction, sources of difficulty, etc.)

1.

2.

3.

4.

Questions about job motivation (past sources positive and negative)

1.

2.

3.

4.

Questions about managerial experience (style, methods, challenges faced, etc.) -- try writing some behavior-based SAC questions here

1.

2.

3.

4.

Questions about attitude (toward previous employers, co-workers, patients, in difficult situations, etc.) -- try writing behavior-based SAC questions here.

1.

2.

3.

4.

Questions about education and training (preparation for job, special interests in school, future plans, career objectives)

1.

2.

3.

4.

Questions about the company (Hope Drugs) (reasons for interest in the job, knowledge of job, expectations of job)

1.

2.

3.

4.