



## The Interview Process

Clarify the company requirements when interviewing a prospective employee. Be clear about the experience and skills that are required. Design an interview process that will give the required information. Select people on the basis of “best fit for the role”. Design interviewing skills seminars for the interviewers to ensure that they operate a consistent selection process.

### Issues

- General-
- A lot of time spent interviewing
  - Not happy with the results
  - Don't seem to be able to recruit people who are a good fit for the roles
  - Poor appointments can lead to expensive mistakes for the business
- INEOS Fluor -
- Managers inexperienced interviewers
  - Narrow set of interview skills

### Benefits

- Reduce expensive recruitment mistakes
- Recruiting the right people enables the company to prosper
- The need to move poor performers out of the business is removed
- Broadening of management skill base
- Additional set of skills for the development of staff

## The product in action - a case study

### The Client

INEOS Fluor - The business manufactures and supplies a wide range of HFCs to industry worldwide

### The Need

To establish and broaden the management skill base of interviewers to gain a representative view of external and internal candidates applying for job vacancies.

### What we did

Chris Lloyd introduced the managers to the behavioural interview approach. Coached the management team to develop skilled interviewers against their own competency framework. Provided role-play situations to practice and receive feedback on their approach. Advised where further work was necessary for interviewers to meet the necessary standard, and gave feedback to the individual.

**Consultant(s):** Chris Lloyd

### How the client benefited

Company can be more confident in selecting candidates against the competency model. A view of the candidate's development needs plan can be established and put into place based on the interview. Able to give candidates practical and accurate feedback.

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