



Strategic
Operations
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Interviewing Challenges Case Study

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Thursday 13 September 2018



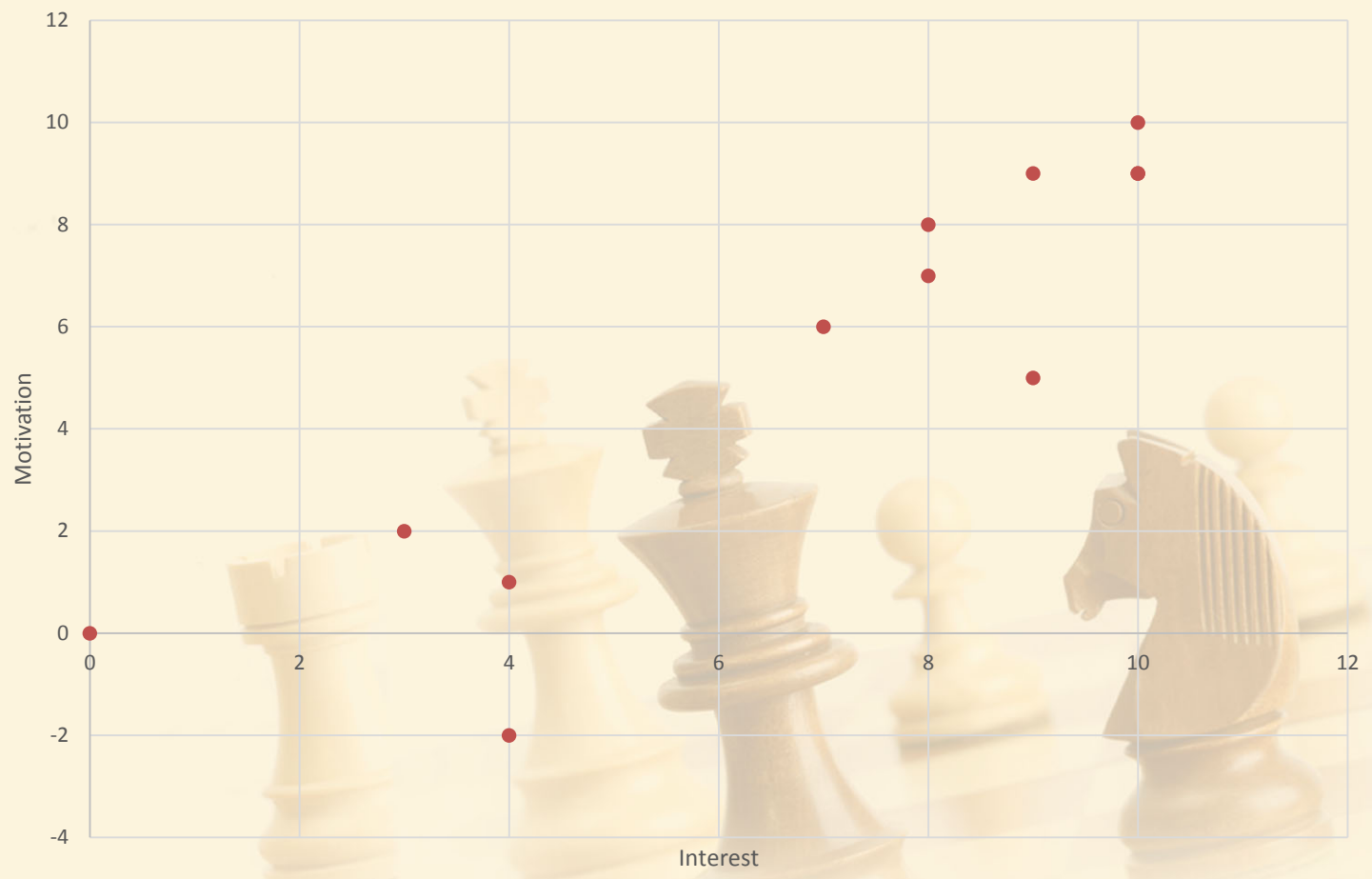
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Promo Video



- **Graphic Teaser**
 - Group Discussion – Why is this Important?
- **Case Study**
 - Business Practices vs. Biblical Guidelines
- **Interview Process**
 - Sample Interview Questions
- **Evaluation Graphics**
 - Interview & Culture Assessments
- **Aftermath**

Candidate Assessment

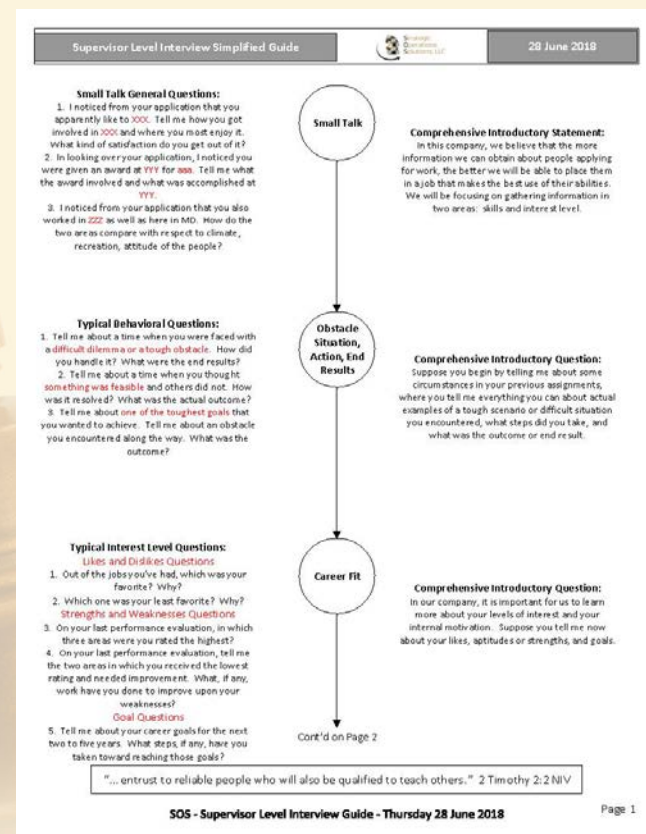


- Case Study
 - S. H. A. R. E. Model
- Typical Business Practice
 - Telephone Screening Interview
 - Face to Face Interview
 - Candidate Evaluation
- Biblical Guidelines
 - 2 Timothy 2:2 NIV

Sample Questions

- Telephone Screening
 - Job Description
 - Company Goals
 - Customers
 - Development Plan
- Face-to-Face
 - Fulfillment vs Frustration
 - Difficult Dilemma/Obstacle
 - Upset Customer/Coworker
 - Rest of Life Opportunity

Simplified Flow Chart



Assessments

Simplified Flow Chart

- Interview
 - Motivation vs Interest

- Culture
 - Current vs Ideal

Supervisor Level Interview Simplified Guide 28 June 2018

EXTERNAL CLUES (Lacking Control)

I can't.
It's impossible.
It will never work.
I have no control over it.
It failed before and will fail again.
It wasn't meant to be.
It failed but wasn't my fault.
It'll never change.
It was never going to happen, so I had to give up.
I can guarantee it won't work.
I had no other choice.
There was nothing I could do about it.
Why bother? I already knew it wouldn't work.
It's just bad luck.

INTERNAL CLUES (Perceived Control)

I can and I did.
I had to find a way to do it.
I'm not going to give up.
I'm sure it's possible.
I'm still working on it.
It can be done.
We've got to think of creative solutions.
I know I can make it work.
I have obstacles, but I can overcome them.
I will find a solution.
Where there's a will, there's a way.
There is an answer.

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Motivation versus Interest

APPLICANT INTERESTS

DISLIKES
Admitted dislikes
Least favorite job
Least favorite job tasks
Weakest skill area

PASSIONATE
Admitted likes
Favorite jobs
Favorite job tasks
Strongest skill area
Goals w/attached action

Candidate Assessment

Internal

9 M
8 D
7 T
6 I
5 V
4 A
3 T
2 I
1 O

LOW Performer



0 N 1 2 3 4 5 6 7 8 9

Low INTEREST High

External

Summary E excerpted from "Don't Hire Anyone Without Me!" by Carol Quinn

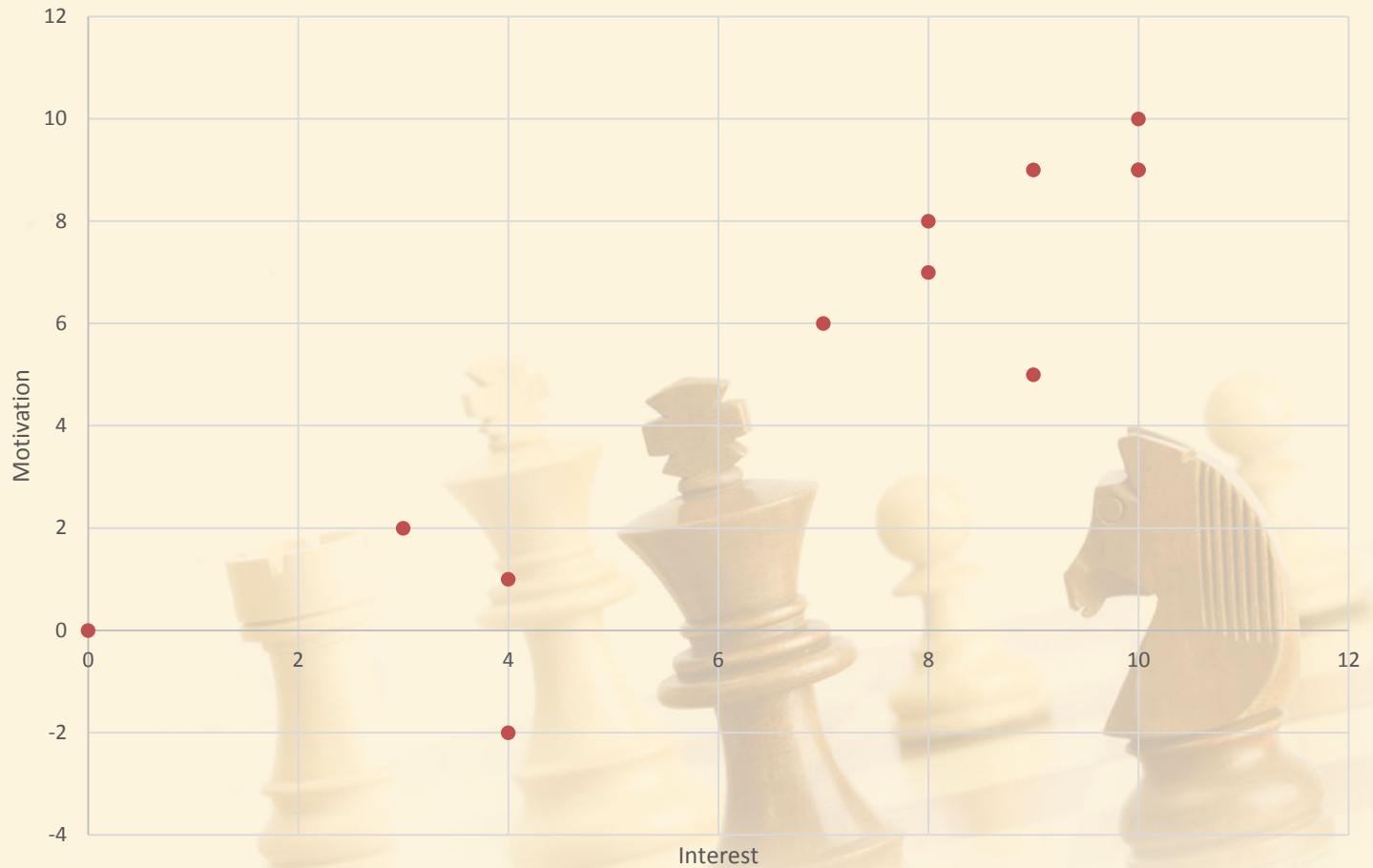
Images from "The Ideal Team Player" by Patrick Lencioni

"... entrust to reliable people who will also be qualified to teach others." 2 Timothy 2:2 NIV

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Candidate Assessment



- Executive Summary Debrief
 - Results
 - Recommendations
- Organizational Development
 - Performance Improvement Plan
 - Restructuring
- Interview Process Improvement
 - Telephone Interview
 - Team Interview & Evaluation
- Invitation

THANK YOU!

“... entrust to reliable people who will also be qualified to teach others.” 2 Timothy 2:2 NIV