



## **Four Major Ways the Internet Can Improve Your Organization's Interviewing Practices**

### **1. Improved collaboration between recruiters and managers**

A common problem for recruiters is how to help hiring managers that are distributed in various locations define the hiring requirements for open positions. While hiring managers can define things like experience requirements and primary responsibilities, the conversation can be frustrating when it comes to defining the competency requirements for an opening. This is because a common language for defining requirements is not shared. The Internet allows for the efficient exchange and systematic review of a database of behaviorally defined competency requirements. Even more efficient and powerful is having a web-based application that sits on top of the database that provides an easy way to build the competency requirement profile together on-line.

### **2. Improved distribution of documents and data**

Another common problem is trying to track down interviewer ratings for review and storage. Often this means tracking down pieces of paper and placing them in a folder. This practice is both tedious and time consuming for hiring managers and HR professionals alike. Often interviewers also have to be scheduled for a meeting to discuss their ratings and arrive at summary ratings and overall conclusions about the candidate. The Internet allows for electronic forms to be sent and used for recording ratings and comments. Interviewers can view their ratings and others online and consolidate the data in a conference call. Again, an even more efficient and powerful solution is to use web-based applications that allow for interview data to be collected and managed online and stored for future reference in a database.

### **3. Web-based interviewer training**

Another common problem is how to drive interviewer consistency and help ensure interviewers are adequately prepared. Most interviewer training is workshop based. These events are very expensive and take managers away from their jobs for one or more days. A large number of workshops must be scheduled and conducted to meet the needs of a large management population. The Internet allows managers to review interviewer training content online at their own pace and when their schedule allows time for review.

Remote instructors can be used to answer questions and provide coaching or skill practices. Of course, the most efficient and powerful approach is to offer a well designed and interactive web-based interviewer training application that includes assessment and certification components.

#### **4. Improved communications and support for field personnel**

Field personnel can often feel like they are all by themselves when it comes to getting the support and information they need related to hiring. One of the most common needs of field personnel is getting help in preparing interview questions and structuring the interview process. Another need is how to stay current and informed about required procedures and best practices related to hiring. The Internet allows you to provide a common forum for exchanging and updating policies, procedures, forms, and information concerning best practices. Message boards, common resource centers or knowledge management centers are relatively easy to establish. A database of proven legally defensible questions related to common competencies can be shared to help in building interview guides. Of course, the most efficient and powerful approach is to provide a web-based application that allows HR professionals and interviewers to create, store, and distribute professional interview guides online.

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