



**8 QUESTIONS
THAT GET PAST
THE 'PERFECT' ACT**

BURN THE RESUMES

Why do we do it? Does anyone really think asking interview questions from a resume – will get to the “true candidate?” When the police investigate a suspect – do they want them to feel comfortable with a nice sheet of paper in from of them?

We have all been there. The candidate that “wows” us in the interview and is then a dud in the workplace.

Many times this is because we did not ask the types of questions in the interview to get to the “true” candidate.

Candidates have long known how to dance around the standard interview questions to make themselves look flawless. What they often don't realize is that you don't care that they aren't perfect – you want employees who are honest about setbacks and willing to learn from the experience.

TELL ME ABOUT YOURSELF? WHAT ARE YOUR STRENGTHS AND WEAKNESSES? WHERE DO YOU SEE YOURSELF IN 5 YEARS? BLAH...BLAH...BLAH...

These traditional questions may have been helpful back in the day – but today’s candidates are smarter and more prepared.

The police want the suspect to be off-balance – so they will reveal information about themselves. As interviewers, we want to do the same thing. We want to get a glimpse into the “true personality” of our candidates – to determine if they will be a proper fit in our organization. Here are 8 interview questions that will reveal the candidates true character.

QUESTION 1:

CAN YOU DESCRIBE SOMETHING THAT WAS UNFAIR AT YOUR LAST JOB?

I call this the “victim” question. Is this person going to be a victim when he comes to work here – or is he going to take accountability for his actions? Some good follow-up questions are “*why did you find that unfair?*” and “*what did you do – to improve the situation?*” Thru these interview questions, we can learn a lot about the candidate’s resilience – and how they will interact with others.

QUESTION 2:

WHAT IS SOMETHING YOU ARE PROUD OF?

I want to hire people with passion. If they cannot describe something they are proud of – with passion – it's a big strike. We want to hire people who are driven to make an impact. It's easier to put the brakes on someone's passion – than work on igniting a fire under them. What they describe is important also – as it will provide insight into what they value. A good follow-up interview question to ask is “*what role did you play to achieve this?*”

QUESTION 3:

IF YOU WERE TO GET THIS JOB, AND ONE MONTH LATER YOU WERE UNHAPPY HERE – WHAT WOULD THAT LOOK LIKE?

This question will help you understand some important things about the candidate. What are their expectations around training, culture, work load, etc.? The candidate's answer to this questions will provide insight into what they value and if there is alignment with your organization. A good follow-up interview question is "*Why is that important to you?*"

QUESTION 4:

CAN YOU DESCRIBE THE CUSTOMER IN YOUR LAST JOB?

If we do not know the customer, it is very difficult to increase revenue/improve processes and service. The customer does not have to be external. It could be a support role with internal customers. How the candidate describes the customer is important. Do they respect the customer? Do they understand their needs? A good follow-up interview question that I have asked is *“If your customer was at Happy Hour venting to her friends about the job – what would she be saying.”* I want people on my team that have a passion for the customer and are looking for ways to improve their performance.

QUESTION 5:

HOW DO YOU THINK THIS JOB WILL STRETCH YOUR PROFESSIONAL CAPABILITIES?

Ask candidates about weaknesses and many spin their answers, offering replies like “*Sometimes I work too hard*” Asking how a job will challenge comfort zones make candidates consider the skills they need to improve on and helps prepare them for inevitable setbacks.

QUESTION 6:

IN WHAT AREAS HAVE YOU IMPROVED THE MOST IN YOUR CAREER?

Don't let candidate shy away from showing their past mistakes. Help them realize how far they've come and see they can always improve.

QUESTION 7:

WHAT'S THE TOUGHEST FEEDBACK YOU'VE BEEN GIVEN AND HOW DID YOU LEARN FROM IT?

The best employee is one who can take criticism that's difficult to hear and use it to grow professionally. If they can't think of an instance when they received feedback, they probably never asked for it or aren't being forthcoming.

QUESTION 8:

WHAT ARE PEOPLE LIKELY TO MISUNDERSTAND ABOUT YOU?

You want employees to be able to understand how others see them. Work isn't a popularity contest, but a worker who acknowledges the things they do that push others' buttons is likely to make the effort to be a team player.