

Assessment

Behavior-Based Interviewing *First Edition*

The objectives of this book are:

- To explain how to develop objective job criteria
- To provide a technique for developing objective, open-ended interview questions
- To teach how to conduct an objective interview that extracts in-depth information from the applicant
- To demonstrate how to analyze interview results and rate applicants against objective criteria
- To show how to follow up the interview process with rejection and offer letters

■ CRISP_{series}

Assessment Questions for Behavior-Based Interviewing, First Edition

Select the best response.

1. The best predictor of future success is:
 - A. Claims about future behavior
 - B. Past behavior

2. Interviewers who are unorganized or unprepared may lose desired candidates to the competition.
 - A. True
 - B. False

3. From a legal perspective, it is justifiable not to offer a job to someone because of:
 - A. Personal appearance
 - B. Style of dress
 - C. Ability to perform the job
 - D. A gut feeling that the person will not fit in

4. Criteria for selecting the right person for the job should be:
 - A. Personal and subjective
 - B. Measurable and objective

5. The four phases in the candidate selection process should be followed in this order:
 - A. Interpret behavior, gather information, conduct interview, follow up
 - B. Gather information, conduct interview, interpret behavior, follow up
 - C. Follow up, conduct interview, interpret behavior, gather information
 - D. Conduct interview, gather information, interpret behavior, follow up

6. An Employee Requisition Form includes information:
 - A. Limited to the duties required in a job
 - B. Limited to the qualifications required for a job
 - C. On both duties and qualifications required for a job

7. A position description should describe the ideal candidate and not the position itself.
 - A. True
 - B. False

8. Performance reviews of those who have previously held an open position:
 - A. Should never be consulted in determining qualifications
 - B. Sometimes reveal skill areas required in the position
 - C. Can be used without the permission of the person reviewed

9. In a Dimension Matrix, the term “dimension” refers to a:
 - A. General category of qualification
 - B. Particular skill
 - C. Job behavior that illustrates a required skill

10. It is best to conduct an applicant background review:
 - A. Before developing a position requirements profile
 - B. After developing a position requirements profile

11. To have an effective interview, avoid using:
 - A. Fact-based preparation
 - B. Questions related to job skills
 - C. Trained interviewers
 - D. Only one source of information

12. Scripting interview questions before the interviews begin is:
 - A. Not a productive use of time
 - B. Essential in keeping the proceedings focused and legal

13. “Explain how you helped someone succeed” is a question designed to determine a candidate’s:
 - A. Technical abilities
 - B. Delegation skills
 - C. People development skills

14. Three of the following questions deal with topics that may be illegal. Select the legal question.
- A. You look about 40, is that right?
 - B. With two children do you anticipate any child care problems?
 - C. How would colleagues describe your teamwork?
 - D. Is that an Italian last name?
15. “Are you an effective negotiator?” is:
- A. An open-ended question
 - B. A closed-ended question
16. Appropriate interview techniques for probing for additional information include:
- A. Paraphrasing
 - B. Nodding
 - C. Pausing
 - D. All of the above
17. An opinion about a candidate can only be justified by what was stated or displayed during the interview.
- A. True
 - B. False
18. During the Introductions step of the interview, you should not:
- A. Offer the candidate a drink
 - B. Make small talk
 - C. Explain that you will be taking notes on the interview
 - D. Leave the candidate in the dark about procedures
19. During an interview, the candidate should talk for approximately:
- A. 10% of the time
 - B. 50% of the time
 - C. 80% of the time
 - D. 100% of the time

20. When interviewing, you should let your first impression influence your final decision.
- A. True
 - B. False
21. In assessing a candidate's qualifications, you must ignore body language and facial expressions.
- A. True
 - B. False
22. A reject letter should:
- A. State the job fit was not there
 - B. Make offers for future employment
 - C. Be individualized for each person interviewed
 - D. None of the above
23. An offer letter should:
- A. State any employment contingencies
 - B. Include the salary in annual terms
 - C. Always offer a lower salary than the organization will pay
24. A company should evaluate its interview process:
- A. Once a year
 - B. After each use
 - C. Whenever legal problems have occurred
25. Interview forms should be:
- A. Thrown away immediately after the interviews
 - B. Kept on file for two years

**Answer Key for
Behavior-Based Interviewing, First Edition**

Recommended response (Corresponding workbook page)

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|----------|------------|------------|------------|------------|
| 1. B (3) | 6. C (14) | 11. D (35) | 16. D (48) | 21. B (64) |
| 2. A (4) | 7. B (17) | 12. B (36) | 17. A (51) | 22. A (73) |
| 3. C (6) | 8. B (25) | 13. C (39) | 18. D (54) | 23. A (74) |
| 4. B (8) | 9. A (30) | 14. C (42) | 19. C (55) | 24. B (77) |
| 5. B (9) | 10. B (31) | 15. B (47) | 20. B (58) | 25. B (78) |