



TenStep Supplemental Paper

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Behavioral Interviews

Recruiting is a crucial task for any Human Resources department. HR normally screens a number of prospective candidates before short-listing the appropriate ones. Understanding a candidate's attitude and behavior is very important because it will determine the candidate's approach to work.

An interview is the only means of investigating and finding valuable information about a candidate - no other process of assessment can give better insight. An effective interviewer must be able to decipher verbal signs of deception to gain vital information.

A structured and methodical interview helps uncover obvious aspects of a prospect's personality. To gain deeper insight into the unknown and understand the candidate completely, HR relies on behavioral interviews.

Behavioral interviewing is a technique that uses a structured set of questions aimed at determining a candidate's attitude. This interview technique is based on the idea that when a person makes a conscious effort to act against his natural instinct to respond to the situation, an increased tension and anxiety is displayed. As connecting situations are posed, he loses control due to increased anxiety and fails to keep track of his answers, thus bringing out his true behavior. More importantly, the interviewer must understand the body language of the candidate to determine if a candidate is editing information or fabricating responses. This technique of interviewing is generally applied while selecting candidates for crucial management positions in the organization.