



Entry Level Hiring

*Eliminating Subjectivity: A
TMIF Initiative*

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Current Scenario

- Multiplicity of Testing Instruments
- Each claim to be certified by “Experts”
- Most testing instruments are paper based
- Most testing instruments seldom have a trained test administrator

The Alpha & Beta Errors

- Does your current testing instrument guarantee best employees?
- Are you sure your current testing instrument guarantees that the right people have NOT been filtered out!
- HR teams continue the same testing instruments for long many years as these are “A Part of Our Process.”

The TMIF Perspective

- Assessments at Entry Level should be towards ascertaining the following:
 - A Passion to Succeed
 - A Desire to Compete
 - A Learning Attitude
 - Communication Skills
 - Team Skills

How To?

- Testing of communication skills and General IQ will be done by TMI
- Client to create a pool of uniformly oriented, empowered assessors for hiring at entry level(TMI will help organize this session)
- These assessors form the FI panel.

Interviewing Essentials

- Asking the right kind of questions
- Analysing responses
- Probing to elicit requisite responses
- Documenting interview comments
- Decision (Hire/NO Hire)
- Audit of decisions (5%)

Drawbacks of Traditional Assessments

- Seasoned Line Personnel
 - Hire based on individual paradigms
 - Fail to discount lack of experience
 - Fail to perceive how on-the-job experience polishes skill
- No separate Orientation for Campus Hiring
 - Assessors fail to distinguish between a fresh hire and a lateral hire
- No “Back to the Basics” study on past data

What young new-hires say...

- I am quite sure of what I want from my first employer, I may not always be right, but SURE.. I am.
- Tell me what Role I am being hired for
- Explain what ALL I might actually end up doing
- Interviewers need not always be friendly
- Should be a good listener-should not be negative during the course of the interview
- Post interview feedback helps leave a strong brand image
- The employer should be sure of my role, my location, my designation and my CTC.
- The absence of the above confuses me :(

Final Interview Advisory

- The basic premises in interviewing
 - The accurate predictor of future behaviour is past behaviour under similar situations
 - More recent the behaviour, the greater the chances of the prediction providing insight into the individuals personality
 - Understanding of past behaviour should be assessed through multiple questions providing various points of view.

Analysing Sales Attribute

- Probable questions

- Talk about a situation where you had to convince and persuade someone, maybe your parents, to agree to your point (e.g.: buy you a bike)?
- Can you convince me to sell this pen?
- Tell me five things that would make me buy this pen.
- What do you think are the most important skills required to sell something?
- Can you tell me about a time when you've had to influence someone to change their opinion or way of working? How did you do it?

Analysing Customer Service Attribute

- Give an example of how you provided service to a client/stakeholder beyond their expectations.
- Tell me about a time when you had to deal with an angry or upset customer or deal with client/stakeholder service issues.
- What, in your opinion, are the key ingredients in guiding and maintaining successful business relationships?

Analysing Leadership Attribute

- What leadership qualities do you think are important? How have you demonstrated these qualities?
- Tell me about a time during your education, when you lead a particular project/assignment/team. How did you manage the same?
- Give an example of a time when you have fostered motivation in your colleagues.

Analysing Team Work Attribute

- Describe a time you helped resolve a conflict between co-workers or volunteers. What was the conflict and how did you resolve it?
- Tell me about a team experience that you found rewarding?
- Tell me about a Project in which you worked as a team and your primary role in the same.

Analysing Planning Attribute

- How do you determine priorities while scheduling your time?
- Describe a time when you had several deadlines falling at the same time. How did you organize your time and get them all done?
- Are you better at working on many things at a time, or are at working on limited but specific activities?

Analysing Assertiveness

- Sometimes the customer isn't always right. If you've had a client who was acting unreasonably with you, tell me how you would deal with the situation?
- Sometimes our self-confidence gets in the way of getting a job done. Tell me about a time where your own self-confidence allowed you to succeed where others failed. What was the outcome?
- What do you do if someone at work applies too much pressure on you to do something?

Analysing Positive Attitude



- What steps do you personally take when your assignments fall behind schedule?
- How do you cope when unexpected obstacles hinder your work? Cite an example.
- How do you handle yourself when you feel the world is against you? Cite an example.

Analysing Aspiration

- What sorts of things have you done to become better qualified for your career? What have you done to improve your knowledge in the last one year?
- Which would you prefer, Big Bucks or Great Work?
- Careers grow and develop just like people do. They are born, have a youth, prime, and mature period. Where do you see your career two years down the line? Why? What are you doing to sustain it?

Evaluating Response

- Specific, Realistic and convincing
 - The data or information provided should be meaningful, backed by data and facts, have ready references.
- Spoken with passion
 - While providing information the candidate should sound enthusiastic, confident, show energy level, should reflect emotion.
- Force of conviction
 - When interviewing a future employee, based on his competencies and achievements, there should be a close observation of the conviction with which he states his successes and learning's.
- Clarity of thought
 - The presentation of data and information should be structured and arranged in parts in such a way that the interviewer and the interviewee himself can deal with each part or component separately.

Online Assessments

- TMIF will use the above framework and provide a secure software interface of the following nature during FI process:
 - Captures Candidate Details
 - Prompts assessment criteria wise questions (randomly) for use of Interviewer
 - Captures Interviewer Response based on pre-decided response criteria's
 - Provides a final score card on each candidate
 - Interviewer uses the option of selection or rejection
 - Once a decision on selection is made, this cannot be changed
 - System generates event score card along with abstract of interviews (interviewer wise across a campaign)
 - Data of this application, when administered off line, will be made available online within 24 hours for client SPOC to view

Thank You

- For business enquiries write to business@tminetwork.com

